

# Request for Proposal \_\_\_\_\_ Owyhee County PSAP

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## SECTION 1 – GENERAL REQUIREMENTS

- 1. INTRODUCTION** The equipment specified in this document is intended for use in the Owyhee County Public Safety Answering Point (PSAP).

Owyhee County will accept sealed bids addressed to:

Owyhee County Board of County Commissioners  
P.O. Box 128  
Murphy, ID 83650  
208-495-2421

No later than close of business at 5:00 pm May 21, 2010.

**Schedule of events is as follows:**

RFP Issue April 21, 2010. Questions Submitted no later than Close of Business May 10, 2010. RFP Response Deadline Close of Business, May 21, 2010 RFP, Opening of bids 10:00 a.m. May 24, 2010 Contract Awarded no later than June 15, 2010. Installation/cut over to be determined.

Prices quoted should represent a fully installed and tested system in a turnkey fashion.

All technical questions should be referred to:

**Sheriff Daryl Crandall or Bev White P.O. Box 128, Murphy, ID 83650**

E-mail: [dcrandall@co.owyhee.id.us](mailto:dcrandall@co.owyhee.id.us) and [bwhite@co.owyhee.id.us](mailto:bwhite@co.owyhee.id.us)

Submission of a proposal shall be conclusive evidence that the bidder has investigated and is satisfied as to the conditions to be encountered in performing the work. Any additional materials or labor that the Bidder deems necessary to insure a satisfactory installation for the purpose intended shall be noted in the proposal and the cost included in the bid quotation.

- 2. GENERAL INFORMATION** Notwithstanding the details presented in these specifications, it is the responsibility of the Vendor to verify the completeness of the materials and the suitability of the devices to meet the intent of these specifications.

The system should provide reliable, high quality telephone service with modern features for the PSAP users. These specifications do not include any proprietary items, components, circuits, or devices that would preclude any manufacturer from producing equipment to meet these specifications. All technical tolerances, ratings, power outputs or any technically specified criteria contained within

these specifications are considered to be within the current state of the electronic art and are currently being met by commercially available equipment. The fact that a manufacturer chooses not to produce equipment to meet these specifications, providing the above criteria are met, will not be sufficient cause to adjudge these specifications as restrictive.

In certain cases in this proposal, specifications and/or brand names of a certain manufacturer may be quoted. This is not to be construed as limiting the competition, as proposals are invited by manufacturers and distributors of other equipment which equals or exceeds the performance of the specified item, will be given full consideration.

Any substantive interpretation, correction or change of the bid documents shall be made by addendum to bidders of record. Interpretation, corrections or changes of the bid documents made in any other manner shall not be binding, and Bidders shall not rely upon such interpretations, corrections or changes. Any addendum shall be issued within a reasonable time prior to the bid deadline.

Exceptions to any part of the requirements stated in this request must be clearly identified as exceptions. Alternatives should be stated at that point in the response.

Bidder shall be solely responsible for all costs and expenses in preparing and in replying to this Request for Proposal (RFP).

### **3. INSURANCE**

#### **3.1 Worker's Compensation**

The Bidder, performing as an independent contractor there under, shall be fully responsible for providing Worker's Compensation or other applicable insurance coverage for itself and its employees and OWYHEE COUNTY shall have no responsibility or liability for such insurance coverage.

#### **3.2 General Liability Insurance**

The successful Bidder shall provide Owyhee County a copy of a policy, or a certification by an insurance carrier, showing the Bidder to have in effect during the term of any contract a General Liability Insurance Policy.

The insurance coverage required by the above paragraph and listed with minimum coverage's of at least \$1 Million shall be provided by an insurance company authorized to transact business in Owyhee County, Idaho.

Bidder must provide certification of insurance compliance within 15 calendar days after notification of award. Certification must include the following:

- a. Name and Address of Insurance Company
- b. Policy Number
- c. Liability coverage amounts and
- d. Contain the bidding document title from which award is made (i.e. RFP Title).

### **4. PROPOSAL CONTENTS** The Bidder shall submit three (3) copies of the response to the RFP as evidence of compliance with Owyhee County's specifications. The proposal may be rejected if the responses to the requested specifications are incomplete or if the proposed system deviates from the specifications.

All portions of this RFP contain numbered or letter sections. All portions of this RFP must be responded to in sequence and referenced to the specific section number or letter.

A complete list of all equipment proposed must be provided, specifying manufacturer and individual model numbers. All equipment and component parts furnished shall be new, meet the minimum requirements stated herein, and be in good operating condition at the time of delivery.

The Bidder shall provide a detailed description of any special equipment required.

**5. COST PROPOSAL** The proposals submitted should specify a fixed cash purchase price for the equipment specified. The Bidder and Owyhee County will mutually agree upon a payment schedule.

Proposals must show as separate items the cost of:

1. Proposed Equipment
2. Recommended Critical Spares
3. Installation
4. Training (see requirements below)
5. Project Management
6. Yearly maintenance
7. All other costs incidental to the successful installation of the specified systems. Any additional costs not stated in the proposal shall not be incurred by Owyhee County, unless specifically agreed to in writing by Owyhee County.
8. The Cost Proposal should include the cost for user training for thirteen (13) call takers and supervisors as well as two (2) system administrators.
9. Management information software
10. Any other equipment or software that would enhance the basic system should be identified as optional.

**6. PROPOSAL OPENING** Proposals received prior to May 21, 2010 at 5:00 p.m., will be kept secure and unopened. No proposal received after the above-specified deadline will be considered and will be returned to the Bidder unopened. Opening of bids will take place in the Owyhee County Commissioners' Meeting on May 24, 2010 at 10:00 a.m.

Proposals may be withdrawn or resubmitted any time prior to May 21, 2010 at 5:00 p.m. Proposals may not be withdrawn after May 21, 2010 at 5:00 p.m. All requests to withdraw a proposal must be made in writing. All proposal responses must be labeled: E9-1-1 SYSTEM BID RESPONSE – Owyhee County.

Unless otherwise specified, all formal bids submitted shall be binding for ninety (90) calendar days following the RFP Response Deadline.

No responsibility will attach to Owyhee County for unintentional premature opening of a proposal not properly addressed and identified. No Bidder may withdraw a proposal within 90 days after the actual date of the opening thereof. All requests to withdraw a proposal must be made in writing.

**7. VENDOR SELECTION** Proposals will be evaluated for conformance to the specification requirements. Preference will be given to those Bidders providing demonstrated capability and experience in the design and implementation of similar systems.

Proposals will be studied by an evaluation committee. Finalists may be invited to an interview or to demonstrate their equipment and answer questions regarding their proposal in order to aid the evaluation committee in making a recommendation to the Board of County Commissioners. Selection of the successful vendor will be from the qualified Bidder submitting the bid for a system which best meets the needs of Owyhee County. Lowest bid price, complying with bidding procedures and meeting the specification requirements will all be considered. If Owyhee County awards the contract to a Bidder other than the apparent low bidder, Owyhee County will declare its reasons on the record and communicate such reason(s) in writing to all competing Bidders. The terms and conditions for contract award imposed herein shall govern in all cases and conflicting terms or conditions submitted by the Bidder may constitute sufficient grounds for rejection of the bid.

Owyhee County reserves the right to: reject any or all proposals or any part thereof, waive any minor defects in proposals if this is to the advantage of the county, to accept the proposal that is in the best interest of the county, and to reject all bids presented and re-bid. If two (2) or more bids are the

essentially the same and have scored equally by the evaluation committee Owyhee County may accept the one (1) it chooses.

**8. DELIVERY AND INSTALLATION** The equipment purchased by OWYHEE COUNTY hereunder shall be delivered to its proper location and installed by the Bidder without additional cost or expense to OWYHEE COUNTY and at the convenience and direction of OWYHEE COUNTY. OWYHEE COUNTY shall not be deemed to have accepted any component or piece of equipment until such time as said equipment has been installed and operates in accordance with the specifications.

The telephone system and the installation thereof shall be accomplished with the minimum of interruption to the normal business operation.

All work shall comply with the applicable national, state and local laws and regulations.

The Bidder shall assume full responsibility for supervision of the work irrespective of the amount of work sublet, and shall give the work the constant attention necessary to facilitate satisfactory progress and to assure completion in accordance with the terms of the Contract.

The Bidder shall keep fully informed of all Federal and State laws; all regulations pertaining to the Occupational and Safety Hazards Act (OSHA); all local laws, ordinances and regulations; and all orders and decrees of bodies and tribunals having any jurisdiction or authority, which in any manner affect the conduct of work. The Bidder at all times shall observe and comply with all applicable laws, ordinances, regulations, orders and decrees.

Upon discovering any provisions in the contract that are contrary to or inconsistent with any law, ordinance, regulation, order or decree, the Bidder shall immediately report it to OWYHEE COUNTY in writing.

The successful Bidder shall label all wire bundles on both ends with permanent marking to ensure proper identification and location of cables. A detailed wiring diagram showing the location of equipment and wiring runs is to be included.

The successful bidder agrees to remove existing equipment that it is replacing.

**9. WARRANTY** Bidder shall warrant that all equipment performs in accordance with equipment specifications. The warranty shall remain valid for twelve (12) months from the date of equipment acceptance. The warranty shall fully cover the full system and equipment including all parts, workmanship, materials, and any labor. Under this warranty, all repairs, replacements and labor shall be solely at the Bidder's own expense.

Bidder shall guarantee the availability of service assistance, repairs, and spare parts for a minimum of ten (10) years after equipment delivery.

**10. EQUIPMENT OF CURRENT PRODUCTION** Only new equipment of the latest design in current production will be considered. No used, reconditioned or obsolete parts shall be included in any bid. Only equipment that meets current industry standards will be considered.

**11. DOCUMENTATION** The proposed system shall include complete printed and bound system and user documentation. In addition, all documentation shall also be provided in electronic format (Adobe Acrobat PDF) on CD.

**12. TRAINING**

Bidders shall include with their proposal course outlines for the proposed training.

**13. MAINTENANCE AGREEMENT**

**13.1 Maintenance Program**

Maintenance of all equipment installed as a result of this RFP shall be performed in two phases. Phase One: a one (1) year warranty maintenance program starting upon final acceptance of the

entire system; Phase Two: an annual renewable maintenance contract to begin at the date and time of the expiration of the initial warranty period. Bidder will provide price quote for the first year of the Phase Two Annual Renewable Maintenance contract.

**13.2 Support Access**

Both warranty and contract maintenance shall be provided on seven days a week, twenty-four (24) hours a day basis, to include weekends and holidays. In addition, the Bidder shall provide 1-800-number phone access to Bidder's own technical support on a twenty-four (24)-hours a day basis, to include weekends and holidays.

**13.3 Critical Maintenance**

Critical Maintenance Requirement is defined as any problem that jeopardizes or degrades the overall performance of the system. The Bidder shall provide in their technical proposal their response times to the PSAP in any Critical Maintenance Requirement.

**13.4 Normal Maintenance**

Normal Maintenance Requirements are defined as those problems that do not affect the overall performance of the system, but still require attention. The Bidder shall provide in their technical proposal their response times to the PSAP under Normal Maintenance Requirement.

- 14. WARRANTY, SPARE PARTS** During the First Year New System Warranty Period following the date of final acceptance, the Bidder shall, upon notification by the PSAP Agency of any malfunction, make the necessary repairs, including labor and materials, at the Bidder's expense.

Replacement and spare parts will be available for at least ten (10) years after final acceptance of the system.

**15. SERVICE**

**15.1 Service Facility**

The Bidder shall identify the location of, or establish by the date of equipment delivery, a factory-trained and certified service facility equipped with the instrumentation necessary to provide service on the proposed system.

**15.2 Service Report**

The successful Bidder shall furnish a service report to OWYHEE COUNTY upon completion of each maintenance call and maintain a service record for each piece of equipment serviced. A copy of this record shall be kept at the PSAP. The report as a minimum shall include the following:

- A. Date and time notified (verified and initialed by PSAP Supervisor on Duty).
- B. Date and time of arrival (verified and initialed by PSAP Supervisor on duty.).
- C. Type and model number(s) of equipment serviced.
- D. Time spent for repair.
- E. Time the repair was completed.
- F. Service that was completed.
- G. Description of the malfunction.
- H. List of parts replaced.
- I. Action taken to prevent reoccurrence.

**16. E9-1-1 MAPPING SPECIFICATION**

The proposed system must be able to automatically feed location information, including Phase I and Phase II wireless call data, to an industry standard mapping solution.

**17. EVALUATION CRITERIA**

**17.1 General**

The Evaluation of all responses received will consist of an initial and final (detailed) review as follows:

### **17.2 Initial Review**

The initial review will evaluate all submissions for conformance to stated guidelines, to eliminate all responses which would deviate substantially from the basic intent of the request.

### **17.3 Final Review**

The final review will consist of the following:

Evaluate the technical content of the offering to determine which total configuration will best satisfy successful development and implementation of an Enhanced 9-1-1 Emergency Response System. The Bidder may be requested to give an oral presentation and/or system demonstration of their submission at their expense.

Evaluate the nature and extent of the proposed services to be provided.

Evaluate the Bidder's level of experience and financial stability.

Prices quoted for the system and services as set forth in Section 5.

The Bidder's performance and service record with similar projects.

## **SECTION 2 – INTELLIGENT WORKSTATIONS (IWS)**

### **18. EQUIPMENT SPECIFICATIONS**

#### **18.1 General Equipment Specifications**

The proposed system must be a turnkey solution that is Next Generation 911 ready.

#### **18.2 PSAP Organization**

The answering positions within the PSAP are grouped as follows: Three (3) configurable dispatch positions.

### **19. E9-1-1 ANI/ALI CONTROLLER FEATURES**

#### **19.1 Performance Concerns**

Distributed processor architecture shall be used so as to meet the performance demanded by an E9-1-1 environment. Every module shall function independently of the others. There should be no situation in which a processing bottleneck could occur.

Each call processing module shall be equipped with a dedicated MF receiver to avoid delays in decoding ANI. (Systems which force incoming calls to wait for an available MF receiver before presenting the call will not be considered.)

Communication with the ALI database shall be full duplex.

ALI requests shall be made immediately after ANI has been decoded. (Systems which wait for the call taker to go off-hook before sending requests for ALI will not be considered).

Systems which inject tones into the voice path for position identification and/or data delivery will not be considered.

#### **19.2 Reliability Concerns**

No single point of failure will render the system non-functional.

Processing power shall be distributed among the E9-1-1 controller modules. There will be no central controlling module and all modules shall function independently of each other.

Each line interface/call processing module will serve one trunk, one call taker, and one transfer position. The state of a line interface/call processing module shall have no effect on the performance of another. This is necessary in order to prevent heavy trunk traffic, false trunk seizures, line failures, or defective line interface/call processing cards from affecting service to trunks handled by other line interface/call processing cards on the E9-1-1 controller.

Hardware redundancy and automatic switchover shall be provided on the various E9-1-1 ANI/ALI Controller modules as follows:

Modules that provide communication to external devices such as ALI databases and all other system administrative ports shall be configured with redundancy. One module shall operate in an active mode and the other in standby mode. The standby module shall become functional automatically if the first one fails.

Modules that provide data communication to the answering positions shall be configured with redundancy. One module shall operate in an active mode and the other in standby mode. The standby module shall become functional automatically if the first one fails. If the module provides communication to more than one display, independent ports and links shall be provided to each display. A failure of one port or link shall not cause a complete module failure. Each display shall operate independently of another.

All power supplies shall be redundant and distributed. A power related fault on an E9-1-1 controller module shall not affect the power supplied to other modules.

It shall not be necessary to power down the E9-1-1 controller in order to replace modules. In addition, it shall be possible to remove redundant modules that are in standby mode from the E9-1-1 controller without any interruption in service.

All redundant modules shall be accessible directly from the front of the controller without the need to removing cables from the rear of the controller or module.

DC power battery backup for the E9-1-1 controller shall be provided as an option.

### **19.3 Expansion**

The E9-1-1 controller shall be modular, supporting from one (1) to over one hundred (100) E9-1-1 Trunks in increments of One (1) Trunk with appropriate additional equipment.

Each controller shelf shall accommodate up to Eight (8) E9-1-1 Trunks. It shall be possible to populate any empty Trunk card slot simply by adding a Trunk Interface Card, without requiring and software or hardware upgrades (other than the additional Trunk Interface cards).

Answering Position handling shall be modular as well, with the ability to scale from 1 to over 100 answering positions with appropriate additional equipment.

### **19.4 Specific E911 Controller System Features**

All features described in this section relate to North American Standards for E9-1-1 systems, in both trunking and central office features.

#### **19.4.1 Voice Transfers**

The E9-1-1 controller shall be equipped to perform tandem voice transfers. Voice transfers may be either speed or manually dialed.

#### **19.4.2 Incoming Trunks**

The E9-1-1 controller shall be equipped for four (4) E9-1-1 Trunks, with each trunk card individually configurable to either standard CAMA with MF signaling, or to Enhanced MF for 10/20 digit handling.

Failure of a trunk card shall not affect more than one 9-1-1 trunk (systems that combine two or more 9-1-1 trunks on the same trunk card will therefore not be considered).

Each trunk card shall be individually fused. Systems which provide shelf-wide fusing, affecting all trunks on a given shelf, will not be considered (loss of 50% of trunks is not acceptable - a single point of failure shall not affect more than ONE trunk, regardless of system size).

Price as Mandatory OPTION: The proposed E9-1-1 Controller shall be capable, under supervisory control, of re-routing all 9-1-1 trunks to an alternate on-site phone system or sets in the event of a failure.

#### **19.4.3 Logging Recorder Interfaces**

The proposed system shall provide start signals for logging recorders.

The start signal should be activated when the call taker goes off hook and deactivated when the call is released.

#### **19.4.4 Alarms**

Three Controller alarm levels will be generated in response to abnormal occurrences requiring the attention of maintenance or supervising personnel: minor, major, and critical.

#### **19.4.5 Maintenance Terminal**

A maintenance terminal interface shall provide the following interaction with the E9-1-1 controller:

**a. Diagnostic mode:** To display all event, diagnostic, and error messages as they occur.

**b. Maintenance mode:** To program and configure the E9-1-1 controller (program interface parameters, assign telephone numbers, reset alarms, generate reports, select options). Maintenance mode shall be password protected to ensure system security.

#### **19.4.6 Maintenance Printer**

A maintenance printer interface shall drive a printer to provide hard copy of system error messages.

#### **19.4.7 Statistical Reports**

The E9-1-1 controller system shall maintain statistics on database communications, trunk traffic, as well as a chronological history of alarm and error messages.

#### **19.4.8 Remote Diagnostics**

A remote maintenance (diagnostics) capability which duplicates the functionality of the local maintenance terminal shall be provided.

The E9-1-1 controller shall be capable of both receiving and originating calls to the maintenance center.

The E9-1-1 controller shall be programmable to originate a call to up to four maintenance centers upon occurrence of an alarm. When an alarm occurs, the system shall sequentially dial up to three telephone numbers until an answer is received and the answering remote site logs on with a valid password. Failing that, the system will dial a fourth number expected to be the location of a data dump. If this station does not answer, it shall be possible for part or all of this calling sequence to be re-attempted.

#### **19.4.9 ACDR Printer**

An ACDR printer interface and printer shall be provided.

An automatic call detail record (ACDR) shall be printed by the system every time a call is released.

The information contained in each ACDR includes:

- a. The caller's ANI and ALI.
- b. Position of agent that answered the call.
- c. Transferred destination.
- d. Date and times of the various connect and disconnect events as well other particulars relating to a call.
- e. A time and date stamp is automatically printed every hour.

Price as mandatory OPTION: ability to capture and manage ACDR information electronically.

#### **19.4.10 ALI Database**

The E9-1-1 controller shall support dedicated redundant data links to two (2) different ALI databases.

A request to the database shall be made as soon as caller ANI is received.

The E9-1-1 controller shall compare the telephone number returned with the ALI to the original ANI sent by the CO, ensuring that caller ALI is matched with ANI.

If the received ALI is unclear or incomplete, a call taker must be able to command the system to repeat the request to the database.

## **19.5 Telephony Equipment Features**

### **19.5.1 General Requirements**

The proposed system must support six (6) administrative lines.

In addition, must integrate a minimum of four (4) 9-1-1 trunk lines.

### **19.5.2 Distributed Architecture**

There shall be no single point of failure affecting more than one answering position's ability to handle a 9-1-1 call.

Bidder shall describe how the proposed system architecture meets this requirement.

### **19.5.3 Scalability**

The design shall be scalable to allow for future expansion beyond present requirements.

## **19.6 Intelligent Workstations**

### **19.6.1 General Requirements**

PC-based Intelligent Workstations (IWS) are required. These must be fully 32-bit applications running under the fully 32-bit Windows NT environment ie, Windows XP Professional. Windows 9x and/or 16-bit code are not considered stable enough and will therefore not be considered.

A true Microsoft SQL database shall provide data storage for both configuration and operational data. This is meant to ensure the use of an enterprise-class database engine that is robust and widely supported. Office application-class database engines or front-end components (such as Paradox, FoxPro, Access, etc.) are not considered robust enough for an emergency-response environment, and therefore will not be considered.

Workstations and servers shall be manufactured and equipped with at a minimum: Pentium D – 2.5 GHz Intel Processor, 512 MB RAM, 80 GB Hard Drive, CDRW/DVD Combo Drive plus software, 64 MB Video Card, 104 Keyboard and Optical Wheel Mouse, 200+ Watt Power Supply, minimum of 2 front and 2 rear USB ports, and a 19-inch flat panel monitor.

### **19.6.2 Telephony Functions**

The Intelligent Workstation shall provide full Computer-Telephony Integration, allowing call-takers to have on-screen access to telephone features.

Telephone functions must be available through the Intelligent Workstation. These shall include the following as a minimum:

- a. Hold
- b. Dial
- c. Re-dial
- d. Release
- e. Cancel
- f. Transfer/conference
- g. Speed Dial

### **19.6.3 Number/Location Identification**

Automatic ANI/ALI information access is an essential requirement of any 9-1-1 system, computer based or otherwise. An Intelligent Workstation should be able to offer a great deal of flexibility handling this data. ANI/ALI data shall be shared with all other positions.

Manual requests of ALI shall be available for a call taker-entered ANI. There shall be a means of disabling Manual database requests if required by law.

#### **19.6.4 Call Transfer Functions**

The Intelligent Workstation shall be configurable to perform transfers using the following (mutually exclusive) methods:

**a. Transfer destination determined by programming in the CO.** In other words, the pre-determined tandem transfer code for (as an example) "Fire" is sent to the CO, which then routes the call to the appropriate Fire Department. From the call taker's perspective, he or she simply presses the "Fire" transfer button, and the call is transferred to the appropriate agency.

**b. Transfer destination determined by the Intelligent Workstation.** In other words, the Intelligent Workstation dynamically sets the "recommended" transfer destination based on the ESN in the ALI data, and dials the appropriate number via the tandem transfer mechanism. From the call taker's perspective, he or she simply presses the "Fire" button, and the call is transferred to the appropriate agency. The label on the "Fire" transfer button will change to reflect the particular agency selected by the system (i.e. "Fire – [Agency Name]").

Whichever method is configured, the call taker shall be able to override the default destination by selecting an alternate from a list of destinations.

Any given transfer destination button shall be programmable with one or more numbers used to reach the corresponding agency. It shall be possible to define the time of day for which each of the numbers is valid. The time spans that different numbers are valid can overlap, therefore if a number is busy, the Intelligent Workstation shall automatically cycle through the other currently valid numbers as the transfer button is pressed.

#### **19.6.5 Data Transfer Functions**

The system shall have the ability to transfer ALI Data to remote destinations which are equipped with serial printers.

Propose as an OPTION an enhanced data transfer capability whereby ALI and other data gathered by the call taker can be transferred via dial-up connection to remote fax machines or via private secure network to remote E-Mail clients.

#### **19.6.6 Integrated TTY**

The Intelligent Workstation shall provide integrated on-screen TTY for all lines. The device should handle both Baudot and ASCII protocols. The system shall allow the call taker to communicate freely by using the keyboard and/or selection of pre-programmed messages. HCO and VCO modes shall both be provided.

The system shall buffer the keystrokes that a call taker types in the TTY module. This will give the call taker the option to send the entire message only once the entire sentence is typed or send each keystroke as it is typed.

This will be used in situations where a TTY caller tends to start responding to a message before it is completed, sometimes before understanding the true nature of the message. It shall be possible to switch between buffered and non-buffered mode on the fly.

The typed conversation between the caller and the call taker shall be recorded in a retrievable data storage device, either internal or external to the system, so it can be recalled at any time.

Each answering position shall be equipped with its own TTY processing hardware. Systems which employ a central piece of equipment for TTY processing will not be considered due to single point of failure considerations.

#### **19.6.7 Digitized Voice/Integrated Voice Recording**

In addition to standard contacts for external call recorders, the Intelligent Workstation shall have a built-in and integrated call recorder as per the following definitions:

a. Built-in – The call recording functionality shall be accessible on-screen via the Intelligent Workstation's GUI (Graphical User Interface).

b. Integrated – Individual recordings shall be accessible via their associated on-screen call records. In other

words, the relationship between a given call event, the ALI and associated audio recording is clearly displayed.

Audio Recordings shall be stored in WAV format and purged after a configurable delay in order to conserve hard drive space. It shall be possible to save (and un-save) individual call recordings to prevent purging of the file.

#### **19.6.8 Call Lists**

Multiple lists will be provided, showing different groupings of call events, for example, "All Abandoned Calls", "All Previous Calls from this ANI", "All Calls previously handled by this Call taker", etc...

It shall also be possible to re-dial an abandoned call or other previous calls by selecting from the appropriate Call List.

A query feature shall allow call records to be filtered and searched on the fly.

When used in conjunction with an OPTIONAL Incident Management feature, Incident-related lists shall also be provided.

#### **19.6.9 Message Board**

The Intelligent Workstation shall provide an on-screen message board which is always on-line. This shall allow the broadcast of a textual message to each call taker or a select group of call takers in the PSAP without interrupting the call-taker activity. The system shall also allow the recipient call-takers to acknowledge that a message was read.

This feature shall be unobtrusive in that it shall never cover up another feature of the workstation and shall always be visible.

Pre-programmed messages shall be available for commonly used messages (such as "Weather warning in effect – Heavy Rain") and keyboard entry for one-of-a-kind messages.

All messages transmitted between workstations shall be recorded in a retrievable data base and accessible to any person authorized through a pass word security control system.

#### **19.6.10 System Toolbar**

The Intelligent Workstation shall provide the ability to program buttons to allow for "point & click" access to frequently used features and commands such as, print on demand, fast coding of incident (if Incident Manager OPTION is implemented), and third-party application launch.

#### **19.6.11 On-Demand Data Printing**

The Intelligent Workstation shall be able to produce an immediate hard copy of caller ALI and other gathered data at any time, while a call is in progress or after release. This shall be to a networked laser printer, which should also be included with the proposed system.

It shall be possible to use RTF (Rich Text Format) templates to lay out the information that is to be printed, and to apply formatting and graphics (ex: County Logo) as needed.

#### **19.6.12 CAD Computer Interface**

The proposed system shall provide a serial interface for a Computer Aided Dispatch System.

The data sent via this interface will consist of the caller's ANI/ALI exactly as received from the ALI database, as well as the call taker's position number.

In addition, the Intelligent Workstations should have the ability to be upgraded to include full CAD functionality within the same system. The E911 system will interface with the Computer Arts records management system.

## **SECTION 3 - MANAGEMENT INFORMATION SYSTEM (MIS)**

### **20. Management Information System**

The proposed system shall allow for the electronic capture of call detail records (CDR). The electronic CDR shall display results in real time. The electronic CDR shall allow searching of historical results. The electronic CDR shall allow automatic archiving. The proposed system shall provide a management information system (MIS). The MIS shall allow the configuration of shifts and time windows. The MIS shall produce a wide range of predefined, comprehensive operational and historical reports.

The MIS shall allow on-the-fly filtering for required information using an extensive range of search criteria that are automatically presented based on the report selected and the site configuration. The MIS shall display reports on-screen, printer or saved to file. The MIS shall display call activity on a map viewer. The map view shall be individual points, grouped by type of call, or concentration of type in zones, ESNs, in process time range or total count. Viewing controls shall allow you to move the map, zoom in or out, select which layers on the map are visible (roads, waterways, street names, etc.). The MIS shall allow the map to be saved and included in a summary report. The MIS shall allow scheduling of the automatic generation of reports. The MIS shall provide a simple interface used to generate reports quickly and easily. The MIS shall provide an ad-hoc reporting tool that creates customized Ad Hoc reports using SQL.

The MIS ad-hoc shall display queries on-screen.

## PURCHASE AND SERVICE AGREEMENT

THIS AGREEMENT is made between Owyhee County, a Governmental Entity created pursuant to a joint power agreement, among political subdivisions of the state of Idaho), herein "ENTITY" and \_\_\_\_\_ herein "VENDOR."

WHEREAS VENDOR, as the successful Bidder of the Request for Proposal \_\_\_\_\_ OWYHEE COUNTY herein "RFP," regarding the procurement of certain equipment and services related to the Public Safety Answering Point System, VENDOR agrees to enter into this agreement pursuant to the RFP.

1. TERMS OF RFP: VENDOR agrees to comply and perform all terms as specified in the RFP.

1 PURCHASE OF EQUIPMENT: VENDOR agrees to provide equipment and services as specified in the RFP, and ENTITY agrees to purchase such equipment and services from VENDOR in the amount reflected in Vendor's successful bid.

2 QUALITY: VENDOR guarantees that said equipment will meet minimum specifications as presented in RFP. ENTITY may reject all equipment not meeting this quality, for which VENDOR shall be liable.

3 DELIVERY AND INSTALLATION: VENDOR agrees to deliver and install said equipment in accordance with RFP. ENTITY shall not be deemed to have accepted any component or piece of equipment until such time as said equipment has been properly installed and operating in accordance with specifications.

4 MAINTENANCE: VENDOR agrees to perform maintenance services on equipment in accordance with RFP. There shall be a one (1) year warranty maintenance program starting upon final acceptance of the entire system, followed with an annual renewable maintenance contract to begin at the date and time of the expiration of the initial warranty period.

5 WARRANTIES: VENDOR warrants that all equipment performs in accordance with equipment specifications pursuant to RFP. The warranty shall remain valid for twelve (12) months from the date of equipment acceptance. VENDOR shall remedy any such defect at own expense, including labor and materials.

VENDOR warrants that all repairs will be performed in a workmanlike manor, and VENDOR guarantees the repairs for a period of twelve (12) months.

VENDOR warrants that service assistance, repairs and spare parts will be available for a period of ten (10) years.

1 COMPLIANCE WITH LAWS: VENDOR agrees to comply with all federal, state, city, and local laws, rules, and regulations.

2 IDEMNIFICATION: VENDOR agrees to indemnify and to hold ENTITY harmless for any loss or damage to the equipment while in the possession of VENDOR or its employees. VENDOR covenants to save, defend, keep

harmless and indemnify ENTITY, and all of its agents and employees, from and against any and all claims, loss, damage, injury, cost, charge, liability or exposure, however caused, resulting from, arising out of, or in any way connected with ENTITY'S wrongful act or omission in the performance of the Agreement terms or its obligations under the Agreement.

3 INDEPENDENT CONTRACTOR: The parties agree that VENDOR and all its employees are independent contractors of ENTITY and in no way employees or agents of ENTITY and are not entitled to workers compensation or any benefit of employment with the ENTITY. ENTITY shall have no control over the performance of this Agreement by VENDOR, except as to specify the time and performance and the results to be achieved. VENDOR agrees to pay and be responsible for all taxes due from the compensation received under this Agreement.

PURCHASE AND SERVICE AGREEMENT - 1.

1 INSURANCE: VENDOR agrees to obtain and keep in force during its acts under this Agreement a comprehensive general liability insurance policy in the minimum amount of \$1 million, which shall name and protect VENDOR, all VENDOR'S employees, ENTITY, and its officers, agents and employees, from and against any and all claims, losses, actions, and judgments for damages or injury to persons or property arising out of or in connection with VENDOR'S acts. The insurance policy shall be provided by an insurance company authorized to transact business in Owyhee County, Idaho. VENDOR shall provide proof of liability coverage as set forth above to ENTITY prior to commencing its performance as herein provided, and require insurer to notify ENTITY ten (10) days prior to cancellation of said policy.

2 WORKERS COMPENSATION: VENDOR shall maintain in full force and effect workers compensation for VENDOR and any agents, employees, and staff that VENDOR may employ, and provide proof to ENTITY of such coverage prior to commencing its performance as herein provided.

3 NONWAIVER: Failure of either party to exercise any of the rights under this Agreement, or breach thereof, shall not be deemed to be a waiver of such right or a waiver of any subsequent breach.

4 CHOICE OF LAW: Any dispute under this Agreement, or related to this Agreement, shall be decided in accordance with the laws of the state of Idaho.

5 ENTIRE AGREEMENT: This is the entire Agreement of the parties and can only be modified or amended in writing by the parties.

6 SEVERABILITY: If any part of this Agreement is held unenforceable, the remaining portions of the Agreement will nevertheless remain in full force and effect.

7 ATTORNEY FEES: Reasonable attorney fees shall be awarded to the prevailing party in any action to enforce this Agreement.

DATED this \_\_\_\_ day of \_\_\_\_\_, 200\_\_.

ENTITY: VENDOR:

\_\_\_\_\_ By \_\_\_\_\_  
(Governmental Entity) (Name)

By \_\_\_\_\_ Its \_\_\_\_\_  
(Title or Office)

Its \_\_\_\_\_

WITNESS:

(Signature of Witness or Notary Public)

PURCHASE AND SERVICE AGREEMENT - 2.

Requirement	Complies	Does not Comply	Explanation/Notes
<b>IP-Based Voice and Data Platform Features</b>			
<b>Performance Concerns</b>			
The proposed system shall be of fault-tolerant design, engineered specifically for the E9-1-1 emergency response environment.			
The system shall be capable of converting CAMA trunks to Voice over IP (VoIP) packets, such that all further CPE voice handling is performed via VoIP.			
The IP-based voice and data platform shall be capable of receiving native VoIP 9-1-1 calls at such time as the 9-1-1 infrastructure is capable of delivering such calls to the PSAP (i.e., support I3 industry standards when available).			
The IP-based voice and data platform shall use an open protocol such as Session Initiation Protocol (SIP) as its communication protocol. Proprietary, non-open protocols will not be considered.			
The IP protocol used must not use any compression algorithms to allow for the maximum possible audio quality.			
The IP-based voice and data platform shall use managed switches to ensure proper voice quality of calls.			
Communication with the ALI database shall be full duplex.			
The proposed platform shall be capable of providing telephony functions such as:			
Call Answer			
Hold			
Release			
Blind Call Transfer			
Supervised Call Transfer			
Conferencing			
DTMF/Hook flash support for same line transfer (Tandem transfer)			
Multiple line appearances			

Barge-in			
Line Pooling			
Caller ID Display			
Private Call Park			
Remote Call Pick-up			
Station to station calls (between all SIP-compliant positions and IP Phones)			

Requirement	Complies	Does not Comply	Explanation/Notes
ALI requests shall be made immediately after ANI has been decoded. (Systems which wait for the call taker to go off-hook before sending requests for ALI will not be considered).			
The IP-based voice and data platform shall be provided in an enclosed cabinet / equipment rack. Cabinet shall be a lockable metal cabinet.			
The proposed system must incorporate a gigabit backbone.			
The proposed system shall use standard Ethernet LAN cabling between positions and backroom equipment.			
The proposed system must provide a network time protocol (NTP) interface			
The system shall support remote locations and/or answering positions using a single IP-based voice and data platform at a central location and connecting Intelligent Workstations or IP phone sets from remote locations through a dedicated data infrastructure.			
<b>Reliability Concerns</b>			
The IP-based voice and data platform shall be fully fault-tolerant. Bidder shall describe how the proposed system architecture meets this requirement.			
There shall be no system downtime in the event of a critical component failure (minimum 50% capacity survivability).			
The equipment shall be capable of automatic switchover to backup components.			
Support for E9-1-1 trunks shall be distributed over multiple modules.			
All power supplies shall be redundant and distributed.			
It shall not be necessary to power down the IP-based voice and data platform in order to replace components. In addition, it shall be possible to remove redundant components that are in standby mode from the system without any interruption in service..			

<b>Expansion</b>			
The system shall be modular, with each line interface module capable of supporting up to 4 lines (either E9-1-1 trunks or administrative lines). System must support expansion to up to 96 lines.			
Answering Position support shall be scaleable to over 45 answering positions with appropriate additional equipment.			
<b>Voice Transfers</b>			
The IP-based voice and data platform shall be equipped to perform tandem voice transfers via the CAMA trunk interface.			
<b>Incoming Trunks</b>			

Requirement	Complies	Does not Comply	Explanation/Notes
The IP-based voice and data platform shall be equipped to support {Number} E9-1-1 Trunks and {Number} administrative lines.			
Price as Mandatory OPTION: The proposed system shall be capable of supporting administrative IP telephone sets as well as Intelligent Workstations.			
<b>Logging Recorder Interfaces</b>			
The proposed system shall provide standard interfaces for logging recorders.			
<b>CAD Output</b>			
The solution shall provide a NENA compliant CAD output.			
<b>Alarms</b>			
Alarms will be generated in response to abnormal occurrences requiring the attention of maintenance or supervising personnel.			
Multiple alarm levels shall be provided (Minor, Major, Critical, System Down).			
Alarms will be logged. Log shall be viewable via the browser-based maintenance interface.			
Solid state relay contacts corresponding to each of the alarm levels shall be provided.			
Actions performed following an alarm shall be configurable by severity level.			
The destination of alarm messages shall be configurable to any of the following: Fax, E-mail, Pager, SNMP Trap.			
<b>Maintenance Access</b>			
A browser-based maintenance interface shall provide interaction with the IP-based voice and data platform, allowing the following to be configured and maintained:			
Alarm settings			
CTI Settings			

System Peripheral Settings			
ALI Sources			
ACDR and CAD Interface Settings			
CAMA and Admin Line Interface Settings			
Maintenance Access Security (Passwords)			
There shall be at least 4 levels of maintenance access available.			
The IP-based voice and data platform must support backup of its configuration files to a USB key or similar storage device.			

Requirement	Complies	Does not Comply	Explanation/Notes
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All wire bundles shall be labeled on both ends with permanent marking to ensure proper identification and location of cables. A detailed wiring diagram showing the location of equipment and wiring runs is to be included.

**Remote Diagnostics**

A remote maintenance (diagnostics) capability shall be provided.

The IP-based voice and data platform shall be capable of both receiving and originating calls to a maintenance center.

**Automatic Call Detail Records**

An ACDR printer interface shall be provided.

The ACDR shall be capable of operating in automatic or batch processing mode.

An automatic call detail record (ACDR) shall be recorded by the system every time a call is released.

The information contained in each ACDR includes:

The caller's ANI and ALI.

Position of agent that answered the call.

Transferred destination.

Date, times of the various connect and disconnect events, and other particulars relating to a call.

A time and date stamp is automatically recorded.

**ALI Database**

The **IP-based** voice and data platform shall support dedicated redundant data links to at least two (2) ALI databases.

A request to the database shall be made as soon as caller ANI is decoded.

The IP-based voice and data platform shall compare the telephone number returned with the ALI to the original ANI sent by the CO, verifying that caller ANI/ALI is matched with ANI.

If the received ALI is unclear or incomplete, a call taker must be able to command the system to repeat the

request to the database.

**Telephony Equipment Features General Requirements**

The **IP-based** voice and data platform must provide Caller ID decoding capabilities.

The required number of local IWS positions is **{Number}**.

The required number of remote IWS positions is **{Number}**.

Any given transfer destination button shall be programmable with one or more numbers used to reach the corresponding agency. It shall be possible to define the time of day for which each of the numbers is valid. The time spans that different numbers are valid can overlap, therefore if a number is busy, the Intelligent Workstation shall automatically cycle through the other currently valid numbers as the transfer button is pressed.

Requirement	Complies	Does not Comply	Explanation/Notes
The required number of local IP phone sets is <b>{Number}</b> .			
The required number of remote IP phone sets is <b>{Number}</b> .			
<b>Distributed Architecture</b>			
There shall be fault-tolerance to ensure that at least 50 percent of answering positions are available to handle a 91-1 call.			
Bidder shall describe how the proposed system architecture meets this requirement.			
<b>Scalability</b>			
The design shall be scalable to allow for future expansion beyond present requirements.			
<b>Intelligent Workstations</b>			
<b>General Requirements</b>			
PC-based Intelligent Workstations (IWS) are required. These must be fully 32-bit applications running under the fully 32-bit Windows NT environment ie, Windows XP Professional. Windows 9x and/or 16-bit code are not considered stable enough and therefore will not be considered.			
A true Microsoft SQL database shall provide data storage for both configuration and operational data. This is meant to ensure the use of an enterprise-class database engine that is robust and widely supported. Office application-class database engines (such as Paradox, FoxPro, Access, etc.) are not considered robust enough for an emergency-response environment, and therefore do not meet this criteria.			
Workstations and servers shall be manufactured and equipped with at a minimum: Pentium D – 2.5 GHz Intel Processor, 512 MB RAM, 80 GB Hard Drive, CDRW/DVD Combo Drive plus software, 64 MB Video Card, 104 Keyboard and Optical Wheel Mouse, 200+ Watt Power Supply, minimum of 2 front and 2 rear USB ports, and a 19-inch flat panel monitor.			
<b>General Requirements</b>			

The Intelligent Workstation shall provide full Computer-Telephony Integration, allowing call-takers to have on-screen access to telephone features.			
Telephone functions must be available through the Intelligent Workstation. These shall include the following as a minimum:			
Call Answer			
Hold			
Release			
Supervised Call Transfer			
Conferencing (up to 6 parties)			
DTMF/Hook flash support for same line transfer (Tandem transfer)			
Multiple line appearances			
Barge-in			

Requirement	Complies	Does not Comply	Explanation/Notes
Line Pooling			
Caller ID Display			
Private Call Park/Unpark			
Remote Call Pick-up			
Speed Dial			
Mute			
In-Call Dialing (incoming and outgoing)			
Call add-on			
Line pooling on outgoing lines			
Automatic Greetings			
Radio Headset Sharing			
<b>Number / Location Identification</b>			
Automatic ANI/ALI information access is an essential requirement of any 9-1-1 system, computer based or otherwise. An Intelligent Workstation should be able to offer a great deal of flexibility handling this data. ANI/ALI data shall be shared with all other positions.			
Manual requests of ALI shall be available for a calltaker entered ANI. There shall be a means of disabling Manual database requests if required by law.			
<b>Call Transfer Functions</b>			
The Intelligent Workstation shall be configurable to perform transfers using the following (mutually exclusive) methods:			
Transfer destination determined by programming in the CO. In other words, the pre-determined tandem transfer code for (as an example) "Fire" is sent to the CO, which then routes the call to the appropriate Fire Department. From the calltaker's perspective, he or she simply presses the "Fire" transfer button, and the call is transferred to the appropriate agency.			
Transfer destination determined by the Intelligent Workstation. In other words, the Intelligent Workstation dynamically sets the "recommended" transfer destination based on the ESN in the ALI data, as dials the appropriate number via the tandem transfer mechanism. From the calltaker's perspective, he or she simply presses the "Fire" button, and the call is transferred to the appropriate agency. The label on the "Fire" transfer button will change to reflect the particular agency selected by the system (i.e. "Fire – [Agency Name]").			
Whichever method is configured, the calltaker shall be able to override the default destination by selecting an alternate from a list of destinations.			

Requirement	Complies	Does not Comply	Explanation/Notes
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**Data Transfer Functions**

The system shall have the ability to transfer ALI Data to remote destinations which are equipped with serial printers.

Propose as an OPTION an enhanced data transfer capability whereby ALI, and other data gathered by the calltaker can be transferred via dial-up connection to remote Fax machine's, or via private secure network to remote E-Mail clients.

**Integrated TTY**

The Intelligent Workstation shall provide integrated on-screen TTY for all lines. The device should handle Baudot protocols. The system shall allow the call-taker to communicate freely by using the keyboard and/or selection of pre-programmed messages.

The system shall buffer the keystrokes that a calltaker types in the TTY module. This will give the calltaker the option to:

Send the entire message only once the entire sentence is typed, OR

Send each keystroke as it is typed.

This will be used in situations where a TTY caller tends to start responding to a message before it is completed, sometimes before understanding the true nature of the message. It shall be possible to switch between buffered and non-buffered mode on the fly.

Each answering position shall be equipped with its own TTY processing hardware. Systems which employ a central piece of equipment for TTY processing will not be considered due to single point of failure considerations.

The typed conversation between the caller and the call taker shall be recorded in a retrievable data storage device, either internal or external to the system, so it can be recalled at any time.

**Digitized Voice / Integrated Voice Recording**

In addition to standard contacts for external call recorders, the Intelligent Workstation shall have a built-in and integrated call recorder as per the following definitions:

Built-in – The call recording functionality shall be accessible on-screen via the Intelligent Workstation's GUI (Graphical User Interface).

7 Integrated – Individual recordings shall be accessible via their associated on-screen call records. In other words, the relationship between a given call event, the ALI and associated audio recording is clearly displayed.

Requirement	Complies	Does not Comply	Explanation/Notes
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Audio Recordings shall be stored in WAV format, and purged after a configurable delay in order to conserve hard drive space. It shall be possible to save (and un-save) individual call recordings to prevent purging of the file.

In addition, the system should have the ability to record personalized greeting announcements, i.e., "9-1-1 What is your emergency?"

**Call Lists**

Multiple lists will be provided, showing different groupings of call events, for example, "All Abandoned Calls", "All Previous Calls from this ANI", "All Calls previously handled by this Calltaker", etc...

It shall also be possible to re-dial an abandoned call or other previous calls by selecting from the appropriate Call List.

A Query feature shall allow call records to be filtered and searched on the fly.

When used in conjunction with an OPTIONAL Incident Management feature, Incident-related lists shall also be provided.

**Message Board**

The Intelligent Workstation shall provide an on-screen message board which is always on-line. This shall allow the broadcast of a textual message to each calltaker or a select group of calltakers in the PSAP without interrupting the call-taker activity. The system shall also allow the recipient call-takers to acknowledge that a message was read.

This feature shall be unobtrusive in that it shall never cover up another feature of the workstation, and shall always be visible.

Pre-programmed messages shall be available for commonly used messages (such as "Weather warning in effect – Heavy Rain"), and keyboard entry for one-of-a-kind messages.

All messages transmitted between workstations shall be reocred in a retrievable database and accessible to any perosn authorized through a password security control system.

**System Toolbar**

The Intelligent Workstation shall provide the ability to program buttons to allow for "point & click" access to frequently used features and commands such as, print on demand, fast coding of incident (if Incident Manager OPTION is implemented), and third-party application launch.

**On-Demand Data Printing**

Requirement	Complies	Does not Comply	Explanation/Notes
The Intelligent Workstation shall be able to produce an immediate hard copy of caller ALI and other gathered data at any time, while a call is in progress or after release.. This shall be to a networked laser printer, which should also be included with the proposed system.			
It shall be possible to use RTF (Rich Text Format) templates to lay out the information that is to be printed, and to apply formatting and graphics (e.g., County Logo) as needed.			

Requirement	Complies	Does not Comply	Explanation/Notes
<b>Management Information System</b>			
<b>Specifications</b>			
The proposed system shall allow for the electronic capture of call detail records (CDR).			
The electronic CDR shall display results in real time.			
The electronic CDR shall allow searching of historical results.			
The electronic CDR shall allow automatic archiving.			
The proposed system shall provide a management information system (MIS).			
The MIS shall allow the configuration of shifts and time windows.			
The MIS shall produce a wide range of predefined, comprehensive operational and historical reports.			
The MIS shall allow on-the-fly filtering for required information using an extensive range of search criteria that are automatically presented based on the report selected and the site configuration.			
The MIS shall display reports on-screen, printer or saved to file.			
The MIS shall display call activity on a map viewer. The map view shall be individual points, grouped by type of call, or concentration of type in zones, ESNs, in process time range or total count. Viewing controls shall allow you to move the map, zoom in or out, select which layers on the map are visible (roads, waterways, street names, etc.). The MIS shall allow the map to be saved and included in a summary report.			
The MIS shall allow scheduling of the automatic generation of reports			
The MIS shall provide a simple interface used to generate reports quickly and easily.			
The MIS shall provide an ad-hoc reporting tool that creates customized Ad Hoc reports using SQL.			
The MIS ad-hoc shall display queries on-screen.			

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Requirement	Complies	Does not Comply	Explanation/Notes
<b>Master Clock Interface</b>			
All elements of the proposed solution will interface with the master clock.			
Time distribution will be accomplished via Ethernet and/or RS-232, RS-485 protocols.			
<b>Medical Priority Interface</b>			
The user shall be able to initiate an automatic transfer of all key ALI information from the proposed CAD into ProQA. The ProQA application shall then initiate its question & answer protocol functionality.			
At the end of the ProQA session, a final incident determinant shall be assigned, providing a classification of the emergency as per the ProQA protocols.			
This determinant shall then be populated in the CAD call type field. In addition, the ProQA protocol question& answer data shall be populated in the CAD.			