

CTS America

Response to West Virginia State Police RFQ Number DPS0936

CAD/Mobile CAD/AVL/ Mapping Software
Due Date: May 21, 2009 1:30 PM



RECEIVED

2009 MAY 20 A 10: 06

PURCHASING DIVISION
STATE OF WV



270 North Palafox Street
Pensacola, FL 32502
(877) 762-7826 (toll free)
(850) 429-0522 (Fax)
www.cts-america.com



May 19, 2009

John Abbott
WV Purchasing Division
2019 Washington St E
Charleston, WV 25305-0130

Subject: West Virginia State Police RFQ# DPS0936

Dear Mr. Abbott,

CTS America (SmartCOP, Inc.) is pleased to submit this response to the State of West Virginia's RFQ for CAD, MobileCAD, and AVL software. CTS is confident that the extensive functionality of our highly efficient portable software system best meets your needs.

The solution West Virginia desires is very similar to the solution that CTS is currently implementing in the State of Georgia. In addition to the Georgia State Patrol implementation, the CTS solution has been successfully implemented in the State of Florida with the Highway Patrol, Florida Wildlife and Conservation Commission, Department of Transportation, and the Environmental Protection Agency, the Montana Highway Patrol, and the South Carolina Department of Public Safety.

As a result of working closely with our state patrol agencies, we have continually enhanced our software to meet their needs. By partnering with CTS, the West Virginia State Police will have the advantage of working with a company that has extensive, relevant experience and familiarity with the needs of public safety agencies. We are a company that can meet and exceed your present and future public safety software solutions with an extensive, integrated, portable suite of products.

We intend to provide the West Virginia State Police with a state-of-the-art solution offering a flexible electronic business process and flexible security access that will interface with all critical state systems. Our comprehensive software offers a fully-integrated, single-source solution, including implementation, training, user documentation, and maintenance.

CTS America is committed to working with you to provide software that not only exceeds your expectations, but makes the West Virginia State Police a showplace for effective, cutting-edge CAD, RMS, and mobile applications.

We look forward to the opportunity of joining you as a partner in your initiative.

Sincerely,

A handwritten signature in black ink that reads "G. Kay Stephenson". The signature is written in a cursive, flowing style.

G. Kay Stephenson
President/Chief Executive Officer

Executive Summary

CTS America has become the preferred vendor in the marketplace in providing statewide solutions. With successful implementations in the states of Florida, Montana, South Carolina, and Georgia, it is apparent that CTS has a solution that not only works but exceeds customer expectations. It is our intent to bring both our experience and expertise to the State of West Virginia. As the subsequent pages illustrate, CTS' solution is highly compliant to the State's requirements.

CTS proposes to implement the newest generation of its highly successful software suite. The proposed system will enable the West Virginia State Police to immediately field a proven integrated system that reflects the business process of a state police: Dispatch, Records, and In-Car Solution.

With the proposed system, West Virginia State Police will have immediate access to critical functions including Dispatch, Automatic Vehicle Location (AVL), Situational Mapping, Mobile Queries / Dispatch, Electronic Citations (Traffic & Commercial) and Crash Reporting. Based on our experience with four other state patrols, we believe the West Virginia State Police will immediately see enhanced officer safety and **improved** productivity by implementing the CTS solution. With access to real-time reporting, citations, and immediate access to vital data required to make critical decisions, the CTS solution will become an indispensable tool for every officer in the West Virginia State Police.

CTS America (SmartCOP, Inc), a privately held Florida corporation, is engaged in system development, implementation, and support services for a fully integrated suite of public safety products. Our experience and proven software tools will enable the State of West Virginia to accomplish the goals they have set forth in the RFQ. Specifically, our proposed solution will provide the following benefits:

- Provide the latest generation of the highly successful CTS America software tools, including Computer Aided Dispatch (SmartCAD), Records Management System (SmartRMS), and Mobile Computing with Crash, Citations and Field Reporting (SmartMOBILE & MobileFORMS).
- The Mobile Computer Terminal solution provides seamless query results, data mining to reduce keystrokes for data entry, situational awareness that includes AVL and mapping and electronic forms for rapid citation and report completion, resulting in more officer time spent safe, informed and available.
- Provide real time data transmission from the officer to the state systems and then the ability to transmit the data to the courts.
- Give the state a proven partner with experience to reengineer paper processes to leverage the safety, productivity and data availability embedded within the CTS America software.
- Utilize Commercial Off the Shelf (COTS) software that is unique and customized not in code but through configuration and thus used by many other states, resulting in a longer lifecycle, frequent updates and next-generation releases to keep current with functional requirements and leverage new technologies.

- Statewide data reporting, analysis and GIS Spatial Analysis of all crash, citation and report data.
- Data sharing/interoperability with other state and local agencies.

The CTS America solution is the only proven statewide solution that not only meets but exceeds the state's requirements. Our software has been field tested, proven, and embraced at four different state patrols. The Florida Highway Patrol partnership with CTS serves as the model nationwide for other states to emulate and envy.

CTS America

CTS America (SmartCOP, Inc.) is a Pensacola, Florida-headquartered company that was incorporated in 1999 for the sole purpose of providing public safety software solutions. Our software products have been in continuous development for more than 20 years, including eleven years prior to the incorporation of the company. The first very basic installation of the software was in 1988.

The company was founded by a computer specialist and sworn law enforcement officer who recognized the practical needs of law enforcement. The founder realized that public safety software needed the input of those persons involved in the day-to-day process; that is, officers, investigators, dispatchers, administrators, and court clerks. Rather than dictate what an agency should utilize, the founder of CTS listened to and created what its users demanded. This same philosophy has continued through the present. In fact, several CTS engineers and team members are present and former law enforcement officers, dispatchers, and staff who understand the unique needs of public safety agencies.

CTS' team of professionals come from several advanced technology corporations, creating a "best of the best" group of highly-experienced engineers, industry-standard development methods, quality assurance, and engineering techniques that are applied to create advanced software solutions.

Proposed System

CTS proposes an Integrated State Patrol Public Safety Software Solution (CAD, RMS, and MCT) that is designed to enhance West Virginia State Police operations while adhering to the State's specific protocols and requirements. Although this RFQ does not include a Records Management System, we are including as an option in order for the State to be completely integrated with the best solution in the marketplace.

The CTS CAD and RMS system provides a one-time site license for unlimited user access. The initial fee includes project management, installation, training, and the first year of maintenance services. Maintenance will be renewed annually through subsequent fees. The SmartMCT applications require individual user license fees, and additional maintenance fees also apply.

For this proposal, CTS will provide the following software modules.

- o SmartCAD

The SmartCAD system provides comprehensive tracking of units and incidents. Verification of locations and historical data ensures incident information is accurate and relevant. Calls are color-coded to reflect priority level and status. Updates to calls are posted instantly and are available to all users. In addition, configuration options allow the County to define many required elements, such as incident types, disposition codes, street aliases, shift designations, and patrol zones.

Any changes made to a call are immediately visible to each user logged into the system. Changes are event-driven, meaning users do not have to refresh the data or request an update. Supervisors can quickly assess the status of all units and calls and manage resources appropriately. Event-driven CAD is also a function of the mobile application, allowing users to view immediate changes made to calls.

SmartCAD is simple to use, and the E911 feed and address verification result in fast, accurate data entry. All incident and unit information is captured and stored in a call history archive for reporting and reference until purged by the agency.

- o SmartRMS

The SmartRMS system is seamlessly integrated with SmartCAD and shares a common MNI (Master Name Index). New incident data is automatically populated from CAD to RMS as incidents are initiated and completed. Approved field report deata also is seamlessly populated and indexed into the appropriate RMS fields.

- o SmartMCT

The SmartMCT provides the trooper with the ability to run NCIC queries, electronically complete traffic citations and crash reports, and take advantage of the many benefits of field based reporting. With the SmartMCT, troopers spend less time completing paperwork and more time on the road performing their daily mission.

- o SmartADMIN

The Administrative Programs consist of applications for access management and configuration of the system as well as several modules that perform administrative type functions such as Fleet Management, Issued Property Management, and Training Management. The access management and configuration systems allow for a single point of system wide access and configuration control.

Qualifications

CTS America's complete solution (CAD, RMS, MCT, and Jail Management) has been successfully implemented at public safety agencies at local, state, and national levels in Florida, Alabama, Georgia, South Carolina, and Montana. The same quality of service and functionality is available to the WV State Police by selecting CTS for this project.

CTS is uniquely qualified to support WV State Police due to our extensive experience with state agencies. Having worked closely with multiple state agencies, CTS understands not only the unique needs of state police officers and staff, but that there are differences from state to state and even among law enforcement agencies within a state. We have improved upon our system, not through customized code but through configuration options, in order to support the needs of each agency. For example, many of our local agencies dispatch fire resources in addition to law enforcement. These agencies enable options specific to fire resources that other agencies, such as the Georgia State Patrol, leave disabled. The result is

a highly configurable system that supports each agency's business practices while reducing the efforts required to maintain separate CAD systems. Rather than force-fitting an agency into our system's functions, extensive configuration options ensure that SmartCAD supports each agency's workflow and standard operating procedures.

References

State of Florida, Department of Highway Safety and Motor Vehicles

Products Installed: CAD, RMS and MCTs

Reference Point of Contact:

Name: Major Steven Williams

Phone: (850) 922-9501

Fax: (850) 414-2242

E-mail: Williams.steve@fhp.hsmv.state.fl.us

Other State Agency Contacts:

Name: Becky Coletti, Florida Fish and Wildlife Commission

Phone: (850) 410-0656

Fax: (850) 414-8352

E-mail: Becky.Coletti@fwc.state.fl.us

Name: Lt. Chris Sella, Florida Fish and Wildlife Conservation Commission

Phone: (850) 251-7261

E-mail: chris.sella@myfwc.com

The State of Florida has been a CTS customer since 2001. CTS was awarded two separate contracts with the State of Florida, resulting in a two-phase installation to provide a single, integrated solution for law enforcement software. The first phase occurred in 2001 and provided Mobile Data Terminals (MDTs) to the Florida Highway Patrol (FHP); the second phase in 2003 provided CAD for FHP and other agencies participating in the State of Florida Highway Patrol Technology Project.

Today, the mobile data software is installed in over 2,000 FHP vehicles, 300 Florida Department of Transportation vehicles and 650 Florida Fish and Wildlife vehicles, making this our largest installation in terms of geographic area and complexity. The MDT project highlights our willingness and ability to meet the challenges that arise with such complex installations. For example, once the MDT project got underway, FHP realized the difficulty of importing reports from remote sites with poor connections. CTS responded by creating an FTP application that simplifies the export and import of mobile reports from remote sites. Recently, we developed mobile software for handheld ticket printing which the FHP motorcycle units are using. The handheld devices are integrated to SmartMCTs in the vehicles and contain all the required Florida state forms for citations (vehicle, DUI, and

boating) and warnings. This new SmartMOBILE Pocket Ticket Writer™ application and device are listed as optional items in the cost proposal.

The State of Florida CAD project serves 13 agencies. The FHP has SmartCAD installed at seven regional dispatch centers and 44 remote dispatch sites. Other dispatch agencies include Florida Department of Transportation, Department of Fish and Wildlife, and the Capital Police. The multi-agency aspect of this project required extensive security and reporting modifications to ensure agency data is autonomous when needed, yet is available to system administrators with multi-agency security access.

The multi-agency aspect of this project required extensive security and reporting modifications to ensure agency data is autonomous when needed, yet available to system administrators with multi-agency security access.

Other aspects of the project include:

- Enterprise Server in Tallahassee that provides centralized data storage and dissemination for the entire state.
- Integration of MDTs and CAD to provide CAD details to troopers in their vehicles
- Use of the existing CJ-Net system to provide connectivity
- Update the FHP's existing data repository to capture CAD data
- Provide a single database for centralized storage of employee and configuration data

South Carolina Department of Public Safety

Products Installed: CAD, MCT

Reference Point of Contact:

Name: Lt. Col. Mike Oliver

Phone: (803) 896-7948

E-mail: mroliver@schp.org

The South Carolina Department of Public Safety, which installed SmartCAD in six dispatch centers across the state in 2003, dispatches for the South Carolina Highway Patrol, Bureau of Protective Services, and also the Department of Transportation. The main CAD and Enterprise server is located in Blythewood, SC. Similar to Florida, any state law enforcement agency in South Carolina can use SmartCAD. The Bureau of Protective Services has also installed SmartMCTs in their vehicles.

Other aspects of the project include:

- A single CAD server supporting six (6) dispatch centers around the state
- Expandability to accommodate new systems
- Supporting data sharing among agencies
- Allow local South Carolina public safety agencies to utilize the CAD system
- Provide a browser-based application that allows non-CAD users access to CAD data

State of Montana Highway Patrol

Products Installed: CAD, RMS, and MCT

Reference Point of Contact:

Name: Lieutenant Colonel Butch Huseby

Phone: (406) 444-3588

E-mail: bhuseby@mt.gov

CTS replaced the State of Montana's antiquated CAD system that was unable to meet the needs of the Montana Highway Patrol. The system provided no means for reporting or viewing call history. The State of Montana was completely paper-based for reporting purposes.

CTS provided a fully integrated solution to replace Montana's legacy CAD and MDT system. Montana also added RMS, racial profiling, e-citation, and trooper reporting to allow complete sharing of information easily, securely, and timely. Montana's primary goal was to improve the communications associated with all aspects of the Montana Highway Patrol (MHP). CTS provides troopers with correct information as efficiently and effectively as possible by utilizing cutting edge technology and best practices. The mobile data system currently consists of 235 MCT installations.

The State of Montana is the first state in the country to implement a 100% MMUCC compliant traffic crash report. To the best of our knowledge, CTS is the ONLY public safety software vendor to offer a 100% MMUCC 2008, Version 3 compliant traffic crash reporting system.

Georgia State Patrol

Products Installed: CAD, RMS, and MCT

Reference Point of Contact:

Name: Dan Brown, CIO

Phone: (404) 624-7818

E-mail: dbrown@gsp.net

The Georgia State Patrol is CTS' most recent installation and is a complete turnkey solution (hardware and software). The CAD is scheduled to be installed in nine dispatch centers, the MCTs will be deployed in 800 vehicles, and the RMS will be used statewide. This is a statewide contract which allows any local agency to purchase from the contract much like West Virginia desires.

The Georgia State Patrol project is currently ongoing. CTS has completed the CAD installation at three dispatch centers with six dispatch centers remaining. Two troops have implemented MCTs with seven troops remaining.

Conclusion

Throughout our 20 year existence, each CTS customer has enjoyed many benefits of the CTS solution. Agencies, such as the Florida Highway Patrol, South Carolina Department of Public Safety, Montana Highway Patrol, and most recently the Georgia State Patrol, have made the transition to the digital age and have found that officers have more time to devote to public safety with a considerable reduction in paperwork making a paperless environment attainable. Not only does CTS' integrated software solution provide a faster means of

accomplishing daily tasks, it empowers decision makers with immediate on-demand information.

CTS' proposal incorporates the functions (CAD and MCT) requested by the State of West Virginia. With CAD, the dispatch center captures information at the time a call is received. This information is entered and stored in CAD and available for queries. MCT users have immediate access to the latest CAD data.

By partnering with CTS, the State of West Virginia will have the advantage of working with a partner committed to its customers and their mission. CTS is pleased to have the opportunity to respond to the RFQ and looks forward to partnering with the State of West Virginia in this endeavor.



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
DPS0936

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
JOHN ABBOTT
304-558-2544

RFQ COPY

TYPE NAME/ADDRESS HERE
 CTS America (SmartCOP, Inc.)
 270 N. Palafox Street
 Pensacola, FL 32502

SHIP TO

WEST VIRGINIA STATE POLICE
 4124 KANAWHA TURNPIKE
 SOUTH CHARLESTON, WV
 25309 304-746-2141

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
05/13/2009				

BID OPENING DATE: **05/21/2009** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UCP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 2						
ATTACHED ARE THE RESPONSES TO QUESTIONS RAISED PRIOR TO THE DEADLINE BUT WERE DELETED IN ERROR FROM ADDENDUM NO. 1.						
BID OPENING WILL REMAIN 5/21/09 AT 1:30 PM.						
0001	1	LS		920-45		
COMPUTER SOFTWARE MAINTENANCE/SUPPORT						
***** THIS IS THE END OF RFQ DPS0936 ***** TOTAL: _____						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>BK Stephen</i>	TELEPHONE 850-429-0082	DATE 5/19/09
TITLE President/CEO	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

**GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)**

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. All quotations are governed by the *West Virginia Code* and the *Legislative Rules* of the Purchasing Division.
4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
5. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
6. Payment may only be made after the delivery and acceptance of goods or services.
7. Interest may be paid for late payment in accordance with the *West Virginia Code*.
8. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, this Contract may be deemed null and void, and terminated without further order.
14. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (<http://www.state.wv.us/admin/purchase/vrc/hipaa.htm>) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
15. **WEST VIRGINIA ALCOHOL & DRUG-FREE WORKPLACE ACT:** If this Contract constitutes a public improvement construction contract as set forth in Article 1D, Chapter 21 of the West Virginia Code ("The West Virginia Alcohol and Drug-Free Workplace Act"), then the following language shall hereby become part of this Contract: "The contractor and its subcontractors shall implement and maintain a written drug-free workplace policy in compliance with the West Virginia Alcohol and Drug-Free Workplace Act, as set forth in Article 1D, Chapter 21 of the West Virginia Code. The contractor and its subcontractors shall provide a sworn statement in writing, under the penalties of perjury, that they maintain a valid drug-free work place policy in compliance with the West Virginia and Drug-Free Workplace Act. It is understood and agreed that this Contract shall be cancelled by the awarding authority if the Contractor: 1) Fails to implement its drug-free workplace policy; 2) Fails to provide information regarding implementation of the contractor's drug-free workplace policy at the request of the public authority; or 3) Provides to the public authority false information regarding the contractor's drug-free workplace policy."

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division.
2. **SPECIFICATIONS:** Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Complete all sections of the quotation form.
4. Unit prices shall prevail in case of discrepancy.
5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
6. **BID SUBMISSION:** All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130

Addendum # 2 DPS 0936

The following questions were submitted to State Purchasing regarding DPS0936

How many call takers will the CAD system need to support?

How many dispatchers will the CAD system need to support

How many supervisors will the CAD system need to support?

How many total and concurrent mobile users will the CAD system need to support?

How many total and concurrent mobile (query only) users will CAD system need to support?

We are unable to respond to the above questions. This is an open end contract and will be utilized by various agencies; therefore, we are unable to determine the number of users.



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**Request for
 Quotation**

RFQ NUMBER
DPS0936

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
**JOHN ABBOTT
 304-558-2544**

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE
 CTS America (SmartCOP, Inc.)
 270 N. Palafox Street
 Pensacola, FL 32502

SHIP TO

WEST VIRGINIA STATE POLICE

 4124 KANAWHA TURNPIKE
 SOUTH CHARLESTON, WV
 25309 304-746-2141

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B	FREIGHT TERMS
05/12/2009				

BID OPENING DATE: **05/21/2009** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM #01						
THIS ADDENDUM IS ISSUED TO ANSWER VENDOR QUESTIONS, PER THE ATTACHED DOCUMENTATION. NO ADDITIONAL QUESTIONS WILL BE ACCPETED.						
0001	1	LS		920-45		
				COMPUTER SOFTWARE MAINTENANCE/SUPPORT		
***** THIS IS THE END OF RFQ DPS0936 ***** TOTAL:						_____

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>GK Stephens</i>	TELEPHONE 850-429-0082	DATE 5/19/09
TITLE President/CEO	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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ADDENDUM #01

In regards to questions received by your office reference this RFQ, the following is the information provided to me by our communications section and should serve as an addendum to DPS 0936.

The first question was to have 30 days from the time of the RFQ was issued to respond to technical discussions to be written to explain how the vendor achieves certain functions. Our agencies response is that the vendors should already have their answers and that the normal time allowed for this should suffice. Multiple vendors have requested additional time, but it is the stance of the agency that the time provided is sufficient.

The second question regarding item 1.2, and requesting that this clause be changed to include all of North America. Our agencies response is that the vendor can list all of North America, must show large successful installations in the U.S.

The third question was in regards to the potential of the size of the PSAPs. Our response is that at this time we cannot provide a number of how many client licenses we will require nor will any other agency at this time. We recommend the vendor bid both Client and Server if that is what they can offer; and Tier 1, Item 2 is in regards as to how many people we expect to be trained.

The fourth question was in regards to what type of budget the WVSP has allocated for this project. Estimated budget amounts are not provided



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DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
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LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		920-45		
COMPUTER SOFTWARE MAINTENANCE/SUPPORT						
OPEN-END CONTRACT TO PROVIDE CAD/MOBILE MAPPING HARDWARE & SOFTWARE FOR THE WEST VIRGINIA STATE POLICE, PER THE SPECIFICATIONS.						
EXHIBIT 3						
LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.						
UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.						
RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>DK Stephens</i>	TELEPHONE 850-429-0082	DATE 5/19/09
FILE President/CEO	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

**GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)**

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. All quotations are governed by the *West Virginia Code* and the *Legislative Rules* of the Purchasing Division.
4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
5. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
6. Payment may only be made after the delivery and acceptance of goods or services.
7. Interest may be paid for late payment in accordance with the *West Virginia Code*.
8. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, this Contract may be deemed null and void, and terminated without further order.
14. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (<http://www.state.wv.us/admin/purchase/vrc/hipaa.htm>) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
15. **WEST VIRGINIA ALCOHOL & DRUG-FREE WORKPLACE ACT:** If this Contract constitutes a public improvement construction contract as set forth in Article 1D, Chapter 21 of the West Virginia Code ("The West Virginia Alcohol and Drug-Free Workplace Act"), then the following language shall hereby become part of this Contract: "The contractor and its subcontractors shall implement and maintain a written drug-free workplace policy in compliance with the West Virginia Alcohol and Drug-Free Workplace Act, as set forth in Article 1D, Chapter 21 of the West Virginia Code. The contractor and its subcontractors shall provide a sworn statement in writing, under the penalties of perjury, that they maintain a valid drug-free work place policy in compliance with the West Virginia and Drug-Free Workplace Act. It is understood and agreed that this Contract shall be cancelled by the awarding authority if the Contractor: 1) Fails to implement its drug-free workplace policy; 2) Fails to provide information regarding implementation of the contractor's drug-free workplace policy at the request of the public authority; or 3) Provides to the public authority false information regarding the contractor's drug-free workplace policy."

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division.
2. **SPECIFICATIONS:** Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Complete all sections of the quotation form.
4. Unit prices shall prevail in case of discrepancy.
5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
6. **BID SUBMISSION:** All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**Request for
 Quotation**

RFQ NUMBER
DPS0936

PAGE
2

ADDRESS CORRESPONDENCE TO ATTENTION OF:
**JOHN ABBOTT
 304-558-2544**

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE
 CTS America (SmartCOP)
 270 N. Palafox Street
 Pensacola, FL 32502

SHIP TO

WEST VIRGINIA STATE POLICE
4124 KANAWHA TURNPIKE
SOUTH CHARLESTON, WV
25309 304-746-2141

DATE PRINTED 05/04/2009	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
BID OPENING DATE: 05/21/2009		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
	(1) YEAR PERIODS.					
	<p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.</p> <p>ORDERING PROCEDURE: SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER ORDER.</p>					
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

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DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
05/04/2009				

BID OPENING DATE: **05/21/2009** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 04/11/2001</p> <p>EXHIBIT 4</p> <p>LOCAL GOVERNMENT BODIES: UNLESS THE VENDOR INDICATES IN THE BID HIS REFUSAL TO EXTEND THE PRICES, TERMS, AND CONDITIONS OF THE BID TO COUNTY, SCHOOL, MUNICIPAL AND OTHER LOCAL GOVERNMENT BODIES, THE BID SHALL EXTEND TO POLITICAL SUBDIVISIONS OF THE STATE OF WEST VIRGINIA. IF THE VENDOR DOES NOT WISH TO EXTEND THE PRICES, TERMS, AND CONDITIONS OF THE BID TO ALL POLITICAL SUBDIVISIONS OF THE STATE, THE VENDOR MUST CLEARLY INDICATE SUCH REFUSAL IN HIS BID. SUCH REFUSAL SHALL NOT PREJUDICE THE AWARD OF THIS CONTRACT IN ANY MANNER.</p> <p>REV. 3/88</p> <p style="text-align: center;">NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
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DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
05/04/2009				
BID OPENING DATE: 05/21/2009		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED: SEALED BID BUYER: JOHN ABBOTT (32)----- RFQ. NO.: DPS0936----- BID OPENING DATE: 5/21/2009----- BID OPENING TIME: 1:30 PM----- PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: ----- CONTACT PERSON (PLEASE PRINT CLEARLY): -----						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
05/04/2009				

BID OPENING DATE: 05/21/2009 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
***** THIS IS THE END OF RFQ DPS0936 ***** TOTAL: _____						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

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WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

SPECIFICATIONS FOR
CAD/MOBILE CAD/AVL/MAPPING SOFTWARE

The West Virginia State Police desires to establish an open end contract for the purchase of CAD/MOBILE CAD/AVL Software and related hardware. The contract shall be available for use by the West Virginia State Police, Agencies of the State of West Virginia and all County Agencies and Municipalities.

The purpose of these specifications is to establish minimum requirements for CAD/MOBILE CAD/AVL/Mapping Software and hardware. The bids must meet or exceed specifications of the CAD/Mobile Crime Agent/ AVL/Mapping software or equivalent. Any exceptions must be explained fully and vendors must complete the Bid Quotation form provided with this RFQ.

References to email mean email between users of the CAD system not outside Internet email.

Any and all interfaces required to communicate with the Agencies current WEAPON/NLETS/NCIC system are the responsibility of the Vendor.

These specifications are written so that a multiple award may be possible depending on the Module requested by an Agency at the Time of purchase.

There will be two (2) Tiers.

Tier 1 – will Offer the CAD/Mobile CAD/AVL/Mapping

Tier 2 – will Offer strictly inquiry only for the Mobile Unit.

The purchasing Agency shall have the ability to stipulate at the time of purchase whether they desire to purchase the software solution in whole or in part as all modules shall be offered separately.

TIER 1

1. GENERAL SPECIFICATIONS

YES NO

1.1	The CAD system must be compatible with the WVSP’s current network, including access to NCIC and NLETS queries.	X _____	_____ _____
1.2	All equipment must have been in service providing service to a client within the Continental United States for a minimum of six (6) months.	X _____	_____ _____
1.3	The vendor shall provide documentation of a system they have installed comparable to the Agency’s size.	X _____	_____ _____
1.4	The system must be capable of complete remote diagnostics and maintenance via a secure system using CJIS Approved Two-Factor Authentication.	X _____	_____ _____
1.5	The Vendor shall offer a single point of contact for reporting troubles with Dispatch equipment, Logging Recorder, CAD, AVL, Mapping and Security Connection Applications.	X _____	_____ _____
1.6	The vendor shall offer software upgrade, versioning levels, and patches at no additional cost for the duration of the maintenance agreement.	X _____	_____ _____
1.7	All training must be completed using the agencies data.	X _____	_____ _____

- | | | | |
|------|--|--------------|-------|
| 1.8 | The vendor must collect and load the agencies CAD data, including units, status codes and event codes. | <u> X </u> | _____ |
| 1.9 | The CAD software shall operate on a Windows XP and Business Vista platform. | <u> X </u> | _____ |
| 1.10 | The Mobile Crime Agent shall operate on a Windows XP and Business Vista platform. | <u> X </u> | _____ |
| 1.11 | All Data shall be maintained in a SQL Data base. | <u> X </u> | _____ |

2. GENERAL CAD FUNCTIONALITY

- | | | | |
|------|---|--------------|-------|
| 2.1 | The CAD software package shall provide computer aided dispatching and unit update windows, available units, Detachment inventory windows, active units' status windows and active call windows. | <u> X </u> | _____ |
| 2.2 | The CAD system shall allow users to change colors schemes within windows to add to ease of use. | <u> X </u> | _____ |
| 2.3 | The Cad system shall allow users to change and save windows, including resizing and repositioning windows, changing sort options, and hiding or viewing columns. | <u> X </u> | _____ |
| 2.4 | The system shall allow users to change and save their window attributes and changes (including window size and position, visible columns and column order). | <u> X </u> | _____ |
| 2.5 | Changes to the window attribute and views must be permission based. | <u> X </u> | _____ |
| 2.6 | The CAD system must allow for a default "dispatcher" profile in order to allow agencies to maintain consistency in views of CAD screens. | <u> X </u> | _____ |
| 2.7 | The vendor shall provide Train the Trainer training for Computer Aided Dispatcher (Users) and for CAD Supervisors. | <u> X </u> | _____ |
| 2.8 | The CAD software shall be supplied with an E911 interface to allow easy entry of basic call information into the system and to eliminate redundant data entry. | <u> X </u> | _____ |
| 2.9 | The software shall automatically assign an incident number to each CAD call. These numbers shall be comprised of the four digit year and a sequential number. | <u> X </u> | _____ |
| 2.10 | The CAD system shall allow case (OCA) numbers to be manually assigned on incidents where desired. | <u> X </u> | _____ |
| 2.11 | The CAD system shall allow for multiple case/run numbers to be assigned to an incident. | <u> X </u> | _____ |
| 2.12 | The system shall allow for automatic case number/run number generation based on disposition code. | <u> X </u> | _____ |
| 2.13 | The CAD system shall allow Run or Department numbers to be automatically assigned on dispatch. | <u> X </u> | _____ |

2.14 The CAD system shall allow for each department to utilize its own set of case/run numbers and allow numbers to be rolled monthly or yearly.	<u>X</u>	_____
2.15 The software shall support both field entry and command line entry of data.	<u>X</u>	_____
2.16 The CAD system shall maintain a complete call detail record for each event, and shall be compatible with the incident reporting and records management subsystem.	<u>X</u>	_____
2.17 The CAD system shall track units during non-emergency or routine functions that take up a unit's time, such as time spent in court or in the office/detachment.	<u>X</u>	_____
2.18 The CAD system must automatically assign a priority to an incident based on the event code utilized.	<u>X</u>	_____
2.19 The CAD system shall allow for the assigned/default priority to be agency/organization specific.	<u>X</u>	_____
2.20 The CAD system shall allow for the entry of an incident disposition when an incident is closed.	<u>X</u>	_____
2.21 The CAD system shall allow for an incident disposition to be changed after the incident has been closed for any period of time.	<u>X</u>	_____
2.22 The CAD system shall allow for a disposition to be required before the incident can be closed.	<u>X</u>	_____
2.23 The CAD system shall provide a list of user modifiable disposition codes to be displayed when entering a disposition code.	<u>X</u>	_____
2.24 The CAD system shall provide a list of event codes (complaint types, incident types) to be displayed upon demand when entering a new incident.	<u>X</u>	_____
2.25 The CAD system should allow entry of future calls. These pending calls are reported to the users at a pre-determined time. The system will then alert the operator of the call status and requirements.	<u>X</u>	_____
2.26 The CAD system shall allow multiple CAD functions to be in progress at the same time.	<u>X</u>	_____
2.27 The CAD system shall provide function key access for frequently used screens and functions.	<u>X</u>	_____
2.28 The CAD system must provide an interactive help function with the computer initiated dialogues such as menu selections or Windows based point and click functions.	<u>X</u>	_____
2.29 The CAD system shall provide online access to complete help documentation.	<u>X</u>	_____
2.30 The CAD must provide context-sensitive online help.	_____	<u>X</u>
2.31 The CAD system shall allow a closed CAD incident to be re-opened.	<u>X</u>	_____

2.32	The CAD system shall maintain a file of all calls received.	<u>X</u>	<u> </u>
2.33	The CAD system must have a module to allow users to enter (back in) calls and data after system downtime (Catch-Up Module).	<u>X</u>	<u> </u>
2.34	The CAD system shall have the ability to log users off automatically after a pre-determined period of inactivity.	<u>X</u>	<u> </u>
2.35	The CAD system shall allow user to government-mandated statistics (collect Racial Profiling data).	<u>X</u>	<u> </u>
2.36	The CAD system shall require dated to be entered in an MMDDYYYY format.	<u>X</u>	<u> </u>
2.37	The CAD system shall use Military (24 hour) format.	<u>X</u>	<u> </u>
2.38	The CAD system shall function in a single or multi-jurisdictional environment.	<u>X</u>	<u> </u>
2.39	The CAD system shall allow users to search and view jail inmate information when applicable.	<u> </u>	<u>X</u>
2.40	The CAD system, where used simultaneously with EMD, shall upgrade or downgrade events based on information from EMD.	<u>X</u>	<u> </u>
2.40.1	The CAD system, where used simultaneously with EMD, shall include EMD comments in CAD narratives.	<u>X</u>	<u> </u>
2.40.2	The CAD system, where used simultaneously with EMD, shall allow for co-existence of CAD and EMD event codes; to either allow or prevent EMD codes overwriting CAD codes.	<u>X</u>	<u> </u>
2.40.3	The CAD system, where used simultaneously with EMD, shall allow restriction of EMD functionality to users, as determined by management,	<u>X</u>	<u> </u>
2.41	The CAD system, where used simultaneously with PROQA, shall provide a narrative reason if and when a PROQA session is terminated.	<u>X</u>	<u> </u>
2.41.1	The CAD system, where used simultaneously with PROQA, shall include PROQA questions as part of other CAD details.	<u>X</u>	<u> </u>
2.42	The CAD system shall allow a dispatcher to view personnel information associated with unit occupants.	<u>X</u>	<u> </u>
2.43	The CAD system shall allow dispatchers to search for officers by skills.	<u>X</u>	<u> </u>
2.44	The CAD system shall allow dispatchers to search vehicle ID numbers for personnel information.	<u>X</u>	<u> </u>
2.45	The CAD system shall allow paging of units (manually and automatically).	<u>X</u>	<u> </u>

2.46	The CAD system shall transmit CAD incident numbers as part of the alphanumeric pages.	<u> X </u>	<u> </u>
2.47	The CAD system shall allow faxing of incident details (manually or automatically).	<u> X </u>	<u> </u>
2.48	The CAD system shall interface with TDD (Terminal Device for the Deaf Systems).	<u> X </u>	<u> </u>
2.49	The CAD system shall allow media files to be attached to CAD incidents and viewed. The following files shall be supported.	<u> </u>	<u> X </u>
2.49.1	Windows Media Player files	<u> </u>	<u> X </u>
2.49.2	Image files such as *.tif, *.jpg, *.bmp, etc.	<u> </u>	<u> X </u>
2.49.3	Adobe *.pdf	<u> </u>	<u> X </u>
2.49.4	Microsoft Word files *.doc, *.docx	<u> </u>	<u> X </u>
2.50	The CAD system shall provide validation to ensure proper entry of proper two-letter state abbreviations, where used.	<u> X </u>	<u> </u>
2.51	The CAD shall allow for export of rip and run prints to remote printers on the network.	<u> </u>	<u> X </u>
2.51.1	Rip and Run prints shall be configurable.	<u> </u>	<u> X </u>
2.52	The CAD system shall allow for export of data in ASCII format for use in third-party applications.	<u> X </u>	<u> </u>
2.53	The CAD system shall provide support for a minimum of five (5) unit types.	<u> X </u>	<u> </u>
2.54	The CAD system shall provide a system status management/coverage plan module that will utilize agency defined coverage plans to display unmanned Detachments and resource allocation.	<u> X </u>	<u> </u>
2.55	The CAD system shall alert users when Detachments are unmanned (or resources have fallen below system status/coverage plan requirements).	<u> X </u>	<u> </u>
2.56	The CAD system shall make recommendations for resource relocation based on the Detachment status coverage plan.	<u> X </u>	<u> </u>
2.57	The CAD system shall allow users to relocate resources to Detachment by drag and drop functionality.	<u> X </u>	<u> </u>
2.58	The CAD system shall allow users the option to display the current Detachment resource allocation/post coverage at all times.	<u> X </u>	<u> </u>
2.59	The CAD system shall recommend units for dispatch by considering the current Detachment coverage.	<u> X </u>	<u> </u>

2.60 The Cad system shall provide the ability to view, in the traffic stop module previous CAD incidents related to a particular vehicle.	<u>X</u>	_____
2.61 The CAD systems unit log shall provide documentation of activities performed and the identity of the user responsible for each activity.	<u>X</u>	_____
2.62 The CAD system shall automatically determine the priority of the incident based upon the incident type.	<u>X</u>	_____
2.63 The CAD system shall color code events in the Active events display by priority.	<u>X</u>	_____
2.64 The CAD system shall update all CAD stations with new status information automatically and immediately.	<u>X</u>	_____
2.65 The CAD system shall allow a user to add information to an incident at any time.	<u>X</u>	_____
2.66 The CAD system shall allow users to be set up as Call Takers only, and restrict such users from dispatcher functions.	<u>X</u>	_____
2.67 The CAD system shall provide users the ability to stack, or assign low priority calls to a busy unit.	<u>X</u>	_____
2.68 The CAD system shall allow units to be assigned to calls through drag and drop functionality (clicking on a unit ID, and dragging it to the call to be dispatched on).	<u>X</u>	_____
2.69 The Cad system shall allow Dispatchers to have the ability to update unit status.	<u>X</u>	_____
2.70 The CAD system shall provide the ability to place all units in a station out of service or off duty at one time.	<u>X</u>	_____
2.71 The CAD system shall provide the ability to place all units in a station in service or on duty at one time.	<u>X</u>	_____
2.72 The CAD system shall allow users to place a unit en-route or on-scene after notification from the unit even if the unit was not dispatched.	<u>X</u>	_____
2.73 The CAD system shall allow users to view unit history/log information from command line or function key.	<u>X</u>	_____
2.74 The CAD system shall provide the users with the ability to view the CAD incident from the unit log when CAD incident number is displayed.	<u>X</u>	_____
2.75 The CAD system shall differentiate between active (dispatched) and pending (non-dispatched) calls in the system monitor.	<u>X</u>	_____
2.76 The CAD system shall allow users to toggle between pending and active calls.	<u>X</u>	_____
2.77 The CAD system shall allow users to quickly select any call from the display for updating.	<u>X</u>	_____

2.78	The CAD system shall allow units to be added as assisting (backup) units on a call after it has been dispatched.	<u>X</u>	<u> </u>
2.79	The Cad system shall automatically send a call back to the pending call queue if all assigned units are preempted from that call.	<u>X</u>	<u> </u>
2.80	The CAD system shall alert users of the existence of standard operating procedures based upon the call type and location.	<u>X</u>	<u> </u>
2.81	The CAD system shall allow administrators to develop specific lists of questions for users to ask callers based upon event types. These questions must automatically appear when a call with that event type is placed.	<u>X</u>	<u> </u>
2.82	The CAD system shall allow for handling of calls for towing service.	<u>X</u>	<u> </u>
2.83	The CAD system shall allow for assignment of wrecker companies from a rotating wrecker company assignment table and must allow for automatic assignment of the next company in a user-defined rotation.	<u>X</u>	<u> </u>
2.84	The CAD system shall allow for multiple wrecker rotation areas, each with their own rotation order and type rotation selection.	<u>X</u>	<u> </u>
2.85	The CAD system shall track a history of all wrecker companies and their status on a wrecker incident.	<u>X</u>	<u> </u>
2.86	The CAD system shall allow for a wrecker to be returned to the wrecker assignment list out of sequence and be used as the "next up" wrecker.	<u>X</u>	<u> </u>
2.87	The CAD system shall allow for the assignment of wrecker companies outside of rotation (owners request) to accommodate callers requesting a specific wrecker company.	<u>X</u>	<u> </u>
2.88	The CAD system shall allow dispatchers to search for wrecker incidents by Tag number, Make, Model or color, owner name or Wrecker Company.	<u>X</u>	<u> </u>
2.89	The CAD system shall allow for partial or wildcard searching of wrecker information.	<u>X</u>	<u> </u>
2.90	The Cad system must provide the auto populate basic vehicle information into the Wrecker incident.	<u>X</u>	<u> </u>
2.91	The CAD system shall allow users to track/store impounds, hold and release information.	<u> </u>	<u>X</u>
2.92	The CAD system shall provide a pre-formatted input screen for quick entry of officer-initiated traffic stops.	<u>X</u>	<u> </u>
2.93	The Cad system shall provide a Function key for quick access to entry of traffic stops.	<u>X</u>	<u> </u>
2.94	The Cad system shall automatically query NCIC for vehicle registration on all methods of traffic entries. Vendor will provide the interfacing for WEAPON/NLETS systems.	<u>X</u>	<u> </u>

2.95	The CAD system shall allow dispatchers to enter data on vehicles involved in incidents.	<u>X</u>	<u> </u>
2.96	The CAD system shall allow Dispatchers to search for vehicles involved in prior incidents by VIN number, Tag number, Make, Model or color.	<u>X</u>	<u> </u>
2.96.1	Partial or wildcard searching of vehicle is required.	<u>X</u>	<u> </u>
2.97	The CAD system shall allow users to place a call on hold in order to take another call.	<u>X</u>	<u> </u>
2.98	The CAD system shall allow users the ability to save partially completed calls for service, which the user will then be able to retrieve and finish processing in any order.	<u>X</u>	<u> </u>
2.99	The CAD system shall allow users to enter narrative of unlimited length on incidents.	<u>X</u>	<u> </u>
2.100	The CAD system shall allow users to add to a narrative as an incident progresses.	<u>X</u>	<u> </u>
2.101	The CAD system shall allow a setup option that limits editing of narratives to the creator of the narrative only.	<u> </u>	<u>X</u>
2.102	The CAD system shall include spell checking for narratives.	<u> </u>	<u>X</u>
2.103	The CAD system shall allow users to add to a narrative after an incident is closed.	<u>X</u>	<u> </u>
2.104	The CAD system shall alert users of possible duplicate calls based upon incident location.	<u>X</u>	<u> </u>
2.105	The CAD system shall allow for the tracking and billing of false alarms.	<u>X</u>	<u> </u>
2.106	The CAD system shall allow users to send messages to users or groups designated by the agency.	<u>X</u>	<u> </u>
2.107	There shall be no outside email through CAD.	<u>X</u>	<u> </u>
2.108	The Cad system shall allow users to forward and reroute messages.	<u>X</u>	<u> </u>
2.109	The CAD system shall allow users to send messages to mobile units if interfacing with MDT's.	<u>X</u>	<u> </u>
2.110	The CAD system shall allow users to inquire into past CAD incidents via a form where they can input search variables.	<u>X</u>	<u> </u>
2.111	The CAD system shall allow users to inquire into past CAD incidents with partial data or wildcard searches.	<u>X</u>	<u> </u>
2.112	The CAD system shall allow users' immediate access to summary or detail on all incidents visible on their screens.	<u>X</u>	<u> </u>
2.113	The CAD system shall allow for an unlimited number of active incidents.	<u>X</u>	<u> </u>

- | | | | |
|-------|---|---|--|
| 2.114 | The CAD system will allow users to enter data of any sort into a Book File where they can call it up quickly for reference. | x | |
| 2.115 | The CAD system shall allow users to enter Pre-Fire Plans based on building names, addresses, or locations. | x | |
| 2.116 | The CAD system shall allow users to monitor in progress events with real time updates. | x | |

3. Timers

- | | | | |
|-------|--|---|--|
| 3.1 | The CAD system shall utilize event and unit status timers to monitor units as a call progresses. | x | |
| 3.1.1 | The CAD system shall notify the operator of overdue conditions. | x | |
| 3.2 | The CAD system shall provide an initial check-back after a period of time from when a unit arrives "on-scene" to when the software shall first prompt the dispatcher to check on the unit's condition. | x | |
| 3.3 | The CAD system shall provide the ability to reset timers after any status change. | x | |
| 3.4 | The CAD system shall provide the timers based on event priority. | x | |
| 3.5 | The CAD system shall alert users upon expiration of timers. | x | |

4. Alerts and Warnings

- | | | | |
|-----|--|---|--|
| 4.1 | The CAD system shall make visual alerts to the user when BOLO (Be On the Lookout) warnings occur. | x | |
| 4.2 | The CAD system shall make visual alerts to the user when hazard warnings occur at a specific location. | x | |
| 4.3 | The CAD system shall make visible alerts to the user when previous incident history at a specific location is available. | x | |
| 4.4 | The CAD system shall make visual alerts to the user when place/landmark information is available for an incident at a specific location. | x | |
| 4.5 | The CAD system shall make visual alerts to the user when pre-fire information is available for an incident at a specific location. | x | |
| 4.6 | The CAD system shall make visual alerts to the user when hydrant information is available for an incident at a specific location. | x | |
| 4.7 | The CAD system shall make visual alerts to the user when directions to an incident's specific location are available. | x | |

4.8	The CAD system shall make visual alerts to the user when warrant information is available for an incident's specific location.	<u> </u>	<u> </u>
			x
4.9	The CAD system shall alert a user upon attempt to log-off if a pending queue call remains incomplete in that user's stacked (pending) queue.	<u> </u>	<u> </u>
			x
4.10	The CAD system shall visually alert a user if a new message has been received.	<u> </u>	<u> </u>
		x	
4.11	The CAD system shall, optionally, visually alert the users when narratives are added to an incident of relevance to them.	<u> </u>	<u> </u>
		x	
4.12	The CAD system shall when units are logged en-route to a hospital location that has been closed or a diversion to another hospital exists, users shall be alerted in CAD.	<u> </u>	<u> </u>
		x	
4.13	The CAD system shall alert users to hydrants in the area when available.	<u> </u>	<u> </u>
		x	
4.14	The CAD system shall when an incident is upgraded to a traffic pursuit alert all positions.	<u> </u>	<u> </u>
		x	

5. Logins/Security

5.1	The CAD system shall require a login and password and CJIS approved Two-Factor Authentication in order to gain entry to the software package.	<u> </u>	<u> </u>
		x	
5.2	The CAD system shall require the login identification to become part of the CAD incident record for all calls created and modified.	<u> </u>	<u> </u>
		x	
5.2.1	All DATA entered shall be stamped with the user's login identification.	<u> </u>	<u> </u>
		x	
5.3	The CAD system shall allow Administrators' to be able to select the resource types for which Call Takers and Dispatchers will be responsible by geographic area, agency type, special group or any combination of these.	<u> </u>	<u> </u>
		x	
5.4	The CAD system shall allow that only calls in the dispatch group assigned to, or being monitored by the Call Taker/Dispatcher will appear in that user's call queue when they are automatically routed by the system.	<u> </u>	<u> </u>
		x	
5.5	The CAD system shall provide a method of viewing changes to a closed incident, including the name of the user implementing the change.	<u> </u>	<u> </u>
		x	
5.6	The CAD system shall provide an Audit Trail to track changes and additions to an incident or unit status.	<u> </u>	<u> </u>
		x	

6. MSAG/GEO Functionality

6.1	The CAD system shall utilize an on-line/offline Master Street Address Guide and geographic reference feature to insure that appropriate emergency response resources are dispatched to legitimate addresses.	<u> </u>	<u> </u>
		x	

6.2	The CAD system shall automatically determine the response zone, police zone and jurisdiction based on a verified incident location.	<u> x </u>	<u> </u>
6.3	The CAD system shall allow that upon entry of the incident location, an automatic look-up in the geographic database shall verify the given incident as a valid address.	<u> x </u>	<u> </u>
6.4	The CAD system shall notify the Call Taker or Dispatcher if the address does not verify against the MSAG/GEO file.	<u> x </u>	<u> </u>
6.5	The CAD system shall allow the Call Taker or Dispatcher to enter an address that does not verify against the MSAG/GEO file.	<u> x </u>	<u> </u>
6.6	The CAD system shall allow the entry of Directions to a location which will be visible upon demand, and upon a new incident at that location.	<u> x </u>	<u> </u>
6.7	The CAD system shall allow for alias street names such as abbreviations.	<u> x </u>	<u> </u>
6.8	The CAD system shall allow for a display of the nearest cross streets upon MSAG/GEO validation.	<u> x </u>	<u> </u>
6.9	The CAD system shall display the nearest mile marker upon MSAG/GEO validation.	<u> x </u>	<u> </u>
6.10	The CAD system shall allow the user to enter a location as a commonplace or business name (place/landmark).	<u> x </u>	<u> </u>
6.10.1	The system shall automatically connect commonplace or business name with an exact address.	<u> x </u>	<u> </u>
6.11	The CAD system shall allow common place name entries to include an apartment number or building number.	<u> x </u>	<u> </u>
6.12	The CAD system shall provide a soundex type look-up for street names, road, and highway names, intersections, and place/landmark names.	<u> </u>	<u> x </u>
6.13	The CAD system shall allow the user to input the correct location if the E911 location automatically sent is incorrect.	<u> x </u>	<u> </u>
6.14	The CAD system shall allow the user to enter partial street names to speed up the location entry and verification process.	<u> x </u>	<u> </u>
6.15	The CAD system shall log location entries that do not validate against the MSAG, even if they are saved as the correct address by the user.	<u> x </u>	<u> </u>
6.16	The CAD system shall provide address verification for and acceptance of invalid addresses, number ranges, street names, intersections, mile markers, rural routes and places/landmarks.	<u> x </u>	<u> </u>
6.17	The CAD system when dispatching to a street that occurs in multiple cities, must display a list of all matching streets for each city.	<u> x </u>	<u> </u>

7. Command Line Entry

7.1	The CAD system shall allow the ability to invoke Command Line Entry with a single keystroke.	<u> X </u>	<u> </u>
7.2	The CAD system shall allow the Command Line Entry window to be removed from the screen if the Call Taker/Dispatcher does not wish to use it.	<u> </u>	<u> X </u>
7.3	The CAD system shall allow command line entry users to scroll through and reselect previous command line entries with the use of a mouse or keyboard.	<u> </u>	<u> X </u>
7.4	The CAD systems Command Line Entry will consist of a command identifier followed by data parameters.	<u> X </u>	<u> </u>
7.5	The CAD system shall provide a help display for Command Line functions.	<u> X </u>	<u> </u>

8. Unit/Equipment Recommendation

8.1	The CAD system shall provide automatic unit recommendation for an event based on the event type and the patrol area and response planning and availability.	<u> X </u>	<u> </u>
8.2	The CAD system shall based on the nature code and location; provide appropriate recommendations on the agency that should be dispatched.	<u> X </u>	<u> </u>
8.3	The CAD system shall allow dispatchers to override unit recommendation when required.	<u> X </u>	<u> </u>
8.4	The Cad system shall allow units dispatched on a busy status (house checks, etc.) to be eligible for recommendation on higher priority incidents.	<u> X </u>	<u> </u>
8.5	The CAD system shall have the ability to recalculate Unit recommendations if the incident type, incident location, or incident priority change.	<u> X </u>	<u> </u>
8.6	The CAD system shall have the ability to recommend multiple units.	<u> X </u>	<u> </u>
8.6	The CAD system shall have the ability to recommend Special Response Units.	<u> X </u>	<u> </u>
8.7	The CAD system shall allow units to be labeled with a minimum of 5 unit types/attributes or equipment identifiers.	<u> X </u>	<u> </u>
8.8	The CAD system shall allow for alpha numeric character unit types that are up to 8 Characters each.	<u> </u>	<u> X </u>
8.9	The CAD system shall have the ability to recommend Department Special Units.	<u> X </u>	<u> </u>
8.10	The CAD system shall have the ability to recommend units of multiple types if necessary (Fire and Law, for example) on the same incident.	<u> X </u>	<u> </u>
8.11	The CAD system shall have the ability to recommend the appropriate units or apparatus based upon the type and location of the incident.	<u> X </u>	<u> </u>

8.12	The CAD system shall allow for specific recommendations (response line ups such as 1 K9 unit) for each class or units/organization based on time of day.	<u> </u>	<u> x </u>
8.13	The Cad system shall allow for differing response line ups/recommendations based on geographic location, for the same event type.	<u> </u>	<u> x </u>
8.14	The CAD system shall allow for recommendation of mutual aid depending on the incident type, incident location, and type of equipment necessary.	<u> </u>	<u> x </u>
8.15	The CAD system shall allow for specific unit type/apparatus recommendations for each class or organization or units on the same incident.	<u> x </u>	<u> </u>
8.16	The CAD system shall allow for a combination of Detachment based and/or unit based recommendations.	<u> x </u>	<u> </u>
8.17	The CAD system shall recommend the appropriate combinations of Detachments/stations and/or units based on event type and location.	<u> x </u>	<u> </u>
8.18	The Cad system shall allow for a specified response for each alarm level for a specific type of incident.	<u> x </u>	<u> </u>
8.19	The CAD system shall continually track Special Response unit coverage/posting and make necessary recommendations for equipment move-ups.	<u> </u>	<u> x </u>
8.20	The CAD system shall allow for Special Response units via drag and drop.	<u> x </u>	<u> </u>
8.21	The CAD system shall display a list of all Special Response units postings and uncovered areas.	<u> </u>	<u> x </u>
8.22	The CAD system shall allow users to put in move up status via Command Line Entry.	<u> x </u>	<u> </u>
8.23	The CAD system shall automatically consider units on a move up status in recommendations.	<u> x </u>	<u> </u>
8.24	The CAD system shall allow for reversal of equipment move-ups.	<u> </u>	<u> x </u>
8.25	The CAD system shall allow users to view all units in a "move-up" status, along with the current station/response area assignment at any time.	<u> </u>	<u> x </u>
8.26	The CAD system shall have the ability to recommend the next best unit for the type incident if the initial unit recommended is unavailable for some reason.	<u> x </u>	<u> </u>
8.27	The CAD system shall allow for resource contingencies for Special Response units that will automatically enable or disable units based on pre set contingencies to be determined by the agency.	<u> x </u>	<u> </u>
8.28	The CAD system shall allow users to update/change resource contingencies on the fly.	<u> x </u>	<u> </u>

- 8.29 The CAD system shall allow users and administrators to set a maximum number of Special Response units to be recommended from a specific location at one time (on a single incident) in order to not deplete resources in the area. x
- 8.30 The CAD system shall allow ability to restrict resources and recommendations shall be Special Response Unit specific. x
- 8.31 The CAD system shall enable Users to have the ability to update resource restrictions for a Special Response unit on the fly. x
- 8.32 The CAD system shall allow users to set resource recommendation restrictions based on time of day. x

9. Warrants

- 9.1 The CAD system shall include a module that allows qualified users to search for and view the details of warrants associated with incidents. x
- 9.2 The CAD system warrants module shall be accessible only to users with the appropriate permissions. x
- 9.3 The CAD system warrants module shall allow qualified users to add and maintain warrant information without leaving the CAD system. x
- 9.4 The CAD system shall have the ability to interface with a third party warrant system. x

10. Be on the Lookout Alerts (BOLO)

- 10.1 The CAD system shall maintain a "Be on the Lookout" (BOLO) file. x
- 10.2 The CAD system shall maintain a BOLO reference number for each BOLO entered. x
- 10.3 The CAD system shall allow BOLO records to be cross referenced to CAD incidents by BOLO number and CAD incident number. x
- 10.4 The CAD system shall alert users to BOLO's that match on name or address upon creation of a CAD incident. x
- 10.5 The CAD system shall alert users to BOLO records that match on the vehicle tag number when a traffic stop incident is generated. x
- 10.6 The CAD system shall allow BOLO records to be sent to specified users, all users or user groups. x
- 10.7 The CAD system shall allow users to set expiration dates for BOLO records. x
- 10.8 The CAD system shall allow users to enable an announcement frequency for a BOLO so that users will be alerted to the BOLO at specified intervals. x

10.9 The CAD systems BOLO records shall be searchable by BOLO number or CAD incident number. x _____

10.10 The CAD systems BOLO records shall be searchable by keyword (including partial or wildcard searches). x _____

11. All Purpose Scheduler.

11.1 The CAD system shall include an all-purpose scheduler for event, reminders and notifications that may or may not be CAD-incident-related. X _____

11.2 The CAD systems scheduler shall allow scheduling of both one-time and recurring events. X _____

11.3 The CAD systems scheduler shall allow users to alert a single terminal or all terminals. X _____

11.4 The CAD systems scheduler shall issue automated reminders prior to scheduled events. X _____

11.5 The CAD systems system Administrator module (File Maintenance) should be provided through the use of menu-driven activities. x _____

11.6 The CAD system shall allow the System Administrator to enter and modify codes in code tables. x _____

11.7 The CAD system shall allow System Administrators the security rights to be the only individuals with the ability to alter code tables if desired. x _____

11.8 The CAD system shall allow for the removal of codes from the code table if those codes are no longer necessary. x _____

11.9 The CAD system shall allow System Administrators to monitor the work of Call Takers and Dispatchers in a real-time manner and provide a log of changes. x _____

11.10 The CAD system shall allow the System Administrators to take over screens and workload of Call Takers and Dispatchers if necessary. x _____

11.11 The CAD system shall allow System Administrators to log off a Call Taker or Dispatcher if situations arise making it necessary. x _____

11.12 The CAD system shall allow System Administrator changes to code tables to appear in drop down windows where available from the point of that change forward. x _____

11.13 The CAD system shall allow for help tables and data validation in File Maintenance programs that reference other areas/tables x _____

11.14 The CAD system shall allow System Administrators to control what appears on menus after changes to user's security rights. x _____

11.15 The CAD system shall allow System Administrators to define text appearing on menu buttons within CAD based upon agency terminology. _____ x

11.16	The CAD system shall allow the System Administrator to generate reports of unauthorized or failed attempts to log into the system.	_____	<u> X </u>
11.17	The CAD system shall allow the System Administrator to set up login groups and classes for Call Takers and Dispatchers in order for those individuals to see only the calls they need to see in order to perform their duties.	<u> X </u>	_____
11.18	The CAD system shall allow single-logon capability for users in non-traditional client/server environments.	<u> X </u>	_____
11.19	The CAD system shall allow the System Administrator to define the amount of time before a user is automatically logged off due to inactivity.	<u> X </u>	_____
11.20	The CAD system shall allow for System Administrators to send messages to be received by all online users.	<u> X </u>	_____
11.21	The CAD system shall allow System Administrators to send messages to only one or specific users, as opposed to all users.	<u> X </u>	_____

12. Reports

12.1	The Cad system shall provide pre-designed reports that are able to be run on demand.	<u> X </u>	_____
12.2	The Cad system shall provide the ability to export reports to *.PDF and *.CSV formats.	<u> X </u>	_____
12.3	The CAD system shall utilize Crystal Reports and provide preconfigured reports with the ability through code tables to also design Ad-Hoc reports.	<u> X </u>	_____
12.4	The CAD system shall provide Department Analysis reports of the following types:		
12.4.1	Events by Department.	<u> X </u>	_____
12.4.2	Hourly Call Distribution by Department.	<u> X </u>	_____
12.4.3	Department Unit Call Activity.	<u> X </u>	_____
12.4.4	Unit Time Analysis.	<u> X </u>	_____
12.4.5	Officer Log.	<u> X </u>	_____
12.4.6	Calculate Non-CAD Unit Events.	<u> X </u>	_____
12.4.7	CAD Incidents by Unit Status	<u> X </u>	_____
12.5	The CAD system shall provide Event Recap reports of the following types:		
12.5.1	Event Type (Detail or Summary).	<u> X </u>	_____
12.5.2	Agency Total Calls for Service.	<u> X </u>	_____

12.5.3	Detail Call Report.	<u> x </u>	<u> </u>
12.5.4	CAD Events by Date and Location.	<u> x </u>	<u> </u>
12.5.5	CAD History by Date Range.	<u> x </u>	<u> </u>
12.6	The CAD system shall provide Call Response Time/Call calculation reports that allow for selection of the following parameters and display:		
12.6.1	Unit Department, Station or Organization.	<u> x </u>	<u> </u>
12.6.2	Location, Incident Type or Priority.	<u> x </u>	<u> </u>
12.6.3	Shift or time parameters.	<u> x </u>	<u> </u>
12.6.4	Call Calculation options for the incident or a specified departments response on the incident that include total length of time on the call, received to dispatch, dispatch to en-route, en-route to on-scene, dispatch to en-route, dispatch to on-scene, dispatch to clear or on-scene to clear.	<u> x </u>	<u> </u>
12.7	The CAD system shall allow for a graphical display of call calculation reports, and allow users to select graph display parameters.	<u> </u>	<u> x </u>
12.8	The CAD system shall provide Department Response Time Reports of the following types:		
12.8.1	Receipt to Dispatch by Department.	<u> x </u>	<u> </u>
12.8.2	Receipt to On-Scene by Department.	<u> x </u>	<u> </u>
12.8.3	Receipt to Clear by Department.	<u> x </u>	<u> </u>
12.8.4	On-Scene to Clear by Department.	<u> x </u>	<u> </u>
12.8.5	Dispatch to On-scene by Department.	<u> x </u>	<u> </u>
12.8.6	Dispatch to En-route by Department.	<u> x </u>	<u> </u>
12.8.7	Dispatch to Clear by Department.	<u> x </u>	<u> </u>
12.8.8	Organization Response summary by Department.	<u> x </u>	<u> </u>
12.9	The CAD system shall provide a report of addresses accepted as valid entries of incident location that do not validate against the Geo database.	<u> </u>	<u> x </u>
12.10	The CAD system shall provide Wrecker Reports of the following types:		
12.10.1	Wrecker Service by Date/Area.	<u> x </u>	<u> </u>
12.10.2	Wrecker Services by Last Name.	<u> x </u>	<u> </u>

12.10.3 Wrecker Summary by Month.	<u> x </u>	<u> </u>
12.10.4 Wrecker Service by CAD Incident Number.	<u> x </u>	<u> </u>
12.10.5 Wrecker Schedule by Week.	<u> x </u>	<u> </u>
12.11 The CAD system shall provide a report of Call Event Codes.	<u> x </u>	<u> </u>
12.12 The CAD system shall provide a report of Status codes.	<u> x </u>	<u> </u>
12.13 The CAD system shall provide a report of Units by Service Organization.	<u> x </u>	<u> </u>
12.14 The CAD system shall provide a Unit Log Inquiry report.	<u> x </u>	<u> </u>
12.15 The CAD system shall provide a Run/Case Number Summary report for a specified department.	<u> x </u>	<u> </u>
12.16 The CAD system shall provide a Call Type totals by Date report.	<u> x </u>	<u> </u>
12.17 The CAD system shall provide a Daily Media report.	<u> x </u>	<u> </u>
12.18 The CAD system shall provide a report that displays all BOLO records for a specified date range, name, and location, originating agency or offense/violation type.	<u> x </u>	<u> </u>
12.19 The CAD system shall provide reports on Racial Profiling Statistics.	<u> x </u>	<u> </u>
12.20 The CAD system shall provide 911 reports of the following types:		
12.20.1 Telco subscribers.	<u> x </u>	<u> </u>
12.20.2 911 Logs by Date Range.	<u> x </u>	<u> </u>
12.20.3 911 Logs by Phone Number.	<u> x </u>	<u> </u>
12.20.4 911 Logs by Position.	<u> x </u>	<u> </u>
12.20.5 Inquire Miscellaneous.	<u> x </u>	<u> </u>
12.20.6 911 Reference Tables.	<u> x </u>	<u> </u>
12.21 The CAD system shall allow reports to be scheduled to run automatically at pre-defined times.	<u> x </u>	<u> </u>
 <u>13. NCIC</u>		
13.1 The CAD system shall offer the ability to automatically query vehicle registrations on traffic stops.	<u> X </u>	<u> </u>

14. General GIS Specifications

- | | | |
|---|----------|-------|
| 14.1 All equipment shall comply with any and all applicable Federal Communications Commission Regulations, Part 68, Part 15, and sub-part J. | <u>X</u> | _____ |
| 14.2 All equipment shall have been in service providing service to a client within the Continental United States for a minimum of six (6) months. | <u>X</u> | _____ |
| 14.3 A list of at least five (5) verifiable clients must be provided with the technical proposal. | <u>X</u> | _____ |
| 14.4 The CAD system shall be capable of complete dial-up remote diagnostics and maintenance. | <u>X</u> | _____ |

15. General GIS Technical Specifications (Geographic Information System)

- | | | |
|---|----------|----------|
| 15.1 The GIS shall provide the CAD Dispatchers with the ability to display the location of a caller on a separate computer screen. | <u>x</u> | _____ |
| 15.2 The GIS system shall instantly display the caller's location on the map monitor without any keystroke from the Dispatcher. | _____ | <u>x</u> |
| 15.3 The GIS system shall display locations either entered automatically via an E911 Interface into CAD or manually entered by the dispatcher/call taker. | <u>x</u> | _____ |
| 15.4 The GIS system shall allow Dispatchers to drag and drop available units from a CAD system onto the map in order to dispatch units. | _____ | <u>x</u> |
| 15.5 The GIS system shall allow users to route responding units and display the route on the digital map. | <u>x</u> | _____ |
| 15.6 The GIS system shall allow users to update unit status from the map. | _____ | <u>x</u> |
| 15.7 The GIS system will allow users to zoom in or out on the map. | <u>x</u> | _____ |
| 15.8 The GIS system shall allow users to "pan" around a map to view different locations. | <u>x</u> | _____ |
| 15.9 The GIS system shall allow users to manually look up addresses even if there is no current call at that location. | <u>x</u> | _____ |
| 15.10 The GIS system shall allow administrators to maintain the map database. | <u>x</u> | _____ |
| 15.11 The GIS system shall automatically display CAD incidents and assigned units on the map. | <u>x</u> | _____ |
| 15.12 The GIS system shall allow users to fax map data to an emergency responder. | _____ | <u>x</u> |
| 15.13 The GIS system shall utilize layers in order to draw the map. | <u>x</u> | _____ |
| 15.14 The GIS system shall allow users to turn off and on certain layers (example, the hydrant layer) from the map if desired. | <u>x</u> | _____ |

15.15	The GIS system shall when interfacing with a CAD system, display the map location within five (5) seconds of the call being received.	<u> x </u>	<u> </u>
15.16	The GIS system shall allow users to draw barriers (roadblocks) on the map and automatically re-route responder traffic around these barriers.	<u> x </u>	<u> </u>
15.17	The GIS system shall allow printing of displayed maps.	<u> </u>	<u> x </u>
15.18	The GIS system shall allow transferring of maps to other GIS workstations.	<u> </u>	<u> x </u>
15.19	The GIS system shall be fully Wireless Phase I and Phase II compatible.	<u> x </u>	<u> </u>
15.20	For a wireless Phase I call, the GIS systems map display shall detail the RF coverage area of the cell-face that received the call.	<u> </u>	<u> x </u>
15.21	For a wireless Phase II call, the GIS systems map display shall center on the received latitude/longitude coordinate, and also make available to the dispatcher the display of the RF coverage area of the cell-face that received the call as an option.	<u> x </u>	<u> </u>
15.22	The GIS system shall allow users to manually enter the ALI information or latitude/longitude coordinate and receive the same functionality of an automatic "hit".	<u> x </u>	<u> </u>
15.23	The GIS system shall display real-time location of units where AVL technology is available and has been deployed in the vehicles.	<u> x </u>	<u> </u>
15.24	The GIS system shall display actual house or building numbers if provided by the agency.	<u> x </u>	<u> </u>
15.25	The GIS system shall display the site plan or footprint of buildings when this data has been provided by the agency.	<u> x </u>	<u> </u>
15.26	The GIS system shall display latitude and longitude on the map.	<u> x </u>	<u> </u>
15.27	The GIS system shall support Distance Measurement by selecting two (2) points on the map.	<u> x </u>	<u> </u>
15.28	The GIS system shall display whichever layers the agency provides to incorporate before going live. Typical layers are as follows:	<u> x </u>	<u> </u>
15.28.1	Sites symbolized by type of structure.	<u> x </u>	<u> </u>
15.28.2	Hydrants.	<u> x </u>	<u> </u>
15.28.3	Pay Phones.	<u> x </u>	<u> </u>
15.28.4	Municipal Names.	<u> x </u>	<u> </u>
15.28.5	Street Centerlines.	<u> x </u>	<u> </u>

15.28.6	Point Landmarks.	<u> x </u>	<u> </u>
15.28.7	Area Landmarks.	<u> x </u>	<u> </u>
15.28.8	Water Features.	<u> x </u>	<u> </u>
15.28.9	Boundaries of any type.	<u> x </u>	<u> </u>
15.28.10	ESN Boundaries.	<u> x </u>	<u> </u>
15.29	The GIS system shall display aerial photographs if provided to incorporate before going live.	<u> x </u>	<u> </u>
15.30	The GIS system shall allow users to draw shapes on the map (circles, squares, polygons, etc.) and will display location information such as phone numbers (if available) for all structure points located within the specified area.	<u> </u>	<u> x </u>
15.31	The GIS system shall allow users to create a map perimeter in order to reroute traffic around special events.	<u> x </u>	<u> </u>
15.32	The GIS system shall allow the creation of frequently displayed map windows for display of pre-selected map areas.	<u> x </u>	<u> </u>
15.33	The GIS system shall allow users to use maps in order to perform Event Analysis functions.	<u> x </u>	<u> </u>
15.34	The GIS system shall allow for map updates to be pushed out to all terminals from a central database and not require updates to be performed manually at each terminal.	<u> x </u>	<u> </u>
15.34.1	When the map update is pushed out there will be a visual representation on the map screen indication that a map update is available.	<u> x </u>	<u> </u>
15.35	The GIS system shall allow for visual notification of hospital diversions.	<u> </u>	<u> x </u>
15.36	The GIS system shall allow for suggested routing by closest unit based on assigned unit locations.	<u> x </u>	<u> </u>
15.37	The GIS system shall be able to initiate a CAD event.	<u> x </u>	<u> </u>
15.38	The GIS system shall allow for visual representation via drag-and-drop for documenting and viewing pursuit events.	<u> </u>	<u> x </u>
15.38.1	All the times must be date stamped and able to be saved to a CAD incident and stored as a digital image.	<u> </u>	<u> x </u>

16. AVL Technical Specifications (Automatic Vehicle Location)

16.1	The AVL system shall be capable of accepting GPS data in an XML stream for display of unit location on the map.	<u> x </u>	<u> </u>
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16.2	The AVL mapping application shall allow GPS data to be translated using a TCP Windows based connection.	<u> x </u>	<u> </u>
16.3	AVL data shall be available for display on the Communications Center Maps.	<u> x </u>	<u> </u>
16.4	AVL data shall be available for viewing on the mobile users map display.	<u> x </u>	<u> </u>
16.5	The mapping application shall allow a mobile user to view their current AVL location when GPS data is provided.	<u> x </u>	<u> </u>
16.6	The mapping application shall allow a mobile user to view other units AVL location when GPS data is provided and the units are within an agency defined distance from the mobile user.	<u> x </u>	<u> </u>
16.7	AVL unit display shall include the unit ID.	<u> x </u>	<u> </u>
16.8	The mapping application must allow a single icon to display multiple units when they are within an agency defined proximity to one another.	<u> x </u>	<u> </u>
16.9	The mapping application shall allow users to double click an AVL unit icon to display the following information:		
16.9.1	Unit Name.	<u> x </u>	<u> </u>
16.9.2	latitude/longitude.	<u> x </u>	<u> </u>
16.9.3	Address.	<u> x </u>	<u> </u>
16.9.4	Date and Time of last update.	<u> x </u>	<u> </u>
16.10	The map shall include the ability to update AVL database on an agency configurable refresh rate.	<u> x </u>	<u> </u>
16.11	The mapping application shall include the ability to accept GPS/AVL data based on an agency defined rate.	<u> x </u>	<u> </u>
16.12	The mapping application shall include the ability to provide mobile units with routing information to a dispatched incident from their current GPS/AVL location.	<u> x </u>	<u> </u>
16.13	Units shall be routed to a main incident location when dispatched to a CAD incident with a verified GIS location.	<u> x </u>	<u> </u>
16.13.1	Verified locations and routes are contingent upon valid and connecting GIS street segments that match valid CAD MSAG data.	<u> x </u>	<u> </u>
16.14	Unit routing shall display on the mobile mapping application.	<u> </u>	<u> x </u>
16.15	Upon refresh of unit location, directions shall be recalculated and displayed on the mobile map client.	<u> </u>	<u> x </u>

16.16	Unit location on the local GIS client will be re-centered when the location is within an agency specified distance from the edge of the map view.	<u> x </u>	<u> </u>
16.17	The mapping application must log and store AVL data to a configurable folder.	<u> x </u>	<u> </u>
16.18	Historical AVL data shall be available for replay.	<u> </u>	<u> x </u>
16.19	The application shall have Administrator rights to limit what is seen by users be it other users or agencies or areas.	<u> x </u>	<u> </u>

Mobile Data System Requirements

17. Automated Field Reporting (AFR)

17.1	A search feature using "soundex" algorithm shall be available to provide searches in MNI, Mobile Network Interface and MVI databases.	<u> x </u>	<u> </u>
17.2	Automated Field Reporting will automate the incident and other reporting processes from the patrol/public safety vehicle.	<u> x </u>	<u> </u>
17.2.1	Optimally, AFR allows the capture of incident and report information and then electronically sends the report to a supervisor for approval and submission to the records management section.	<u> x </u>	<u> </u>
17.3	The system shall provide a user specific menu of all AFR forms to select/display.	<u> x </u>	<u> </u>
17.4	The AFR system shall be able to allow the client to save reports in a PDF format.	<u> x </u>	<u> </u>
17.5	As a condition of maintenance agreement, the Vendor shall provide the modification of any of the pre-defined forms to include table changes, field names and display locations, edits, etc.	<u> x </u>	<u> </u>
17.6	The system shall provide the ability for the Law Enforcement/Public Safety Officer to enter new, retrieve and/or modify existing Incident Reports prior to approval process in to the RMS database.	<u> x </u>	<u> </u>
17.6.1	Shall allow the forms to be approved through the chain of command prior to submitting into RMS.	<u> x </u>	<u> </u>
17.7	The system shall import the CAD dispatch, Query information and pre-fill all data that is available where applicable.	<u> X </u>	<u> </u>
17.7.1	The system shall provide for over-ride capability for any pre-filled data.	<u> X </u>	<u> </u>
17.8	The system shall be capable of processing a minimum of 500 incidents per day.	<u> X </u>	<u> </u>
17.9	The system shall automatically populate Call information and other data from the CAD call into an Incident Report where appropriate.	<u> X </u>	<u> </u>

- | | | | |
|-------|--|--------------|--|
| 17.10 | The system shall be capable of storing *.PDF file types of the incident report and cross-indexing *.PDF file with the electronic incident report. | <u> X </u> | |
| 17.11 | The system shall be capable of associating (linking) the drawings/images with the electronic report. | <u> X </u> | |
| 17.12 | The system shall be capable of electronically collecting and printing the entire report from a mobile data terminal (MDT) from the Law Enforcement Officers vehicle. | <u> X </u> | |
| 17.13 | The system shall be capable of emailing completed reports in either a *.PDF or other compatible format between users. Submit from Officer to Supervisor. | <u> X </u> | |
| 17.14 | The system shall be capable of providing supervisors the ability to review, approve, or deny reports. | <u> X </u> | |
| | 17.14.1 Reports shall be capable of being "locked" from editing. | <u> X </u> | |
| | 17.14.2 Shall be able to submit supplemental reports as needed. | <u> X </u> | |
| 17.15 | The Vendor shall provide ongoing development of a complete set of Law Enforcement/Public Safety reports (forms) in support of Automated Field Reporting. | <u> X </u> | |

18 Mobile Data Computing

- | | | | |
|------|---|--------------|--|
| 18.1 | The system shall provide the ability for the Law Enforcement Officer to perform real time inquiry on a person utilizing the person's name/date of birth; social security number; and/or Drivers license number/state to perform and internal, and/or NCIC/State DMV query. | <u> X </u> | |
| 18.2 | The system shall provide an indicator to allow the officer to select one or more records from the list MNI and MVI results and then display the appropriate detailed information. | <u> X </u> | |
| 18.3 | The system shall provide the ability for the Law Enforcement Officer to perform a real time soundex or inquiry on a vehicle utilizing the vehicle's license plate number/state; Vehicle Identification Number (VIN); or vehicle owner's name to perform an internal, and/or optionally (at the discretion of the officer) NCIC/State and DMV query. | <u> X </u> | |
| 18.4 | CAD Call information shall display results which if available include a list of all address data including the owner's/occupant's name(s), any suspected criminal activity, call history, dangerous persons or animals, special alarms, etc. | <u> X </u> | |
| 18.5 | The system shall be capable of transmitting Automated Field Reporting forms using IP (Internet Protocol). | <u> X </u> | |
| 18.6 | The system shall be capable of "in car" printing for all forms. | <u> X </u> | |
| 18.7 | The system shall be capable of electronic "workflow routing" of reports for approval and/or additional modifications, or notification purposes. | <u> X </u> | |

18.8	The system shall be capable of electronically interfacing with STATE/IDACS, etc and the vendor is responsible for the interface.	<u>X</u>	_____
18.9	The system shall be capable of electronically interfacing with other modules (CAD, RMS, JMS, AFR).	<u>X</u>	_____
18.10	The system shall be capable of mag strip or bar code scanning a driver's license and automatically generating an internal system and NCIC/State inquiry.	<u>X</u>	_____
18.11	The system shall provide a map resident on the "In vehicle" computer detailing all streets, roads, alleys, waterways, and railways, with magnification (zoom in/out) capabilities.	<u>X</u>	_____
18.12	The end user shall be able to inquire against a map for an address, a street, an alias street, a premise, an intersection, and a latitude/longitude.	<u>X</u>	_____
18.13	When an end user selects a point on the map with a system administrator-defined number of overlays (layers), subject only to the memory constraints of the PC.	<u>X</u>	_____
18.14	When an end user selects a point on the map, the address and latitude/longitude shall be displayed.	<u>X</u>	_____
18.15	The system shall be capable of displaying the map with a system administrator-defined number of overlays (layers), subject only to the memory constraints of the PC.	<u>X</u>	_____
18.16	The end user shall be able to activate or de-activate mapping layers of the display.	<u>X</u>	_____
18.17	When an incident is created and the address validated, the system shall plot the location of the incident on the map.	<u>X</u>	_____
18.18	Once an incident location has been determined, the system will automatically (without user intervention) generate an icon representing the incident type to appear on the map.	<u>X</u>	_____
18.19	The map shall automatically center on the generated icon, and zoom to a user/GEO defined view.	<u>X</u>	_____
18.20	When the end user selects the incident icon, details of the incident (address, incident type, officer(s) or unit(s) on-scene or enroute, prior history of incidents at call location, ANI/ALI information) alerts for the location shall be displayed.	<u>X</u>	_____
18.21	The system shall be capable of screen capturing a displayed map image in the vehicle and exporting the map onto a selected form.	_____	<u>x</u>
18.22	The system shall be capable of displaying the current location of the patrol car or public safety vehicle.	<u>X</u>	_____
18.23	The system shall be capable of displaying, on the patrol or public safety vehicle's remote terminal, a photo image and associated message(s).	<u>x</u>	_____

- 18.24 The system shall be capable of text communication between patrol/public safety vehicles and/or dispatch. X _____
- 18.25 The system shall have the capability to route text messages to one vehicle, multiple vehicles, all vehicles and/or dispatch. X _____
- 18.26 The system shall be capable of displaying the number of outstanding text messages and inquiries responses. X _____
- 18.27 The system shall be capable of capturing an entire message and then allow law enforcement/public safety officer to scroll forward and backward through the message. X _____
- 18.28 The Vendor shall provide Train the Trainer training for their Mobile clients. X _____

19. Maintenance and Support

- 19.1 All Maintenance and Support for 1st year shall be included in base price. X _____
- 19.2 All Versioning, Updates, Upgrades etc. shall be included while Maintenance Contract in place. X _____
- 19.3 Pricing for subsequent years of support shall be listed on the attached Price Quotation form. X _____
- 19.4 The Vendor shall provide a Single Point 24/7 Contact name and number for any issues. X _____

20. Training

- 20.1 Training shall be provided using the Agencies Data. X _____
- 20.2 Training shall be conducted at the Agencies Facilities. X _____
- 20.3 All Training Materials Data, Data and Equipment shall be on-hand, loaded and tested prior to any scheduling taking place. X _____
- 20.4 Train the Trainer classes shall be conducted on site at the Agencies Facilities. X _____
- 20.5 Train the Trainer Class Shall be conducted for the Following and quoted on Quotation Form:
 - 20.5.1 CAD Administrator X _____
 - 20.5.2 Crime Agent Administrator X _____
 - 20.5.3 CAD User X _____
 - 20.5.4 Crime Agent User X _____
 - 20.5.5 The Vendor shall offer refresher Training X _____

21 Hardware

- 21.1 All Hardware shall be COTS (Commercial off the Shelf). X _____
- 21.2 The winning bidder shall recommend Hardware solutions for Servers based on their review of the Agencies current Server inventory and configuration and provide for 10% growth. X _____
- 21.3 The winning bidder shall recommend Hardware solutions for Workstations based on their review of the Agencies current Workstation Inventory and configurations and provide for 10% growth. X _____
- 21.4 The winning bidder shall recommend Mobile solutions based on their review of the Agencies current Mobile inventory and configurations and provide for 10% growth. X _____
- 21.5 The Vendor shall provide a generic list of minimum specifications for Servers, Workstations and Mobile Terminals to support their software provided with Bid Packet. X _____
- 21.6 The Vendor shall provide documentation that their **TOTAL** Software solution will work with the current releases of Windows Operating systems to include Windows XP and Windows Vista Business and Vista Ultimate to be provided with Bid Packet. X _____
- 21.7 The Vendor shall provide documentation as to how all updates, upgrades and patches will be handled and implemented with Bid Packet. X _____
- 21.8 The Vendor shall provide a detailed description of how they will meet CJIS approved advanced two (2) factor authentication for the Mobile Terminals provided with Bid packet. X _____

TIER #2

22. MOBILE DATA COMPUTING INQUIRY ONLY

- 22.1 The solution shall communicate directly with the Open Fox Switch with no interfaces other than the wireless device used by the MDT. X _____
- 22.2 The solution shall have the ability to run all queries of a Standard "Inquiry Only" WEAPON Terminal to include:
 - 22.2.1 Standard NLETS Query:
 - RQ – Vehicle Registration Query X _____
 - DQ – Driver Query X _____
 - KQ – Driver History Query X _____
 - RNQ – Vehicle Registration by NAM X _____

22.2.2 WV Queries allow certain deviations from NLETS:

RQ – Vehicle Registration Query	<u> X </u>	<u> </u>
LIC only VMA MYR optional	<u> X </u>	<u> </u>
NAM only VMA VYR COU (county) optional	<u> </u>	<u> X </u>
TTL only	<u> </u>	<u> X </u>
DQ – Driver Query		
NAM only DOB SEX optional	<u> X </u>	<u> </u>
OLN only	<u> X </u>	<u> </u>
KQ – Driver History Query		
NAM only	<u> </u>	<u> X </u>
22.2.3 ALL STANDARD NCIC Queries	<u> X </u>	<u> </u>

PRICE QUOTATION

TIER 1

1.	Computer Aided Dispatch CAD Client License with First Year Maintenance	\$ _____
2.	Computer Aided Dispatch CAD Train the Trainer Training with twelve (12) Training Seats for Users and Administrators.	\$ _____
3.	Mobile Data Computing Client License	\$ _____
4.	Mobile Data Computing for Train the Trainer Twenty-five (25) seats	\$ _____
5.	Mapping Client License Enterprise	\$ _____
6.	AVL Client License Enterprise	\$ _____
7.	Maintenance for Second year 2 nd year.	\$ _____
8.	Maintenance for Third year 3 rd year.	\$ _____
9.	Per Seat Fee for CAD User/Supervisor Training	\$ _____
10.	Per Seat Fee for Mobile Data Training	\$ _____
11.	Total Tier-1 Bid Cost	\$ _____

TIER 2

1.	Mobile Query Only direct to Open Fox (Single User)	\$ _____
2.	Mobile Query single user annual maintenance	\$ _____
3.	Mobile Query Only direct to Open Fox (Multi User) Increments of 100 up to 450 users.	\$ _____
4.	Mobile Query multi-user annual Maintenance	\$ _____
5.	Total Tier-2 Bid Cost	\$ _____

LEASING OPTIONS

Provide Leasing Options for all software

Tier 1

1.	Computer Aided Dispatch CAD Client License with First Year Maintenance	\$ _____
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2. Mobile Data Computing Client License	\$ _____
3. Mapping Client License	\$ _____
4. AVL Client License	\$ _____
5. Annual Maintenance	\$ _____
<u>TOTAL</u>	\$ _____

TIER 2

1. Mobile Query Only direct to Open Fox (Single User)	\$ _____
2. Maintenance	\$ _____
<u>TOTAL</u>	\$ _____

VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with *West Virginia Code*, §5A-3-37. (Does not apply to construction contracts). *West Virginia Code*, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

- 1. Application is made for 2.5% resident vendor preference for the reason checked:
 Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
 Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
 Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
- 2. Application is made for 2.5% resident vendor preference for the reason checked:
 Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
- 3. Application is made for 2.5% resident vendor preference for the reason checked:
 Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
- 4. Application is made for 5% resident vendor preference for the reason checked:
 Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
- 5. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:
 Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
- 6. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:
 Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (*West Virginia Code*, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: CTS America Signed: [Signature]
 Date: 5/19/09 Title: President/CEO

*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.

STATE OF WEST VIRGINIA
Purchasing Division**PURCHASING AFFIDAVIT****VENDOR OWING A DEBT TO THE STATE:**

West Virginia Code §5A-3-10a provides that: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

PUBLIC IMPROVEMENT CONTRACTS & DRUG-FREE WORKPLACE ACT:

If this is a solicitation for a public improvement construction contract, the vendor, by its signature below, affirms that it has a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the *West Virginia Code*. The vendor **must** make said affirmation with its bid submission. Further, public improvement construction contract may not be awarded to a vendor who does not have a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the *West Virginia Code* and who has not submitted that plan to the appropriate contracting authority in timely fashion. For a vendor who is a subcontractor, compliance with Section 5, Article 1D, Chapter 21 of the *West Virginia Code* may take place before their work on the public improvement is begun.

ANTITRUST:

In submitting a bid to any agency for the state of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the state of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the state of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the state of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership or person or entity submitting a bid for the same materials, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

LICENSING:

Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

CONFIDENTIALITY:

The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.

Under penalty of law for false swearing (*West Virginia Code* §61-5-3), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

Vendor's Name: CTS America
Authorized Signature: DK Stephens Date: 5/19/09

PRICE QUOTATION

TIER 1

- | | |
|--|------------|
| 1. Computer Aided Dispatch CAD Client License with First Year Maintenance | \$ 99,000 |
| <i>Includes 5 CAD mapping workstations for ESRI maps but maps are NOT included.</i> | |
| 2. Computer Aided Dispatch CAD Train the Trainer Training with twelve (12) Training seats for users and administrators | \$ 5,000 |
| 3. Mobile Data Computing Client License (<i>includes Switch</i>) | \$ 31,000 |
| 4. Mobile Data Computing for Train the Trainer Twenty-five (25) seats | \$ 5,000 |
| 5. Mapping Client License Enterprise | \$ 7,995 |
| <i>Microsoft MapPoint software is not included and will incur additional cost.</i> | |
| 6. AVL Client License Enterprise | \$ 7,995 |
| <i>AVL hardware is not included and will incur additional cost.</i> | |
| 7. Maintenance for Second year 2 nd year | \$ 26,278 |
| <i>Maintenance cost for CAD and one (1) Mobile client license</i> | |
| 8. Maintenance for Third year 3 rd year | \$ 27,329 |
| <i>Maintenance cost for CAD and one (1) Mobile client license</i> | |
| 9. Per Seat for CAD User/Supervisor Training | \$ 250 |
| <i>Minimum class = 20 students</i> | |
| 10. Per Seat Fee for Mobile Data Training | \$ 250 |
| <i>Minimum class = 20 students</i> | |
| 11. Total Tier-1 Bid Cost | \$ 210,097 |

TIER 2

- | | |
|---|-----------|
| 1. Mobile Query Only direct to Open Fox (Single User) | \$ 31,000 |
| <i>Includes Switch</i> | |
| 2. Mobile Query single user annual maintenance | \$ 5,580 |
| 3. Mobile Query Only direct to Open Fox (multi-user) increments of 100 up to 450 users. <i>Includes Switch</i> | \$ 950 |
| 4. Mobile Query multi-user annual maintenance | \$ 171 |
| 5. Total Tier-2 Bid Cost | \$ 37,679 |

LEASING OPTIONS

Provide Leasing Options for all software

Leasing Options or Special Payment Terms can be provided after the total amount of lease and length of lease are known.

- | | |
|---|----|
| 1. Computer Aided Dispatch CAD Client License with First Year Maintenance | \$ |
|---|----|

2. Mobile Data Computing Client License	\$
3. Mapping Client License	\$
4. AVL Client License	\$
5. Annual Maintenance	\$
<u>TOTAL</u>	\$

TIER 2

1. Mobile Query Only direct to Open Fox (Single User)	\$
2. Maintenance	\$
<u>TOTAL</u>	\$

CTS Note:

CTS offers West Virginia State Police the opportunity for any State-level agency to use the CAD installed in the WVSP dispatch centers at no charge. Additional fees will be incurred for services (training, etc.) and other software products such as RMS or Mobile software licenses.

CTS Pricing Comments:

1. CTS America has priced Computer Aided Dispatch (CAD) software on the size of the agency's sworn personnel for the location it serves. The following price offerings are based on sworn personnel being dispatched:

Up to 200	\$ 99,000
200 - 400	\$139,000
400 - 600	\$189,000
600+	Contact CTS for price

The prices include the supporting Administrative software.

Prices include 5 ESRI map workstations. Additional mapping workstations are \$3,000 per workstation.

2. Special interfaces such as to RMS can be provided at the Professional Services rate of \$150 per hour.
3. Pricing does not include any third party software that may be needed (ESRI, MapPoint, Diagramming or other Microsoft software products).
4. Pricing does not include hardware.
5. Pricing does not include Implementation Costs such as installation and project management. These items are typically 20% of the total bid cost.

Technical Proposal

The RFQ items requiring further information are explained below.

21.5 The Vendor shall provide a generic list of minimum specifications for Servers, Workstations, and Mobile Terminals to support their software provided with the Bid Packet.

CTS Response:

Recommended hardware requirements are included at the end of this section. Additionally, CTS is including the network diagram used for the Georgia State Patrol as an example of a successful network currently in place.

*21.6 The Vendor shall provide documentation that their **TOTAL** Software solution will work with the current releases of Windows Operating systems to include Windows XP and Windows Vista Business and Vista Ultimate to be provided with Bid Packet.*

CTS Response:

CTS certifies that all software intended to run on desktop operating systems will operate with the current releases of Microsoft Windows Operating Systems to include Windows XP and Windows Vista Business and Vista Ultimate.

21.7 The Vendor shall provide documentation as to how all updates, upgrades and patches will be handled and implemented with Bid Packet.

CTS Response:

Problem Reporting and Resolution

CTS support is available 24/7/365 via a toll-free number for an immediate response. When a call is received, a CTS call taker works with agency personnel to immediately resolve user problems using our knowledge base of resolutions. Issues that cannot be resolved immediately are prioritized and escalated as outlined in our Software Warranty, Maintenance, and Support Agreement.

Some issues may require troubleshooting to determine if the issue can be duplicated on our in-house test environment or to correct configuration problems. In order to troubleshoot remotely, it becomes necessary for CTS to access the agency network server or the SQL database through either a VPN connection or by using another remote connectivity tool. A VPN connection uses end-to-end encryption to carve out a private tunnel over the public network. Ultimately it is the agency's decision on how a vendor connects to their network.

CTS does not create, modify, or delete existing agency data without the express written consent of the agency. Our goal is to minimize impact caused by accessing the customer's live environment, so access is limited to only when necessary to address a reported issue. Information such as IP addresses, usernames, and passwords are stored internally in a database that can only be accessed by personnel that are required to access the customer's system.

Product Upgrades and Future Enhancements

Multiple times a year, CTS releases upgrades to our products that enhance functionality and provide maintenance updates. Upgrades consist of three types: Major, Minor, and Priority.

Major releases contain significant new development and feature enhancements to the applications. Major releases typically include database changes in addition to enhancements that affect the version number of the software.

It is important to note that CTS goes to great lengths to ensure that upgrades to the product do not disrupt the daily operation of the users. Agency administrators have ample time to review new features and decide whether to implement.

Minor revisions typically occur on a quarterly basis and include a limited number of enhancements along with minor modifications.

Priority updates are not dependent upon a fixed development or scheduling cycle. Priority maintenance repairs are performed as required or as needed and involve issues relating to officer safety, compliance with state mandated requirements, or issues affecting the software that require immediate attention.

CTS will notify the agency that an update is available and coordinate a schedule to install the update. Updates are normally accomplished remotely through high-speed Internet connectivity, or alternatively with the distribution of CDs.

Documentation Updates

Documentation is updated with each software release. Release notes accompany each CTS software release and summarize all enhancements and corrections included in the release. Online help files and user manuals are updated as necessary to keep the user documentation in sync with the software applications.

21.8 The Vendor shall provide a detailed description of how they will meet CJIS approved advanced two (2) factor authentication for the Mobile Terminals provided with Bid Packet.

CTS Response:

CTS utilizes the approved Public Key Infrastructure (PKI) method as outlined in the FBI CJIS Security Policy dated December 2008 to provide the advanced two factor authentication. In addition, the CTS system allows agency administrators to administer specific devices to ensure that only authorized devices can connect to the system. In the event that a device is compromised, that device can be disabled and no longer gain access into the state CJIS system.

Recommended Hardware Requirements

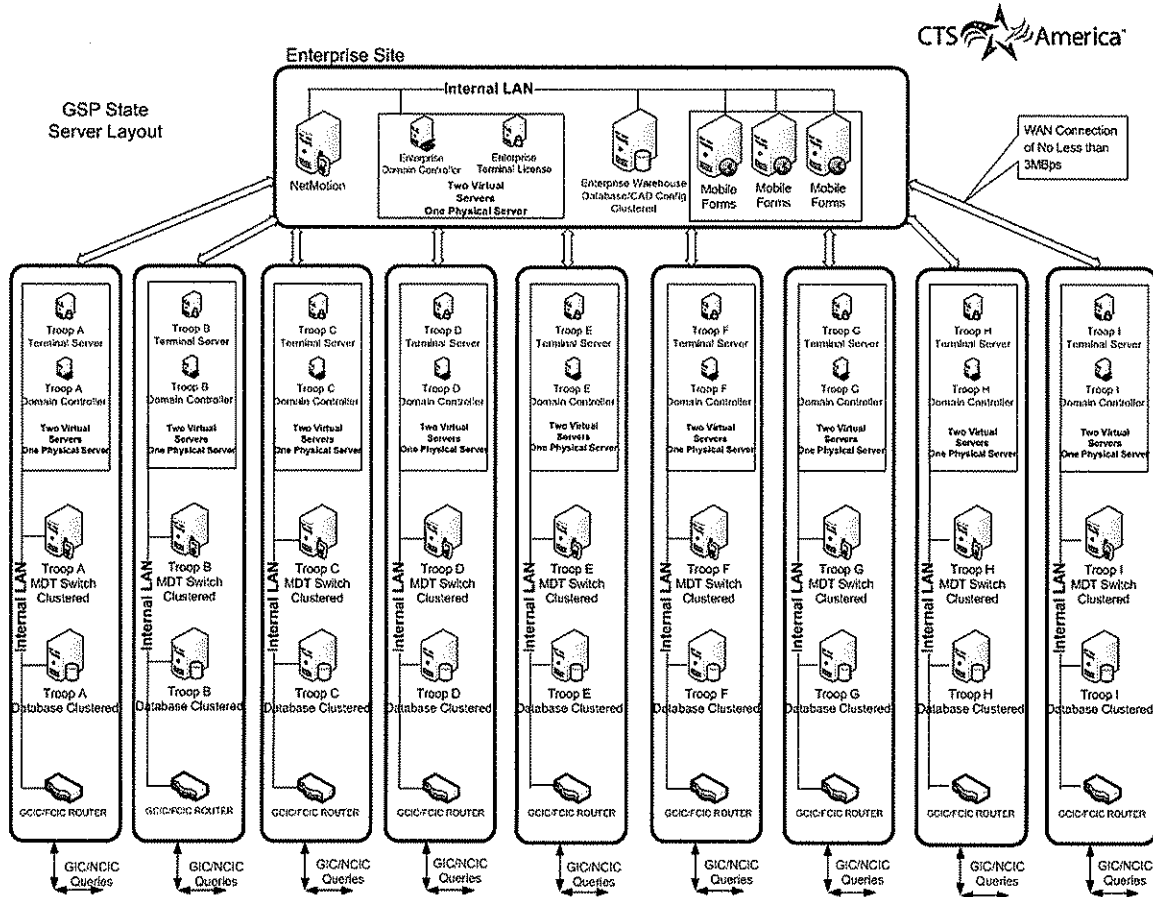
Database Server Recommended Model: Dell PowerEdge™ 2950, 2970, R805	
Recommended Configuration	
<ul style="list-style-type: none"> • Dual Intel Xeon Processors (Dual +2.8GHz or Quad Core +2.0GHz) • >= 16GB RAM • >= 500GB Hard Drive Storage or SAN <ul style="list-style-type: none"> ○ RAID 10 Controller for the SQL data files (300GB+) ○ RAID 1 Controller for SQL Log Files (150GB+) ○ RAID 1 Controller for Operating System (50GB+) • Windows 2008 Server (64bit) <ul style="list-style-type: none"> ○ Required Number of Client Access Licenses • Dual Gigabit NIC • Backup Device and Backup Software • Configured for Remote Access by CTS America • Microsoft SQL Server 2005 (64bit) Standard version <ul style="list-style-type: none"> ○ Recommend purchase of 2008 with downgrade rights. CTS will be certifying 2008 soon ○ Per Processor License or Client Access Licenses (CALs) • Battery Backup System • Clustered environment recommended but not required <p><i>**Requirement** - Only SQL Server to run on this device (No DNS, Exchange, Domain Controller, etc.)</i></p>	
Remote Access Server (If Required) (Provides Terminal Services access for remote offices) Recommended Model: Dell PowerEdge™ 1950 / R200	
Recommended Configuration	
<ul style="list-style-type: none"> • Dual Intel Xeon +2.8GHz Processors • >= 4GB RAM • >= 100GB Hard Drive Storage • Windows 2003 Server R2 <ul style="list-style-type: none"> ○ Required Number of Terminal Server Access Licenses • Gigabit NIC (Teamed and/or Load Balanced) • Backup Device and Backup Software • Battery Backup System 	
Mobile Communication Server(s) (SmartSWITCH) Recommended Model: Dell PowerEdge™1950 / R200	
Minimum	Recommended
<ul style="list-style-type: none"> • >= 1.5 GHz Intel Xeon Processor • >= 1GB RAM • >= 10GB Available Hard Drive • Windows 2003 Standard Server • Microsoft IIS 6 • 100MB Network Interface Card • Remote Access for CTS America 	<ul style="list-style-type: none"> • >= 1.5GHz Intel Xeon Dual Core Processor • >= 2.5GB RAM • 40GB Available Hard Drive • Windows 2003 Standard Server R2 • Microsoft IIS 6 • Gigabit Network Interface Card • Remote Access for CTS America • Battery Backup System

CAD Workstations <i>Recommended Model: Dell Optiplex or Precision</i>	
Minimum	Recommended
<ul style="list-style-type: none"> • Intel Processor <=1Ghz • >= 512MB RAM • >= 40 GB Hard Drive • 64MB Dual Output Video Card • Windows 2000/XP Professional • 100MB NIC Card • 2 - 17" Monitor w/ 1024x768 Screen Resolution 	<ul style="list-style-type: none"> • Intel Processor >= 2 GHz • >= 1GB RAM • >= 100GB Hard Drive • >= 128MB Quad Output Video Card • Windows XP Professional SP2 • Gigabit NIC • 3 or 4 >= 19" Monitor(s) with min 1024x768 Screen Resolution • Battery Backup System
RMS/Jail Workstations <i>Recommended Model: Dell Dimension</i>	
Minimum	Recommended
<ul style="list-style-type: none"> • Intel Processor <=1Ghz • >= 512MB RAM • >= 40 GB Hard Drive • 64MB Video Card • Windows 2000/XP Professional • 100MB NIC Card • 17" Monitor w/ 1024x768 Screen Resolution 	<ul style="list-style-type: none"> • Pentium Processor >= 2 GHz • >= 1GB RAM • >= 80GB Hard Drive • >= 128MB Video Card • Windows XP Professional SP2 • Gigabit NIC • >= 19" Monitor with min 1024x768 Screen Resolution
SmartMCT Hardware <i>Recommended Model: Dell Latitude, ATG, XFR, Panasonic Toughbook</i>	
Minimum	Recommended
<ul style="list-style-type: none"> • Intel Processor +800MHz • >= 256 MB RAM • >= 40 GB Hard Drive • Windows XP • Floppy/CD • Communication Medium for Radio • Computer to modem interface cable • Vehicle Mount Equipment • Vehicle Power Adapter 	<ul style="list-style-type: none"> • Intel Processor +1.5 GHz • Anti-Glare Screen • >= 1GB RAM • >= 60 GB Hard Drive • Windows XP Professional SP2 • DVD-ROM • Communication Medium <ul style="list-style-type: none"> ○ IPMobileNet ○ Cingular, Verizon, Sprint, etc. • Vehicle Mount Equipment • Vehicle Power Adapter • Mobile MagStripe/Barcode Reader (See below) • Mobile Printer (See Below)
Server/Desktop Network Connectivity	
Minimum	Recommended
<ul style="list-style-type: none"> • 100 MB Network • Cat 5 cabling to all workstations • 10/100 Ethernet Switching Hub <ul style="list-style-type: none"> ○ Enough ports for all clients 	<ul style="list-style-type: none"> • 10/100/1000BASE-T auto-sensing Gigabit Ethernet switching hub <ul style="list-style-type: none"> ○ Separated Switch for CAD workstations vs other agency workstations

<ul style="list-style-type: none"> • * T1 connection speed to remote offices <ul style="list-style-type: none"> ○ * Cable or DSL at T1 speed acceptable • VPN Access for CTS America <p>* Use of Terminal Services Server required</p>	<ul style="list-style-type: none"> • Cat 5e or 6 cabling to all workstations • 10 MB connection to remote offices • Redundant Power Supply • VPN Access for CTS America
Mobile Network Connectivity	
Minimum	Recommended
<ul style="list-style-type: none"> • 19.2 KB Data Network • TCP/IP Based • Public or Private Radio system 	<ul style="list-style-type: none"> • 64 – 400 KB Data Network • "3G" Broadband Mobile data connectivity <ul style="list-style-type: none"> ○ 1xRT, GPRS, EDGE, EvDO, etc. ○ WiFi, WiMax, etc • Or Private radio system that supports >64KB data transfer
Peripheral Equipment	
<ul style="list-style-type: none"> - Desktop Barcode Scanner - PS2, USB or serial scanners capable of reading Code 39 and 128 barcodes. <ul style="list-style-type: none"> ○ Must support carriage return after scan. - DL Scanner – E-Seek M-250 or MAGTEK USB Card Reader Part# 21040108 (Keyboard Emulation Mode), - GPS Receiver – BU-353 GPS receiver or equivalent NMEA compliant - Jail Label Printing - DeskJet printer with label sheet of 3 columns 10 rows, each label needs to be 1 x 2 5/8 and margin top of sheet to the top of the first row of the sheet needs to be half inch. <i>(A color capable printer is recommended)</i> - IssProp / Fleet – 2" x 1" Label printer (SII 240 or equiv) - Evidence Labels – 4" x 3" label Printer (Wasp WPL305 or equiv) - Mobile Report Printing – HP Deskjet 460 or 470 - Report Printing - LaserJet or DeskJet printer. <i>(A color capable printer is recommended)</i> - ID Card Printing (Jail and Empmast) – Datacard SP55 or Equiv - Mugshot Capture Video Camera- Capable of at least 640x480 resolution and have either S-VIDEO or COMPOSITE Output connections. <i>(The output connections are based on what input connection the video capture card accepts)</i> - Mugshot Video Capture Card - Recommend the use of any 32bit video capture card with S-VIDEO or COMPOSITE input connection <i>(The output connections are based on what input connection the video capture card accepts)</i> By name recommendations can be provided. - Tablet PC for property, evidence and remote Inmate tracking - Recommend rugged case and capability to connect to wireless network. (This requires a wireless network infrastructure). MS Windows XP Tablet Edition preferred. - Jail Pocket PC Handheld –Symbol MC50 – Windows Mobile OS - rugged and capable of connect to a wireless network. <i>(Requires a wireless network infrastructure)</i>. - Evidence Pocket PC Handheld –Symbol MC50 – Windows Mobile OS – rugged. - Signature Capture Device - Topaz Electronic Capture Device. Model T-S261-HSB-R / Model TL462 HSB <i>Note: Any 1 X 5 Sig Lite or Sig Gem series of devices will interface</i> - Fingerprint Capture Device – Cross Match Verifier 300 LC 2.0 USB (Must be ordered with Auto Capture and Extract and Match License installed) 	

Network Example

The following diagram is an example of the network currently in place for the Georgia State Patrol.



As depicted in the diagram above, the solution includes:

- o Enterprise Site Server Configuration
- o Communication Center Server Configuration
- o Troop Communication Center CAD Workstations
- o RMS Workstations (located at Headquarters and all Troop Posts)
- o Trooper MDT Laptops