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| **FORM N: PROPONENT PROPOSAL**  **CAD REQUIREMENTS** |
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| Instructions for filling out Form N: Proponent Proposal - Requirements   1. Complete Form N: Proponent Proposal 2. Follow the proposal instructions in the Proposal Instructions section below |
| **PROPOSAL INSTRUCTIONS**   1. **For each Mandatory requirement, provide a Y (Yes) or N (No), indicating whether your solution can meet the requirement**. Y indicates that the solution you are proposing will meet the requirements listed in the requirement statement. N indicates that the solution you are proposing will not meet the requirements. 2. **For each Non-Mandatory requirement (except where indicated N/A via grey shading), indicate which Proponent response code that best describes your solution:**   **Y – Available Out of the Box:** the solution for the requirement is currently available in the existing product “out of the box”. Configuration may be required to enable the feature (requirement will be met through changes to settings of tables, switches, and rules without modification to the source code). Requirement is installed and operational at other sites and can be demonstrated to the City of Winnipeg.  **C – Available via Customization:** the solution for the requirement is not currently available in the existing product “out of the box”, but may be incorporated via customization of the solution components. Requirement will be met through changes to the source code which would require analysis and re-application during updates, upgrades, or when applying software patches.  **F – Future Availability:** the solution for the requirement is not currently available, but will be available in an upcoming planned product release. If this option is indicated, include the date/timeframe when the requirement will be available for implementation, which should be either:   1. A planned release up to 3 calendar months after the RFQ 205-2016 competition close date, where an additional Proponent response code of **3** should be provided; 2. A planned release up to 6 calendar months after the RFQ 205-2016 competition close date, where an additional Proponent response code of **6** should be provided, or 3. A planned release up to 12 calendar months or longer after the RFQ 205-2016 competition close date, where an additional Proponent response code of **12** should be provided.   **3 – Third Party Supplied:** the solution for the requirement is expected to be met by using a third party vendor’s existing integrated product.  **N – Not Possible:** the solution for the requirement will not be provided by the Proponent.  **Notes:**   1. An omitted response will be assumed to be the same as a response code of “N”. 2. Any deviation from the response code will be re-coded at the discretion of the City of Winnipeg. 3. This Form N document lists the requirements ordered by requirement category (Mandatory, Non-Mandatory or Desired). The accompanying document titled “WFPS CAD Requirements by Function” is provided to allow the Proponents to view the requirements ordered by function (and original numbering). |

| 1. **Mandatory Requirements** | | | | **Proponent Response (Y, N)** |
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| **Requirement Description** | **Requirement**  **Info** | **Requirement Category** | **RFQ**  **Requirement Ref#** |  |
| CAD dispatch workstations shall use a minimum of two but preferably three screens, including mapping | Dispatchers must be able to display re-sized application windows side-by-side, or tiled | General | C1.1.1 |  |
| CAD dispatch workstations shall use a minimum of two but preferably three screens, including mapping | Switching between CAD, the map and other applications such as Google Earth must be done by mouse click, or by a combination of Alt-Tab | General | C1.1.2 |  |
| CAD & other applications such as RMS must be able to operate concurrently | Users must not have to log out of CAD to use other applications such as RMS; or use two workstations; the goal of the CAD system shall be to allow CAD and RMS run concurrently | General | C1.4.1 |  |
| The CAD workstations must have the ability to print all information in the CAD system. | The CAD workstations must have the ability to print all information in the CAD system. | General | C1.5.1 |  |
| The system shall use hot key combinations, as well as a command line and mouse | The CAD must have standard point and click functionality | General | C1.7.2 |  |
| The system shall use hot key combinations, as well as a command line and mouse | The CAD must use standard hot-key combinations for various CAD commands | General | C1.7.3 |  |
| The CAD shall be multi-jurisdictional; | The system must allow for multiple agencies and jurisdictions’. | General | C1.8.1 |  |
| The system must be capable of being run from multiple desks within the same dispatch centre at the same time | All information added from one desk must be immediately displayed (in real time) on all other desks that are connected | General | C1.11.1 |  |
| The system must be capable of being run from multiple sites off of the same server at the same time | The system administrator must be able to configure what information is viewed at each site | General | C1.12.1 |  |
| It must be possible to define event types to be used to create events | A user with the appropriate security shall be able to create event types | General | C1.15.1 |  |
| Event mask must provide a field to add additional location details | This information must be included on the event entry form and be free form text. | General | C1.19.1 |  |
| Event mask must provide a remarks section for call details. | The remarks section must allow unlimited text | General | C1.20.1 |  |
| A nearby active event based on a system parameters for radius and time must be visually indicated; it should be possible to view nearby event details | It shall be possible for the system to notify a dispatcher when another call taker is entering a call with the same or similar address BEFORE CALL CREATION | General | C1.27.6 |  |
| It must be possible to forward an event to the dispatcher, and also retain the event mask to add further details | The dispatcher must be able to dispatch an event while the call taker is still adding information to the event. | General | C1.29.3 |  |
| Event creation shall be possible where the jurisdiction is known, but a new street segment has not been added to the geobase by ‘forcing’ the location to a municipal area, station response area, dispatch group, etc. | It shall be possible to 'force' an event to an address that does not exist in the CAD geobase, and the CAD must produce an exception report flagging this for the system administrator | General | C1.30.1 |  |
| Location to be verified from multiple location formats provided | Must have the capability to verify an address/create an event from (at a minimum): | General | C1.31.1 |  |
| Location to be verified from multiple location formats provided | Street address. Must contain the following components: a. Street Number b. Street prefix c. Street Name d. Street suffix e. Street Type f. Municipality | General | C1.31.2 |  |
| Location to be verified from multiple location formats provided | Street address with unit (apartment) | General | C1.31.3 |  |
| Location to be verified from multiple location formats provided | Intersections | General | C1.31.6 |  |
| Location to be verified from multiple location formats provided | Common Place Name a. With street address b. With point address | General | C1.31.7 |  |
| Location to be verified from multiple location formats provided | Point information such as Lat/Long or UTM The CAD shall have the ability to generate an event location from multiple coordinate systems including UTM, Lat Long, Albers etc. | General | C1.31.8 |  |
| Location to be verified from multiple location formats provided | The CAD must have the ability to create an event from a location on an unaddressed road, such as a highway or logging road. | General | C1.31.13 |  |
| Location to be verified from multiple location formats provided | The CAD must have the ability to create an event from a Rail Marker | General | C1.31.14 |  |
| Location to be verified from multiple location formats provided | The CAD must have the ability to create an event from a location on recreational trails. It must be possible to show recreational trails on the map, just as a street. | General | C1.31.15 |  |
| Location to be verified from multiple location formats provided | Must have the capability to verify an address/create an event from a location on the map | General | C1.31.16 |  |
| Must allow a short ‘descriptor’ for clarification after the address such as BSMT | CAD shall allow the user to key in an address followed by a space and a symbol (such as #) to provide a minimum of 6 additional alpha numeric characters to indicate for example BSMT, 2ND, etc. | General | C1.32.1 |  |
| CAD shall have the ability to verify an address and centre the map on that address without creating an event |  | General | C1.35 |  |
| The CAD shall manage identical street names/common place names/aliases in multiplejurisdictions and present choices to the call takers indicating the jurisdiction. |  | General | C1.37 |  |
| The system must capture the time that event creation is started - | For non-91-1 calls it shall be at the first key stroke or other defined action taken by the user. | General | C1.41.1 |  |
| The system must capture the time that event creation is started - | For ANI/ALI calls it shall be the time the call was received by the call taker. | General | C1.41.2 |  |
| Must have the ability to create an event from ANI/ALI information provided from the ANI/ALI provider. | Must have the ability to create an event from ANI/ALI information provided from the ANI/ALI provider. This shall include Phase II wireless capability, to use an X, Y location provided. | General | C1.44.1 |  |
| Must have the ability to create an event from ANI/ALI information provided from the ANI/ALI provider. | Must be able to accept and handle ANI/ALI from an IP-based feed from the Telco | General | C1.44.3 |  |
| ANI/ALI must auto fill at call taker discretion to the event entry form; This shall be configurable by the system administrator whether this is automatic or by user intervention. It is also necessary to save original ANI/ALI information separate from accepted address | CAD must be capable of configuration to allow the user to use a function key to 'paste' the ANI/ALI information into the event location field and/or into the caller's location field | General | C1.45.1 |  |
| ANI/ALI must auto fill at call taker discretion to the event entry form; This shall be configurable by the system administrator whether this is automatic or by user intervention. It is also necessary to save original ANI/ALI information separate from accepted address | Auto-fill of the event form must be time stamped | General | C1.45.2 |  |
| Event timers must be configurable by event type | This means that the length of time for the timer must configurable based on the type code. | General | C1.49.1 |  |
| Call takers/Dispatchers must be able to enter a change to the location of the event, and the event type; these changes shall be reflected in the event history and on the map. The responsible dispatcher shall be notified of any changes to the event | Dispatchers must be able to enter a change to the location of the event; these changes shall be reflected in the event history and on the map. The responsible dispatcher shall be notified of any changes to the event | General | C1.54.1 |  |
| Event types assigned to an event shall be able to be edited, and where this would yield a change in the assignment of apparatus, the subsequent unit recommendation must reflect that | Event types assigned to an event shall be able to be edited/changed | General | C1.55.1 |  |
| The system must allow for specific responses to each event type unique to each agency. | The system must allow for specific responses to each event type unique to each agency. For example, each business unit or agency could respond differently to an event type of Structure Fire or cardiac incident. It shall not be necessary to create different event types to allow for different response planning to the same type of event. | General | C1.64.1 |  |
| It must be possible to move units based on pre-defined business rules from one station to another or from one station to a 'post' to provide coverage |  | General | C1.76 |  |
| Is must be possible to have the system analyze and recommend unit 'move ups' to other stations and/or posts | This must be configurable by the system administrator and based on pre-defined business rules | General | C1.77.1 |  |
| The following dispatch monitors/views must be available: Unit Status, Active units, Available Units, Pending events, Push to Talk, Request to Talk, Station List | There are EMS, Fire and Combined (Fire/EMS) stations. It shall be possible to represent these combinations on the Fire and EMS dispatch monitors. | General | C1.87.3 |  |
| The status monitor display must be configurable by the system administrator | The display must include at a minimum timers, Event #, Priority, time elapsed, event type, unit and location | General | C1.88.1 |  |
| The system must be able to track pre-defined units and personnel both together (associated personnel to unit) or individually (unit alone or personnel alone) |  | General | C1.92 |  |
| The system must be able to track adhoc units and/or personnel within the system that are not pre-defined within the database | \*\*The system shall warn the user that the unit doesn't exist in the database but then allow them to log it on if they choose. | General | C1.93.1 |  |
| Units must be able to be dispatched to a valid event through command line or mouse. | Dispatchers must be able to use the mouse to dispatch a unit to an event. | General | C1.98.2 |  |
| Dispatchers must be able to enter miscellaneous comments from the command line; miscellaneous comments must be able to be added either to the event, or to the unit; where the unit is assigned to an event the miscellaneous comment will appear in both the event and unit history | Dispatchers must be able to enter miscellaneous comments from the command line; miscellaneous comments should be able to be added either to the event, or to the unit; where the unit is assigned to an event the miscellaneous comment will appear in both the event and unit history | General | C1.100.1 |  |
| Units shall be able to be logged ‘on’ with a roster that includes Name, PIN #’s, and their assigned radio with LID and alias. | CAD must be capable of logging units with their crews including User ID, name, radio etc. | General | C1.104.1 |  |
| Units shall be assigned to training, investigation follow up or other non-event activities in which they may be designated as available or unavailable; this shall be displayed to the dispatcher by symbol or colour | Unit status, both in and out of service shall be apparent to the dispatcher at all times; | General | C1.105.1 |  |
| Units shall be able to be placed in and out of service | Units must be able to be placed in and out of service by command either by the dispatcher or by the unit personnel. This needs to be controlled by security. | General | C1.108.1 |  |
| Units must be able to be logged out of the system, and logged on to the system. This shall allow the dispatcher to control what units are displayed on their status monitors. | Units must be able to be logged out of the system, and logged on to the system by command or mouse function. | General | C1.109.1 |  |
| Units must be able to be logged out of the system, and logged on to the system. This shall allow the dispatcher to control what units are displayed on their status monitors. | If a unit is not in an available status (assigned to an event or other status that is not considered available), the system must not log off the unit. | General | C1.109.3 |  |
| Units must be able to be logged out of the system, and logged on to the system. This shall allow the dispatcher to control what units are displayed on their status monitors. | Units scheduled for log off must not be logged off if assigned to an event or activity. | General | C1.109.5 |  |
| Status choices shall include available in station, paged, acknowledge page, dispatched (but not yet en-route), en-route, staging, on scene, available on scene, returning to station, available on radio | Multiple status choices must be provided including at least available in quarters, dispatched but not yet en-route, en-route, Base, on scene, available on scene, returning to quarters, available on radio, in station, | General | C1.110.1 |  |
| Units must be able to have their location changed by command or mouse function, while still assigned to the event. This location change shall not change the location of the event | Units must be able to have their location changed by command or mouse function, while still assigned to the event. This location change should not change the location of the event | General | C1.111.1 |  |
| Units must be able to have their location changed by command or mouse function, while still assigned to the event. This location change shall not change the location of the event | The location change must be logged in the unit and event history and shall be reflected on the dispatch monitors as appropriate. | General | C1.111.4 |  |
| Unit status changes shall be either by the dispatcher or by the unit personnel either of which will update CAD | Unit status changes shall be either by the dispatcher through command, function key or mouse functionality | General | C1.112.1 |  |
| The CAD shall support Status timers preferably with visual notification | The status timers must be dynamic so they can be based on the event priority or unit status. | General | C1.114.1 |  |
| The CAD shall support Status timers preferably with visual notification | It must be possible for the dispatcher to manually assign a unit timer. The timer should be able to be set for at least a max of 9999 minutes or 48 hours. | General | C1.114.4 |  |
| The CAD shall support Status timers preferably with visual notification | A timer manually set by the dispatcher would override the default timer for that unit only while that unit was in that status. When the unit status is changed, the timer value would revert to the appropriate default timer value. | General | C1.114.5 |  |
| The CAD shall support Status timers preferably with visual notification | It shall be possible for a dispatcher to manually turn off a default timer. When the unit status changed, the timer value would revert to the appropriate default timer value. | General | C1.114.6 |  |
| The system must allow for timers to be created | The system shall allow for reoccurring timers to be created and set based on configurable criteria. | General | C1.115.1 |  |
| The system must allow for timers to be created | The system shall allow the dispatcher to cancel or reset the timer. | General | C1.115.2 |  |
| The system must allow for timers to be created | The dispatcher shall be able to "snooze" the timer. This will allow them to be reminded of the need to check on someone when conditions are such that they are not able to do it immediately when the timer goes off. | General | C1.115.3 |  |
| The system must allow for timers to be created | The action of cancelling, snoozing or resetting the timer must be logged. | General | C1.115.4 |  |
| The user must have the ability to define when the timer should re-alarm when the 'snooze' function has been activated. | The user must have the ability to define when the timer should re-alarm when the 'snooze' function has been activated. | General | C1.118.1 |  |
| It must be possible to define how the timer expiration is presented to the dispatcher | All timer actions must be recorded in event and unit histories | General | C1.120.4 |  |
| The CAD system must have a map which is linked to the CAD system to show real time location information for events and units. | The CAD system must have a map which is linked to the CAD system to show real time location information for events and units. | General | C1.121.1 |  |
| The system must be able to manage GIS Data in a multitude of projections and be configurable by the system administrator |  | General | C1.122 |  |
| Map shall center on location geoverification prior to the event being created | When a valid location is entered in the event form, the map shall center on the location and an icon should be placed for the user at the location | General | C1.126.1 |  |
| Map shall centre and an icon be displayed for an event which has been created | When an event is created, the system shall center the map and place an icon at the location for the user | General | C1.127.1 |  |
| Map must be “zoomable” either by icon or keyboard command | Map must be “zoomable” either by icon, mouse scroll or keyboard command | General | C1.128.1 |  |
| Must display layers such as hydrants, hazardous materials, common place names etc. | Must display layers such as hospitals/medical clinics, hydrants, hazardous materials, common place names, divisions, ESZ, agency districts, wards, railways, rivers, zoo, parks with roadways and highways, etc. | General | C1.129.1 |  |
| Events must be represented by an icon | It must be possible to display information relative to the event such as type, location and event number | General | C1.130.1 |  |
| Units must be represented by an icon | It shall be possible to display information relative to the unit such as type, unit id, status | General | C1.131.1 |  |
| The map display/configuration must be customizable with default settings (GIS administrator access) | Map display/configuration must allow for various line types (Multiple Road types, Highways, Railways, etc.) | General | C1.138.1 |  |
| The map display/configuration must be customizable with default settings (GIS administrator access) | Map display/configuration must allow for various shade types | General | C1.138.2 |  |
| The map display/configuration must be customizable with default settings (GIS administrator access) | Map display/configuration must allow for various marker (point) types | General | C1.138.3 |  |
| The map display/configuration must be customizable with default settings (GIS administrator access) | Map display/configuration must allow for various fonts and font formats | General | C1.138.4 |  |
| The system must allow for general reference files [CAD supported 'rolodex']; It should be possible to define methods to allow for the reference files to be 'filtered' by defined data groups or security so users may view only those records that are pertinent to their needs. | The system must allow for general reference files [CAD supported 'rolodex']; | General | C1.144.1 |  |
| The system must allow for historical event searches | The user must be able to search for past events by date or date range | General | C1.146.1 |  |
| The system must allow for historical event searches | The user must be able to search for past events by agency | General | C1.146.3 |  |
| The system must allow for historical event searches | The user must be able to search for past events by a combination of criteria | General | C1.146.5 |  |
| An event history must be retrievable by event number, event location, date range, Event type, priority, alarm level, ESZ, call taker or dispatcher, officer, unit, dispatch group, beat | Must allow for wildcard search capability on all searchable fields. | General | C1.147.4 |  |
| The event history must display all transactions in sequence | The event history must display all transactions in sequence | General | C1.148.1 |  |
| The event history must be able to be printed, by command, by mouse click or by hot-key combination where available | The event history must be able to be printed, by command, by mouse click or by hot-key combination where available | General | C1.149.1 |  |
| It shall be possible to query for ANI/ALI information based on multiple criteria provided by the Telco | ANI/ALI data may capture all information provided by the Telco including (but not limited to):  a) Location (street address or lat/long)  b) Caller information  c) Name  d) Address  e) Caller phone number  f) Event number  g) Date range  h) Position id  i) Workstation name | General | C1.153.1 |  |
| Reports must be user friendly for the agency end users, and customizable to a considerable degree; examples of the types of reports will be provided | The roster report must be customizable with the ability to group data to make it easier to read | General | C1.154.1 |  |
| Reports must be user friendly for the agency end users, and customizable to a considerable degree; examples of the types of reports will be provided | The CAD reports must print out as they appear on the screen; | General | C1.154.3 |  |
| Reports must be user friendly for the agency end users, and customizable to a considerable degree; examples of the types of reports will be provided | System shall allow for creation of standard reports from incidents. These reports will capture specific information contained within the event as defined by the system administrator. | General | C1.154.5 |  |
| Reports must be retrievable by pick lists for events and units; and to point and click on pop-up calendars to select date ranges | Reports must be able to be reviewed on screen, and printed at the option of the user | General | C1.155.1 |  |
| Reports must remain live on the system for a defined period of time; it is acceptable for them to archived | TBD whether they are on-line at all, or whether they are extracted by IT and transferred electronically to the users | General | C1.156.1 |  |
| Shall be able to enter all event and unit time stamps for a catch up event. | The system must denote over-ridden or manually entered time stamps in a clear manner. To ensure it is possible to historically see that the time stamp has been manually entered or overridden not assigned by the system | General | C1.160.3 |  |
| The CAD must be capable of being operated from a separate alternate/backup site | CAD for dispatch shall have the ability to operate from more than one site, to allow the back site to be activated when required. Activation must require the least amount of technical intervention possible. It is desirable that the backup system be able to be just turned on and used without having to worry about having to reset numbers or other technical intervention. | General | C1.161.1 |  |
| The CAD must allow for the sending and receiving of messages | CAD desktop users must be able to send messages between desks where users are logged in. | General | C1.162.1 |  |
| The system must comply with all requirements of the Manitoba Freedom of Information and Protection of Privacy Act (FIPPA) , Personal Health Information Act (PHIA) |  | General | C1.163 |  |
| Mobile workstations, wireless LAN | Mobile workstations must have two-way communication with CAD in real time | Mobile Workstation | C2.1.2 |  |
| The system must allow for interfaces to external databases | The system must allow a two way interface between the CAD database to the RMS database | Interfaces | C3.1.1 |  |
| RMS interface | The CAD must have the ability to have a two-way interface with the RMS chosen by the agency | Interfaces | C3.4.1 |  |
| The CAD and RMS must have a completely seamless interface so that any data contained in the RMS will be able to be immediately attached to the event when it is created; a defined amount of this data will be added to the dispatch ticket and will be added to the MWS and to the rip and run sheet | In general the RMS, the agency uses an RMS system now and it is their expectation that any information contained within the RMS that is relevant to a CAD event shall be added to the dispatch ticket, for the dispatchers and for the responders | Interfaces | C3.5.1 |  |
| The CAD and RMS must have a completely seamless interface so that any data contained in the RMS will be able to be immediately attached to the event when it is created; a defined amount of this data will be added to the dispatch ticket and will be added to the MWS and to the rip and run sheet | For an event being dispatched, the users shall have determined which fields in specific modules are relevant to an event type; the CAD/RMS interface will need to poll for this information and add it to the CAD at the time of event creation. | Interfaces | C3.5.2 |  |
| It must be possible to interface with the proprietary First Watch application. | This application must sync the CAD data with the First Watch application | Interfaces | C3.45.1 |  |
| Agency currently, ~700 events per day, plan for ~1200 events per day (split between IFT & Emergency Fire & EMS Dispatch) | CAD must be capable of managing 1100+ events per day | Technical | C4.1.1 |  |
| Must be able to dispatch from more than one location; at the present moment there are two independent dispatch centres which would share a common server/database configuration | CAD must be capable of being operated from either the main location or from a backup site | Technical | C4.2.1 |  |
| Must be able to dispatch from more than one location; at the present moment there are two independent dispatch centres which would share a common server/database configuration | CAD must be capable of running from a minimum of 30 desks at the same time | Technical | C4.2.3 |  |
| Must be able to dispatch from more than one location; at the present moment there are two independent dispatch centres which would share a common server/database configuration | The CAD must operate from a backup site exactly the same as the primary site. This will include running from a secondary backup server. | Technical | C4.2.4 |  |
| Must be able to dispatch from more than one location; at the present moment there are two independent dispatch centres which would share a common server/database configuration | The system must be capable of operating completely independent of the primary location or servers (complete business continuity). This should include hot failover options. | Technical | C4.2.5 |  |
| The workstation shall allow the dispatcher to access multiple applications and websites including but not limited to RMS, Canutech, General Office Applications, Google Earth, and Voice Recorder. This will include radio software. |  | Technical | C4.3 |  |
| All data maintenance records in CAD must include and audit trail of creation and updates. At a minimum the following should be recorded for each record: | User | Technical | C4.9.1 |  |
| All data maintenance records in CAD must include and audit trail of creation and updates. At a minimum the following should be recorded for each record: | Workstation | Technical | C4.9.2 |  |
| All data maintenance records in CAD must include and audit trail of creation and updates. At a minimum the following should be recorded for each record: | Date created | Technical | C4.9.3 |  |
| All data maintenance records in CAD must include and audit trail of creation and updates. At a minimum the following should be recorded for each record: | Date updated | Technical | C4.9.4 |  |
| All data tracked within the system must log who performed the action and which workstation the action was performed on. | This will include if the action was performed from a dispatch, call taker, remote (web browser), or mobile workstation | Technical | C4.10.1 |  |
| Must be able to support remote access to the system from non-dispatch workstations | Must be able to operate the CAD and RMS at the same time on the same workstation | Technical | C4.11.1 |  |
| Limitations of outside workstation access must be documented and identified by vendor | Limitations include accessibility and number at a minimum | Technical | C4.12.1 |  |
| Printing must be supported by dispatch and station workstations | Printing must be supported by dispatch and station workstations | Technical | C4.14.1 |  |
| Printer setup and configuration must be managed by user agency - network printer IP address management is to be maintained by agency | Agency must supply a list printer names and manages their print server as appropriate | Technical | C4.15.1 |  |
| Must be able to prioritize print messages (jobs) so it is possible to ensure dispatch tickets get printed before other messages. | Must be able to prioritize print messages (jobs) so it is possible to ensure dispatch tickets get printed before other messages. | Technical | C4.16.1 |  |
| CAD Application must support direct workstation attached printers as well as network printers | CAD Application must support direct workstation attached printers as well as network printers | Technical | C4.23.1 |  |
| CAD Application must support ink jet and laser printers | CAD Application must support ink jet and laser printers | Technical | C4.24.1 |  |
| Workstation connectivity for units must be secure and should be able to operate on existing networks or other connectivity as selected by the agency. | Workstation connectivity for units must be secure and should be able to operate on existing networks or other connectivity as selected by the agency. | Technical | C4.26.1 |  |
| The system must be capable of operating with industry standard anti-virus software. | The vendor must provide any exceptions or modifications that will need to be made to the anti-virus software so that it does not interfere with the operation of the CAD software. | Technical | C4.57.1 |  |
| The system must be capable of operating with industry standard anti-virus software. | The anti-virus software must be able to be run on the servers, mobile workstations and dispatch workstations | Technical | C4.57.2 |  |
| The CAD must operate on a standard industry-recognized operating system | Examples of this would be Windows, | Technical | C4.59.1 |  |
| The CAD database must be on a standard industry-based database | Examples of this would be Oracle, MSSQL Preferred DB is MSSQL. | Technical | C4.60.1 |  |
| The vendor must allow for annual upgrades of OS and DB | The vendor must allow for annual upgrades of OS and DB | Technical | C4.61.1 |  |
| System backups must not negatively impact system performance | System backups must not negatively impact system performance. Vendor should propose the best practices for archiving data from the primary database. | Technical | C4.64.1 |  |
| The vendor shall provide the source code, with annual updates | The vendor shall provide the source code, with annual updates | Technical | C4.71.1 |  |
| The vendor shall provide the database schema, with annual updates | The vendor shall provide the database schema, with annual updates | Technical | C4.72.1 |  |
| The vendor shall provide the database dictionary | The vendor shall provide the database dictionary | Technical | C4.73.1 |  |
| The vendor shall provide detailed system administration documentation | The vendor shall provide detailed system administration documentation | Technical | C4.74.1 |  |
| The vendor shall provide system administration training | The vendor shall provide system administration training | Technical | C4.75.1 |  |
| The vendor shall provide functional documentation | The vendor shall provide functional documentation | Technical | C4.76.1 |  |
| The vendor shall provide functional test plans and test scripts | The vendor shall provide functional test plans and test scripts | Technical | C4.77.1 |  |
| The vendor shall provide a system architecture diagram | The vendor shall provide a system architecture diagram | Technical | C4.79.1 |  |
| Database backup | The CAD must provide the ability for on line/hot backups of the database without impairing system operation | Technical | C4.85.1 |  |
| Failover capability | The CAD must have the ability to fail over to another server/system | Technical | C4.86.1 |  |
| The system must support current industry standard infrastructure formats | The system must be capable of operating in a Virtual Machine environment | Technical | C4.87.1 |  |
| The system must support current industry standard infrastructure formats | Virtual Machine environment includes database servers, interface or application servers and dispatch workstations | Technical | C4.86.2 |  |
| CAD must produce reports | CAD must have the ability to produce ad hoc reports | Technical | C4.88.1 |  |
| CAD must produce reports | CAD must have the ability to produce canned reports | Technical | C4.88.2 |  |
| Vendor must support/work with standard vendors for various interfaces including CAD and PeopleSoft solutions |  | Corporate | C5.2 |  |
| Vendor shall offer annual maintenance packages |  | Corporate | C5.3 |  |
| Vendor shall provide a warranty for the product/solution |  | Corporate | C5.4 |  |
| The vendor shall be able to provide a process for system upgrades |  | Corporate | C5.17 |  |
| The vendor shall provide software configuration training to identified super users |  | Corporate | C5.19 |  |
| Vendor shall provide 7/24/365 support | The vendor shall provide an agreed service level agreement | Corporate | C5.22.1 |  |
| Vendor shall provide 7/24/365 support | The vendor shall provide a response within a certain time frame to calls for assistance | Corporate | C5.22.2 |  |
| Vendor shall provide 7/24/365 support | The response time shall be based on the priority of the request | Corporate | C5.22.3 |  |
| Vendor is currently installed with a number of users and anticipated call volume | Refer to the Assumptions worksheet for details | Corporate | C5.26.1 |  |
|  | | | | |

| **B. Non-Mandatory Requirements** | | | | **Proponent Response (Y, C, F, 3, N)** |
| --- | --- | --- | --- | --- |
| **Requirement Description** | **Requirement**  **Info** | **Requirement Category** | **RFQ**  **Requirement Ref#** |  |
| CAD should allow for default/personalizing of the desktop/setup defined by a user including the colours, font size and columns of the monitors. | CAD should allow for default/personalizing of the desktop/setup defined by a user including the colours, font size and columns of the monitors. | General | C1.2.1 |  |
| The system administrator should be able to configure, sort, size, colour and layout the specific application or status monitors | The system administrator should be able to define the "default" configurations. | General | C1.3.1 |  |
| CAD Workstations outside of dispatch should also have print capability | CAD workstations should support local printing for event histories, unit histories, etc. | General | C1.6.1 |  |
| CAD Workstations outside of dispatch should also have print capability | Print capability should be restricted/controlled by security group | General | C1.6.2 |  |
| The system shall use hot key combinations, as well as a command line and mouse | The CAD should have a command line | General | C1.7.1 |  |
| The system should be capable of linking to external reference documents such as SOPs | The user should be able to access the external documents stored on a drive within the network | General | C1.9.1 |  |
| The system should be capable of linking to external reference documents such as SOPs | The user should be able to access the external documents stored on a drive within the local computer hard drive | General | C1.9.2 |  |
| The system must be capable of being run from multiple sites off of the same server at the same time | The users should be able to add/remove/change what information is being viewed based on their current responsibility | General | C1.12.2 |  |
| The system must be capable of being run from multiple sites off of the same server at the same time | The system should allow for the users to provide back-up from and to each location. | General | C1.12.3 |  |
| There should be a mechanism within the CAD system to allow for "pass on" information, like an electronic log. This should allow dispatchers to record event or non-event related data to pass on to the oncoming shifts. | Information should be visual to the users and may be pass on for several shifts | General | C1.14.1 |  |
| There should be a mechanism within the CAD system to allow for "pass on" information, like an electronic log. This should allow dispatchers to record event or non-event related data to pass on to the oncoming shifts. | Ideally it should be possible to mark an entry as expired when it is complete so it remains in the system for historical purposes. | General | C1.14.2 |  |
| There should be a mechanism within the CAD system to allow for "pass on" information, like an electronic log. This should allow dispatchers to record event or non-event related data to pass on to the oncoming shifts. | There should be a way to print the current shift log and the shift log for a specific period of time (active and inactive) | General | C1.14.3 |  |
| It must be possible to define event types to be used to create events | It should be possible to mark an event type as "inactive" so it cannot be used to create an event, but is still available to query historical data as required | General | C1.15.2 |  |
| Event types should be able to be "shared" by multiple agencies | An event type should be able to be applied to more than one agency to prevent "bloating" of the event type list for users. | General | C1.16.1 |  |
| The event entry mask will be required to have a minimum number of ‘fields’ to be determined | These should include at least the following or their equivalent: event location, event type, comment line, caller’s name, address and phone number, remarks, and call source | General | C1.17.1 |  |
| The event entry mask will be required to have a minimum number of ‘fields’ to be determined | It should be possible for the system administrator to configure the layout of the event entry form. | General | C1.17.2 |  |
| The event entry mask will be required to have a minimum number of ‘fields’ to be determined | It should be possible to add user defined fields such as TAC channel and Talk Group to the event entry form and for these fields to be searchable in query forms | General | C1.17.3 |  |
| The minimum to create an event should be a verified location + a valid event type | The minimum to create an event should be a verified location + a valid event type | General | C1.18.1 |  |
| The system should allow for event or incident numbers to be automatically generated when an incident is created | The system administrator should be able to define the number format | General | C1.22.1 |  |
| The system should allow for event or incident numbers to be automatically generated when an incident is created | The system administrator should be able to define the roll-over pattern of incident numbers at the end of the month and/or year | General | C1.22.2 |  |
| Event types should be customizable and selected from drop down pick lists that ‘auto-fill’ | CAD should be configurable to allow for response plans that are specific to response area for each event type. | General | C1.24.1 |  |
| Should be able to track the actions taken in relation to an event along with the corresponding amount of time those actions took. |  | General | C1.25 |  |
| Should be able to define the call source | Source of the call should be tracked using a minimum 6 character field | General | C1.26.1 |  |
| A nearby active event based on a system parameters for radius and time must be visually indicated; it should be possible to view nearby event details | A nearby active event based on a system parameters for radius and time should be visually indicated; it should be possible to view nearby event details | General | C1.27.1 |  |
| A nearby active event based on a system parameters for radius and time must be visually indicated; it should be possible to view nearby event details | Nearby events should be indicated for the call taker during event entry [from the point the address is verified], and for the dispatcher | General | C1.27.2 |  |
| A nearby active event based on a system parameters for radius and time must be visually indicated; it should be possible to view nearby event details | The system parameter for radius and time should be able to be changed by the system administrator for event types, and/or jurisdiction | General | C1.27.3 |  |
| It should be possible to eliminate specific event types from the duplicate check. | System administrator should be able to configure type such as those assigned to the inter-facility transfer to not show up in the Duplicate check performed by the system. | General | C1.28.1 |  |
| It must be possible to forward an event to the dispatcher, and also retain the event mask to add further details | The system should be configurable to have the event forwarded to the dispatcher as soon as the location and event type are completed | General | C1.29.1 |  |
| It must be possible to forward an event to the dispatcher, and also retain the event mask to add further details | When the additional information has been sent from the call taker, this should be flagged to the attention of the dispatcher; this should be a visible or audible alert | General | C1.29.2 |  |
| Event creation shall be possible where the jurisdiction is known, but a new street segment has not been added to the geobase by ‘forcing’ the location to a municipal area, station response area, dispatch group, etc. | When a non-verified address is entered, the user should be able to 'force' the address in one simple step without having to click, tab or type in multiple locations on the CAD mask. | General | C1.30.2 |  |
| Event creation shall be possible where the jurisdiction is known, but a new street segment has not been added to the geobase by ‘forcing’ the location to a municipal area, station response area, dispatch group, etc. | When a non-verified address is entered, the system should present the closest verified street range - upper and lower, to the user as choices. | General | C1.30.3 |  |
| Location to be verified from multiple location formats provided | Blk address | General | C1.31.4 |  |
| Location to be verified from multiple location formats provided | Building address format | General | C1.31.5 |  |
| Location to be verified from multiple location formats provided | The CAD should have the ability to use mile and kilometre markers as a valid location to create an event | General | C1.31.11 |  |
| Must allow a short ‘descriptor’ for clarification after the address such as BSMT | There should be a field to indicate a building number, separate from the apartment number. This will allow for specific address to be developed when there are multiple buildings with the same address. This will allow for unique location histories and unique special situations. | General | C1.32.2 |  |
| The CAD should have the ability to create an event in an area outside the normal jurisdiction area. | For example, a request for assistance from an agency which is outside the boundary of client authority. Client would not normally respond to this area. | General | C1.34.1 |  |
| CAD should be able to verify an event location without the use of mapping, i.e., by some other method including by street table, lat/long, etc. |  | General | C1.36 |  |
| CAD should accept aliases for actual street names | When an alias street name is entered in the address line, the CAD should substitute it with the Primary street name upon address verification | General | C1.38.1 |  |
| CAD should accept aliases for actual street names | CAD should accept multiple aliases for the same street name | General | C1.38.2 |  |
| CAD should accept aliases for actual street names | CAD should accept aliases that are already defined street names in CAD. | General | C1.38.3 |  |
| CAD should accept aliases for actual street names | CAD should allow for streets to be aliased, based on address ranges. | General | C1.38.4 |  |
| CAD should accept aliases for actual street names | Alias files should be easy to manage and this ability would reside with the CAD/GIS team | General | C1.38.5 |  |
| Address verification should occur when the address field is complete, i.e., when the call taker ‘tabs out’ of that field, and this action should centre the map at the verified location | Address verification should occur when the user tabs out of the address field and prior to the event type or other information being entered | General | C1.39.1 |  |
| Address verification should occur when the address field is complete, i.e., when the call taker ‘tabs out’ of that field, and this action should centre the map at the verified location | If an address does not validate, the call taker should be presented with location options | General | C1.39.2 |  |
| CAD should accept common place names (CPN) for event entry | When a CPN is entered in the address line, the CAD should provide a choice between all matching CPNs. | General | C1.40.1 |  |
| CAD should accept common place names (CPN) for event entry | CAD should accept different multiple CPNs at any given address or point address. For example where there are 2 stores that share a common address. | General | C1.40.2 |  |
| CAD should accept common place names (CPN) for event entry | CAD should present the actual street address or coordinates for a CPN (along with the CPN itself) as a choice in the address verification process. | General | C1.40.3 |  |
| CAD should accept common place names (CPN) for event entry | It should be possible to assign a CPN to a non-addressed location, including an intersection or x,y (lat/long) reference point | General | C1.40.4 |  |
| CAD should accept common place names (CPN) for event entry | It should be possible to add CPN aliases or Secondary aliases. This allows for name changes in businesses or landmarks. | General | C1.40.6 |  |
| CAD should accept common place names (CPN) for event entry | CPNs files should be easy to manage and provide security to allow only specific users the ability to maintain CPNs. | General | C1.40.9 |  |
| Must have the ability to create an event from ANI/ALI information provided from the ANI/ALI provider. | Should have the functionality to allow for text with 9-1-1 | General | C1.44.2 |  |
| Must have the ability to create an event from ANI/ALI information provided from the ANI/ALI provider. | Should have functionality to support In-Call Location Updates (ICLU) where available from the Telco. | General | C1.44.4 |  |
| When an event is created using ANI/ALI information, the complete ANI/ALI record should be attached or referenced to that event in a way that is queryable by the users for historical reference. |  | General | C1.46 |  |
| Events created should appear in a pending event list, until a unit has been dispatched | Events created should appear in a pending event list, until a unit has been dispatched | General | C1.48.1 |  |
| Dispatchers should be able to hold a call for a particular unit and/or time and see the status on the pending events monitor. | Should be possible to hold an event for a unit and the unit information should be displayable on the status monitors | General | C1.50.1 |  |
| Dispatchers should be able to hold a call for a particular unit and/or time and see the status on the pending events monitor. | Should be possible to hold an event for a specific date/time and the time information should be displayable on the status monitors | General | C1.50.2 |  |
| Dispatchers should be able to hold a call for a particular unit and/or time and see the status on the pending events monitor. | Should be possible to hold an event for a specific unit on a specific date/time and that information should be displayable on the status monitors | General | C1.50.3 |  |
| Dispatchers should be able to select which pending event to dispatch next | Pending events should be selectable for 'next dispatch' by the dispatcher | General | C1.53.1 |  |
| Dispatchers should be able to select which pending event to dispatch next | Should be possible to use keyboard or mouse to select the event for dispatch | General | C1.53.2 |  |
| Event types assigned to an event shall be able to be edited, and where this would yield a change in the assignment of apparatus, the subsequent unit recommendation must reflect that | Where the event type changes the recommendation, that updated recommendation should be displayed to the dispatcher | General | C1.55.2 |  |
| It should be possible to create events for a defined date in the future as required | It should be possible to create events for a defined date and time in the future. This could apply to special events | General | C1.56.1 |  |
| It should be possible to create events for a defined date in the future as required | It should be possible to create an event and put it in a different queue until it is ready to be dispatched - not always done by time and date. | General | C1.56.2 |  |
| It should be possible to create events for a defined date in the future as required | These events should be displayable on a different monitor other than the pending event monitor until they are ready to be dispatched. This will allow the user to see the events but not have them in the pending events monitor with the events | General | C1.56.3 |  |
| The agency makes extensive use of tactical and base channels, and these should be able to be assigned at the time of dispatch; the tactical channel must be displayed on the monitor, the tactical channel will be included in the rip and run sheet and on the dispatch ticket on the MWS and would apply to any other location the dispatch information is displayed such as a blackberry or smart phone | Dispatchers should be able to assign tactical and base channels and have these reflected in the dispatch message, the rip & run and on the mobile work station | General | C1.57.1 |  |
| The agency makes extensive use of tactical and base channels, and these should be able to be assigned at the time of dispatch; the tactical channel must be displayed on the monitor, the tactical channel will be included in the rip and run sheet and on the dispatch ticket on the MWS and would apply to any other location the dispatch information is displayed such as a blackberry or smart phone | Should be possible to create a state in CAD that will change how the talk groups are assigned. For example, when a number of incidents are occurring on one of the talk groups. | General | C1.57.2 |  |
| The agency makes extensive use of tactical and base channels, and these should be able to be assigned at the time of dispatch; the tactical channel must be displayed on the monitor, the tactical channel will be included in the rip and run sheet and on the dispatch ticket on the MWS and would apply to any other location the dispatch information is displayed such as a blackberry or smart phone | The tactical or base channel information should be displayable on the status monitors | General | C1.57.3 |  |
| The agency makes extensive use of tactical and base channels, and these should be able to be assigned at the time of dispatch; the tactical channel must be displayed on the monitor, the tactical channel will be included in the rip and run sheet and on the dispatch ticket on the MWS and would apply to any other location the dispatch information is displayed such as a blackberry or smart phone | The system should be configurable to define the tactical channel based on different criteria such as geography and/or event type. | General | C1.57.4 |  |
| The system should allow for the tracking of pre-defined event benchmarks for an incident. | a) Outside agency notification times | General | C1.58.1.a |  |
| The system should allow for the tracking of pre-defined event benchmarks for an incident. | b) Fire incident command benchmarks such as command established and situation under control | General | C1.58.1.b |  |
| The system should allow for the tracking of pre-defined event benchmarks for an incident. | c) Outside agency incident numbers | General | C1.58.1.c |  |
| The system should allow for the tracking of pre-defined event benchmarks for an incident. | d) Weather conditions | General | C1.58.1.d |  |
| The system should allow for the tracking of pre-defined event benchmarks for an incident. | e) Multiple Mayday benchmarks including RIT deployment, PAR deployment, additional resource dispatched etc. | General | C1.58.1.e |  |
| The system should allow the system administrator to define the appropriate benchmarks based on the event type code and alarm level. | The system should allow the system administrator to define the appropriate benchmarks based on the event type code and alarm level. | General | C1.59.1 |  |
| The system should allow for the creation of co-response events | The system should allow for automatic creation of co-response (fire and ems) events based on event type code | General | C1.60.1 |  |
| The system should allow for the creation of co-response events | The system should allow for a way to manually generate a co-response outside of normal, automatic methods | General | C1.60.2 |  |
| When a co-response event is created and only one class of service responds immediately, the event should be held in a queue for the dispatcher from the other class of service until such time that it is determined that class of service is not required to respond. |  | General | C1.61 |  |
| The system should allow for special location information related to an address be entered on the system. This information would be presented to the call taker at address verification. As well as the dispatcher when viewing the incident. It should also be possible to include this information on the MWS dispatch ticket and the rip and run. | Ability to enter location information associated to a valid location. Limitation on location types should be outlined by the vendor. | General | C1.62.1 |  |
| The system should allow for special location information related to an address be entered on the system. This information would be presented to the call taker at address verification. As well as the dispatcher when viewing the incident. It should also be possible to include this information on the MWS dispatch ticket and the rip and run. | The CAD system should have the ability to define a radius that the location information applies for. It should be possible to define this radius for each special instruction. | General | C1.62.2 |  |
| The system should allow for special location information related to an address be entered on the system. This information would be presented to the call taker at address verification. As well as the dispatcher when viewing the incident. It should also be possible to include this information on the MWS dispatch ticket and the rip and run. | The system should be configurable to allow the user to obtain location information for a whole building and or individual units within the building (including radius search). | General | C1.62.3 |  |
| The system should allow for special location information related to an address be entered on the system. This information would be presented to the call taker at address verification. As well as the dispatcher when viewing the incident. It should also be possible to include this information on the MWS dispatch ticket and the rip and run. | It should be possible to have information related to a complex/area be displayed for all addresses within that complex with a single entry for the complex/area | General | C1.62.4 |  |
| The system should provide the ability to define different response levels for event type; for example a structure fire will recommend a different combination of units, depending on which alarm level it is created for | When a recommendation has been made, CAD should remember the role fulfilled by previously dispatched units when proposing additional recommendations. It should not recalculate and change the assigned role of the dispatched units from the initial recommendation. | General | C1.65.3 |  |
| The system should allow for the definition of areas for response planning. | A methodology should be presented by the vendor to outline how unit response areas and unit recommendation is managed within their system | General | C1.66.1 |  |
| The system should allow for the association of unit to a specified area (response area). |  | General | C1.67 |  |
| The system should allow for the definition of unit responses by the area the unit is responsible for | The system should be able to select the closest, most appropriate unit within the first-in district | General | C1.68.1 |  |
| The system should allow for the definition of unit responses by the area the unit is responsible for | The system should select units that are available on air before selecting units that are available in station | General | C1.68.2 |  |
| The system should allow for the definition of unit responses by the area the unit is responsible for | The system should be able to select units that are in an available on event status such as offload | General | C1.68.3 |  |
| The system administrator should be able to define event types where a unit could be recommended for a higher priority incident until onscene. |  | General | C1.69 |  |
| The system should allow for the definition of response order for each response area. | It should be possible to define the response order (run order) for each area covered by an agency | General | C1.70.1 |  |
| The CAD should allow sharing of responses within one jurisdiction or across multiple agencies; i.e., response to any given area can share responsibility [mutual aid] |  | General | C1.71 |  |
| The CAD should support recommendations and unit management for mutual aid and automatic aid responses for one or more department | The CAD should have the capability to provide recommendations from more than one field unit for defined mutual aid events | General | C1.72.1 |  |
| The CAD should support recommendations and unit management for mutual aid and automatic aid responses for one or more department | The CAD will support recommendations for automatic mutual aid for areas that require outside resources | General | C1.72.2 |  |
| It should be possible to configure the system for 'degraded response' mode based on pre-defined business rules | The rules for what 'degraded response' should be configurable by agency and class of service | General | C1.74.1 |  |
| It should be possible to configure the system for 'degraded response' mode based on pre-defined business rules | The response recommendations should be automatically changed when the system is running in 'degraded response' mode | General | C1.74.2 |  |
| It should be possible to configure the system for 'degraded response' mode based on pre-defined business rules | Should be able to indicate to the dispatcher how many units are available and then highlight this field when the system is in degraded mode. This should be configurable by class of service. | General | C1.74.3 |  |
| Units should be assigned unit types or attributes to be utilized in building unit recommendations for events | Unit types should define the attributes of a unit for unit recommendation | General | C1.78.1 |  |
| Units should be assigned unit types or attributes to be utilized in building unit recommendations for events | A unit should be assigned more than one unit type or attribute for the purposes of unit recommendation | General | C1.78.2 |  |
| Any event to be dispatched, should present a dispatch recommendation [type of units, number of units, location of units] | Any event to be dispatched, should present a dispatch recommendation [type of units, number of units, location of units, distance of unit, status of units, the part of the response plan the unit is fulfilling] | General | C1.81.1 |  |
| Any event to be dispatched, should present a dispatch recommendation [type of units, number of units, location of units] | The recommendation should include the response plan required, the station list or location of units for that response, the alarm level is at time of recommendation. | General | C1.81.2 |  |
| The event recommendation should also include at least three ‘next closest’ units as substitute choices | Should be able to toggle on or off the unit recommendation for next closest units | General | C1.82.2 |  |
| The CAD should provide a number of ‘windows’, ‘views’ or ‘monitors’ to display and manage pending events, active events, units that are available, units that are assigned, notes, etc. | The CAD should have the ability to display separate groupings of events [pending and active] units [available, assigned, special contacts, busy but not on an event] | General | C1.86.1 |  |
| The CAD should provide a number of ‘windows’, ‘views’ or ‘monitors’ to display and manage pending events, active events, units that are available, units that are assigned, notes, etc. | These monitors/'windows' should be sizeable by the dispatcher | General | C1.86.2 |  |
| The CAD should provide a number of ‘windows’, ‘views’ or ‘monitors’ to display and manage pending events, active events, units that are available, units that are assigned, notes, etc. | The monitors should be overlaid or hidden behind other groupings | General | C1.86.3 |  |
| The following dispatch monitors/views must be available: Unit Status, Active units, Available Units, Pending events, Push to Talk, Request to Talk, Station List | Station list monitor - should show a list of all active stations regardless of whether there is apparatus in the station or not. The system administrator should be able to define which active stations are. | General | C1.87.2 |  |
| The following dispatch monitors/views must be available: Unit Status, Active units, Available Units, Pending events, Push to Talk, Request to Talk, Station List | It should be possible for the EMS and Fire dispatchers to only view the units they are responsible for in each of the stations they are responsible for. | General | C1.87.4 |  |
| Should be able to configure the monitors to sort in any of the available columns and combination of columns. | For example, the active units monitor to sort by event, hall, and unit. | General | C1.89.1 |  |
| Should be able to configure the monitors to sort in any of the available columns and combination of columns. | For example, Pending Events should display in order of priority followed by time waiting. | General | C1.89.2 |  |
| The system should be capable of tracking personnel with their skills |  | General | C1.94 |  |
| The system should be capable of tracking vehicles/apparatus with their associated equipment |  | General | C1.95 |  |
| It should be able to assign more than one type or attribute to a unit |  | General | C1.96 |  |
| It should be possible to capture the status and activity of a personnel/unit |  | General | C1.97 |  |
| Units must be able to be dispatched to a valid event through command line or mouse. | Dispatchers should be able to use a command line string to dispatch a unit to an event. From the command line, using the dispatch command + event number + unit(s) or a similar combination. | General | C1.98.1 |  |
| Units assigned to an event should be displayed to the dispatcher, showing their status by colour code | Status will likely proceed through the following steps ‘dispatched’, then acknowledged, then ‘en-route’, then ‘on scene’, then ‘available on scene’ then ‘available on mobile’ then ‘in station’. But there should be no limitation on the order of the statuses. | General | C1.99.1 |  |
| Units should be able to be dispatched to an event and their status set as dispatched, en-route, at scene, etc. | Also should to be able to assign the unit status in reverse order. For example: change from on scene to enroute again. | General | C1.101.1 |  |
| A unit assigned to one event should be able to be pre-empted [dispatched] to another event; if that unit is the only unit assigned to the event, that event should be re-queued, and displayed in the pending event area | A unit assigned to one event should be able to be pre-empted [dispatched] to another event; if that unit is the only unit assigned to the event, that event should be re-queued, and displayed in the pending event area | General | C1.102.1 |  |
| A unit assigned to one event should be able to be pre-empted [dispatched] to another event; if that unit is the only unit assigned to the event, that event should be re-queued, and displayed in the pending event area | The system should be configurable to allow a warning message to be displayed to the dispatcher that the unit being dispatched is currently assigned to an event. This warning message should be configurable on or off by the system administrator. | General | C1.102.2 |  |
| A unit assigned to one event should be able to be pre-empted [dispatched] to another event; if that unit is the only unit assigned to the event, that event should be re-queued, and displayed in the pending event area | The system should be configurable to prevent a dispatched unit being dispatched to another event. If the dispatcher wants to dispatch a unit assigned to an event, to another event, this configuration would force the dispatcher to manually pre-empt the unit and then dispatch that unit to the new event. | General | C1.102.3 |  |
| Units should be able to have ‘dispatch warnings’ entered by the dispatcher indicating some particular message such as ‘high pressure fan not working’, etc. | Visible dispatch warnings should be able to be added to, and then deleted from units indicating any text message describing a unit condition | General | C1.103.1 |  |
| Units shall be able to be logged ‘on’ with a roster that includes Name, PIN #’s, and their assigned radio with LID and alias. | It should be possible to define apparatus attributes for recommendation when signing on the vehicle. The system should present the default attributes for the unit for the user to edit as required. | General | C1.104.2 |  |
| Units shall be able to be logged ‘on’ with a roster that includes Name, PIN #’s, and their assigned radio with LID and alias. | Personnel skills should be available to the dispatchers and used for unit recommendations | General | C1.104.3 |  |
| Units shall be assigned to training, investigation follow up or other non-event activities in which they may be designated as available or unavailable; this shall be displayed to the dispatcher by symbol or colour | Busy codes should be available to mark the unit out of service but still available. | General | C1.105.2 |  |
| Units shall be assigned to training, investigation follow up or other non-event activities in which they may be designated as available or unavailable; this shall be displayed to the dispatcher by symbol or colour | It should be possible for the agency to define out of service codes and the unit availability related to those codes. | General | C1.105.3 |  |
| Units should normally be assigned to one station, but will be assigned to other stations as ‘move-ups’ for special events or situations; this should affect the areas for which they will be recommended | CAD should be capable of assigning units to different stations; the effect will be that they will be recommended for that new response area | General | C1.106.1 |  |
| The CAD shall support Status timers preferably with visual notification | It should be possible to associate a timer to a cabin or camp (not specific to unit or event data) | General | C1.114.2 |  |
| Would like the ability to predefine the time format that the timer should start or expire. | Dispatcher should be able to set a timer to go off at a specific time of day (for example 1800 hrs) | General | C1.116.1 |  |
| Would like the ability to predefine the time format that the timer should start or expire. | Dispatcher should be able to set a timer to go off in a specific number of hour/minutes | General | C1.116.2 |  |
| The system should allow the dispatcher to visualize the active timers so they can see the status of all active timers | The system should display the timer start and end dates/times | General | C1.117.2 |  |
| It must be possible to define how the timer expiration is presented to the dispatcher | By Visual notification (such as reverse video or icon) | General | C1.120.1 |  |
| It must be possible to define how the timer expiration is presented to the dispatcher | Audio notification should be able to be turned off by the dispatcher without resetting the timer (in an instance where they want the noise to stop but haven't actioned the timer expiration) | General | C1.120.3 |  |
| The map application should have the ability to perform address verification without CAD | For example, should be able to enter the coordinates and have the map center on the location | General | C1.124.1 |  |
| Must display layers such as hydrants, hazardous materials, common place names etc. | The map should provide the option to add or remove layers of information to be displayed. | General | C1.129.2 |  |
| Events must be represented by an icon | Event icons should be configurable to change colour based on system administrator definitions such as priority or status | General | C1.130.2 |  |
| Units must be represented by an icon | Unit icons should be configurable to change colour based on system administrator definitions such as unit type or status | General | C1.131.2 |  |
| Event icon should change when units are dispatched to the event | Event icon should change when units are dispatched to the event | General | C1.133.1 |  |
| Icon should change colour based on assigned unit status | Icon should change colour based on assigned unit status | General | C1.134.1 |  |
| Users should be able to query from the map, i.e., units, events, geographic features | Users should be able to query from the map, i.e., units, events, geographic features | General | C1.137.1 |  |
| Users should be able to query from the map, i.e., units, events, geographic features | It should be possible to hover the mouse over an icon or label to obtain detailed information which should include a geographical location to be defined (Coordinates, address etc.) | General | C1.137.2 |  |
| The map display/configuration must be customizable with default settings (GIS administrator access) | Map should have ability to show legend of all map features | General | C1.138.6 |  |
| The map display/configuration must be customizable with default settings (GIS administrator access) | All labels and icons should scale appropriately as the user zooms in or out on the map. | General | C1.138.7 |  |
| The system must allow for general reference files [CAD supported 'rolodex']; It should be possible to define methods to allow for the reference files to be 'filtered' by defined data groups or security so users may view only those records that are pertinent to their needs. | It should be possible to define data groups for this information. This will allow for the reference files to be 'filtered' by defined data groups or security so users may view only those records that are pertinent to their needs. | General | C1.144.2 |  |
| All queries should allow for the ability to search using wildcards | Wildcards should include the option for and "any" wildcard (typically a % or \*) | General | C1.145.1 |  |
| The system must allow for historical event searches | The user should be able to search for past events by event type | General | C1.146.2 |  |
| The system must allow for historical event searches | The user should be able to search for past events by dispatch group | General | C1.146.4 |  |
| An event history must be retrievable by event number, event location, date range, Event type, priority, alarm level, ESZ, call taker or dispatcher, officer, unit, dispatch group, beat | An event history should be retrievable by event number, event location date range, Event type, ESZ, dispatcher, officer or unit | General | C1.147.1 |  |
| An event history must be retrievable by event number, event location, date range, Event type, priority, alarm level, ESZ, call taker or dispatcher, officer, unit, dispatch group, beat | When an event history query produces more than one event in response, it should be possible to toggle between the responses and the list without having to rerun the initial query. | General | C1.147.2 |  |
| An event history must be retrievable by event number, event location, date range, Event type, priority, alarm level, ESZ, call taker or dispatcher, officer, unit, dispatch group, beat | It should be possible for the System Administrator to set a maximum date range that can be queried from inside the CAD | General | C1.147.5 |  |
| The event history must display all transactions in sequence | It should be possible to look at the entire event history - chronology and event details at the same time, without running a separate command. | General | C1.148.2 |  |
| The event history must display all transactions in sequence | It should also be possible to look at only remarks or chronology or both. It should be possible to see this on the workstation and on the print out. The user should be able to define how they want to see this information displayed. | General | C1.148.3 |  |
| A unit history should be retrievable for either the most recent log on period or for a number of log on periods | A unit history should be retrievable for either the most recent log on period or for a number of log on periods | General | C1.150.1 |  |
| A unit history should be retrievable for either the most recent log on period or for a number of log on periods | When a unit history is queried, the system will display the most recent unit history for that unit. If the unit is not logged on, the system will display the most recent unit history | General | C1.150.2 |  |
| A unit history should be retrievable for either the most recent log on period or for a number of log on periods | It should be possible for the System Administrator to set a maximum date range that can be queried from inside the CAD | General | C1.150.4 |  |
| The unit history should present all transactions associated with the unit, including all events, non-event related activities including all miscellaneous comments entered; also the personnel roster | The unit history should present all transactions associated with the unit, including all events, non-event related activities including all miscellaneous comments entered; also the personnel roster | General | C1.151.1 |  |
| The unit history should present all transactions associated with the unit, including all events, non-event related activities including all miscellaneous comments entered; also the personnel roster | It should be possible to display the unit remarks and system based chronology in separate pieces. This would allow the users to look up their remarks without having to sort through all the other system information (chronology). | General | C1.151.2 |  |
| The unit history should be able to be printed, by command, by mouse click or by hot-key combination where available | The unit history should be able to be printed, by command, by mouse click or by hot-key combination where available | General | C1.152.1 |  |
| Reports must be user friendly for the agency end users, and customizable to a considerable degree; examples of the types of reports will be provided | The CAD reports should allow for personnel to review a particular time/date range; with various dispatch benchmarks such as on-scene times | General | C1.154.2 |  |
| Reports must be user friendly for the agency end users, and customizable to a considerable degree; examples of the types of reports will be provided | The system should allow for a search by any of the parameters on the dispatch ticket including call type and source code | General | C1.154.4 |  |
| Reports must be user friendly for the agency end users, and customizable to a considerable degree; examples of the types of reports will be provided | It should be possible to print unit roster reports within CAD | General | C1.154.8 |  |
| System should have a way to manually enter events created when the system was not available (down for maintenance etc.) | Should have the ability to enter events created while the CAD system was down | General | C1.158 |  |
| Shall be able to enter all event and unit time stamps for a catch up event. | The system should allow the user to manually enter all time stamps in an event - call answer and unit time stamps. | General | C1.160.1 |  |
| Shall be able to enter all event and unit time stamps for a catch up event. | It should be possible to add additional remarks with the appropriate time stamps | General | C1.160.2 |  |
| The CAD must be capable of being operated from a separate alternate/backup site | The CAD should also be capable of operating concurrently from more than one dispatch centre to meet occasional periods of call overload | General | C1.161.2 |  |
| The CAD must be capable of being operated from a separate alternate/backup site | The CAD should be capable of running multiple instances to allow for a standalone back up system located in a backup center located remotely. | General | C1.161.3 |  |
| The CAD must be capable of being operated from a separate alternate/backup site | The system should be able to operate from a mobile site (i.e. Command trailer) | General | C1.161.6 |  |
| The CAD must allow for the sending and receiving of messages | The System Administrator should be able to create message groups so that messages can be sent from one desk or workstation to multiple desks/workstations at one time. | General | C1.162.2 |  |
| The CAD must allow for the sending and receiving of messages | If mobile workstations exist, the mobile workstation users should be able to send messages to other mobile workstations users either by call sign or user name | General | C1.162.3 |  |
| The CAD must allow for the sending and receiving of messages | If mobile workstations exist, the mobile workstation users should be able to send messages to CAD desktop users either via workstation name or user name | General | C1.162.4 |  |
| The CAD must allow for the sending and receiving of messages | All messaging should be logged within the system. At a minimum, the following information should be tracked: Sending User ID Receiving User ID Date/Time of message sent Date/Time of message received Message text | General | C1.162.5 |  |
| Mobile workstations, wireless LAN | A detailed discussion should be required regarding the specific interface, hardware and wireless connectivity | Mobile Workstation | C2.1 |  |
| The definition of MWS's should include laptop, fixed unit [separate screen & keyboard], tablets, smart phones | The definition of MWS's should include laptop, fixed unit [separate screen & keyboard], tablets, smart phones | Mobile Workstation | C2.2 |  |
| Should support mobile workstations that display a dispatch ticket | Should support mobile workstations that display a text dispatch ticket | Mobile Workstation | C2.3.1 |  |
| Should support mobile workstations that display a dispatch ticket | It should be possible for the system administrator to configure the layout of the MWS dispatch ticket. This will allow the agency to design the MWS dispatch ticket to look the same as the Rip and Run print out for example. | Mobile Workstation | C2.3.2 |  |
| The MWS should operate in a two-way mode with CAD, to update status, queries and other operations to be determined | The MWS should operate in a two-way mode with CAD, to update status, queries, messaging and other operations to be determined | Mobile Workstation | C2.5.1 |  |
| The MWS should operate in a two-way mode with CAD, to update status, queries and other operations to be determined | This should be by the use of designated function keys/touch screen for status | Mobile Workstation | C2.5.2 |  |
| The MWS should operate in a two-way mode with CAD, to update status, queries and other operations to be determined | A unit equipped with an MWS should be able to use an ACK function in order to acknowledge the receipt of an incident prior to going en route | Mobile Workstation | C2.5.3 |  |
| It should be possible to view pre-plans or other response related documents or links associated to the event or other query on the MWS. | It should be possible to view pre-plans associated to the event or other query on the MWS. | Mobile Workstation | C2.7.1 |  |
| Map display should be available on all mobile workstations | Map display should be available on all mobile workstations | Mobile Workstation | C2.9.1 |  |
| Mapping should be part of the dispatch ticket on the MWS | The MWS should present a dispatch ticket that can be toggled back and forth to a map, with the location of the incident centered | Mobile Workstation | C2.10.1 |  |
| Map should centre and an icon be displayed for an event which has been created | User should be able to select center on unit location | Mobile Workstation | C2.11.1 |  |
| Map should centre and an icon be displayed for an event which has been created | User should be able to select center on event | Mobile Workstation | C2.11.2 |  |
| Map should centre and an icon be displayed for an event which has been created | User should be able to select center on unit and event | Mobile Workstation | C2.11.3 |  |
| The vehicle routing information should be displayed on the map both for the dispatcher and for the responding unit MWS’s | The vehicle routing information should be displayable on the map both for the dispatcher and for the responding hall’s MWS’s | Mobile Workstation | C2.12.1 |  |
| Icon should change when units are dispatched to the event | Icon should change when units are dispatched to the event | Mobile Workstation | C2.13.1 |  |
| Icon should change colour based on assigned unit status | Icon should change colour based on assigned unit status | Mobile Workstation | C2.14.1 |  |
| Map should be “zoomable” either by icon or keyboard command | Map should be “zoomable” either by icon or keyboard command | Mobile Workstation | C2.15.1 |  |
| Mapping on the MWS should allow for an overlay of other data including facilities, hazards, property names, hydrant, etc. | This should be toggle on/toggle off for the various levels of detail as determined by the user | Mobile Workstation | C2.17.1 |  |
| It should be possible to run other applications on the MWS. | It should be possible to run other applications on the MWS. | Mobile Workstation | C2.18.1 |  |
| It should be possible to run other applications on the MWS. | The CAD and ePCR should be able to use a single mobile device for crews; other users such as scene command may opt for a separate more portable device for functions only add pre-plan app | Mobile Workstation | C2.18.2 |  |
| It should be possible to run other applications on the MWS. | The MWS should be able to review other information contained in the RMS | Mobile Workstation | C2.18.3 |  |
| It should be possible to run other applications on the MWS. | The MWS should be able to review person information contained in RMS. | Mobile Workstation | C2.18.4 |  |
| The mobile device should interact with CAD to provide for query capability relative to the immediate event, previous and/or current events as well as to provide lookups for other addresses than the one the unit is assigned to | It is expected that CAD should in future allow for the MWS to query RMS information as well as other CAD information | Mobile Workstation | C2.19.1 |  |
| The mobile device should interact with CAD to provide for query capability relative to the immediate event, previous and/or current events as well as to provide lookups for other addresses than the one the unit is assigned to | The event query for other active events should include a full review of the event detail | Mobile Workstation | C2.19.2 |  |
| The mobile device should interact with CAD to provide for query capability relative to the immediate event, previous and/or current events as well as to provide lookups for other addresses than the one the unit is assigned to | The query should also include the ability to query the unit history and review it in detail; this detail will include personnel, position, radio number | Mobile Workstation | C2.19.3 |  |
| The mobile device should interact with CAD to provide for query capability relative to the immediate event, previous and/or current events as well as to provide lookups for other addresses than the one the unit is assigned to | The query should include the ability to query for a Supervisor's area (District or Platoon Chief's district) and this will include all their units - ability to see pending events for supervisor area, whole agency, filters | Mobile Workstation | C2.19.4 |  |
| The mobile device should interact with CAD to provide for query capability relative to the immediate event, previous and/or current events as well as to provide lookups for other addresses than the one the unit is assigned to | The MWS should be able to query for other address information as noted elsewhere in the document to display contact, premises or other information that resides in the RMS | Mobile Workstation | C2.19.5 |  |
| The mobile device should interact with CAD to provide for query capability relative to the immediate event, previous and/or current events as well as to provide lookups for other addresses than the one the unit is assigned to | The MWS should have all of the functionality of the station workstation including the ability to log on crews, etc., also that to log on the crew from the MWS | Mobile Workstation | C2.19.6 |  |
| The mobile device should interact with CAD to provide for query capability relative to the immediate event, previous and/or current events as well as to provide lookups for other addresses than the one the unit is assigned to | The MWS should have the ability to add miscellaneous comments to an event | Mobile Workstation | C2.19.9 |  |
| The MWS should have the ability to query the data based on date and time range. The system administrator should have the ability to limit the amount of data or length of time that a user can query for to limit any negative impacts to system performance. | The MWS should have the ability to query the data based on date and time range. The system administrator should have the ability to limit the amount of data or length of time that a user can query for to limit any negative impacts to system performance. | Mobile Workstation | C2.20.1 |  |
| Benchmarks should be made available for use from the mobile workstation |  | Mobile Workstation | C2.25 |  |
| The user should be able to determine which benchmarks have already been activated from the mobile workstation without having to read through the event information |  | Mobile Workstation | C2.26 |  |
| The CAD system should be able to accept ANI/ALI information from the Telco | The system should adhere to the Telco ani/ali CAD format- including being Phase II wireless compliant | Interfaces | C.3.3.1 |  |
| The CAD system should be able to accept ANI/ALI information from the Telco | The system should be configured to automatically display the ani/ali upon answer or upon user request. This is configurable by the system administrator. | Interfaces | C.3.3.2 |  |
| The CAD system should be able to accept ANI/ALI information from the Telco | The system should be configurable as to the information displayed to the user from the Telco. It should be possible for the user to see all the information presented by the Telco when the ANI/ALI is presented. | Interfaces | C.3.3.3 |  |
| The CAD system should be able to accept ANI/ALI information from the Telco | The system should manage all abandoned or non-connected 9-1-1 calls | Interfaces | C.3.3.4 |  |
| The CAD system should be able to accept ANI/ALI information from the Telco | The system should auto-fill the ani/ali in event entry form. The ANI/ALI should remain associated to that event for historical purposes. | Interfaces | C.3.3.5 |  |
| The CAD system should be able to accept ANI/ALI information from the Telco | The system should record all the information provided by the Telco in their ANI/ALI packet. This information should be searchable and viewable by the users. | Interfaces | C.3.3.6 |  |
| RMS interface | The CAD should have the ability to have events queued but not transmitted in the instance where the RMS is down for any reason; when the RMS would be again active, the queued events could then be transferred | Interfaces | C3.4.3 |  |
| The CAD system should be able to link separate agencies calls when those agencies are responding to the same call | This requirement generally relates to the ability for CAD to CAD messaging to occur between dispatch centres on different CAD systems; this expectation supports the concept of linked clients and other agency calls and this CAD messaging is time-critical | Interfaces | C3.16.1 |  |
| Other agency events of a user-defined category should trigger a Response Incident by jurisdiction | Defined events of a user-defined category should trigger an automatic Response Incident by jurisdiction | Interfaces | C3.17.1 |  |
| Other agency events of a user-defined category should trigger a Response Incident by jurisdiction | If the Response event is a unique event it should have a clearly documented cross reference to the other agency event | Interfaces | C3.17.2 |  |
| Other agency events of a user-defined category should trigger a Response Incident by jurisdiction | The other agency should be able to provide updates to the Response agency using the CAD event. However, they also need the option of withholding some data. | Interfaces | C3.17.3 |  |
| Other agency events of a user-defined category should trigger a Response Incident by jurisdiction | The agency receiving an event should be able to edit their event without affecting or supplementing the originating agencies event. However, they do need the ability to send updated information related to the event. | Interfaces | C3.17.4 |  |
| Other agency events of a user-defined category should trigger a Response Incident by jurisdiction | Each event created must be unique. The dispatcher from each agency should be able to update their event and be provided with the option of holding or sending the update to the other agency | Interfaces | C3.17.5 |  |
| Other agency events of a user-defined category should trigger a Response Incident by jurisdiction | It should be possible to manually create a combined event at the time of call creation or later in the call process. | Interfaces | C3.17.6 |  |
| CAD should have the ability to generate event for multiple agencies in defined situations or on an adhoc basis - | CAD should be configurable to automatically create separate events for multiple agencies for specific event types and areas | Interfaces | C3.18.1 |  |
| CAD should have the ability to generate event for multiple agencies in defined situations or on an adhoc basis - | CAD should have the ability to allow the user to manually create events for multiple agencies as required. This should be possible with a minimum number of key strokes. | Interfaces | C3.18.2 |  |
| Conversely, the CAD should have some ability to create a CAD to CAD notification for another agency | The CAD should be able to create a combined event for the other agency CAD; | Interfaces | C3.19.1 |  |
| It should be possible to record event number from another agency in the CAD call. | It should be possible to add this information into a defined field in CAD to allow this information to be transferred to the RMS system. | Interfaces | C3.20.1 |  |
| It should be possible to record event number from another agency in the CAD call. | If the CAD call was generated from another agency combined event call, the system should automatically add this information to the predefined field. | Interfaces | C3.20.2 |  |
| Unit information should be included in the data being passed between CAD systems | The event information should include all unit information for all agencies assigned to the event | Interfaces | C3.21.1 |  |
| GPS Data | The system should be capable of accepting GPS in multiple formats from multiple devices including standard GPS devices | Interfaces | C3.22.1 |  |
| GPS Data | The system should be capable of accepting and interpreting GPS data in all industry standard formats such as TAIP (all messaging formats) and NMEA | Interfaces | C3.22.2 |  |
| GPS Data | The system should be capable of accepting and interpreting GPS data from P25-style radios | Interfaces | C3.22.3 |  |
| GPS Data | The system should be capable of accept and interpreting GPS data from cellular phones | Interfaces | C3.22.4 |  |
| GPS Data | The system should be capable of tracking units in the X, Y and Z axis | Interfaces | C3.22.5 |  |
| The system administrator should be able to configure the system to refresh the GPS coordinates of the unit based on a variety of factors including: | Unit status | Interfaces | C3.23.1 |  |
| The system administrator should be able to configure the system to refresh the GPS coordinates of the unit based on a variety of factors including: | Event type | Interfaces | C3.23.2 |  |
| The system administrator should be able to configure the system to refresh the GPS coordinates of the unit based on a variety of factors including: | Class of service | Interfaces | C3.23.3 |  |
| The benchmarks should be configurable based on a variety of information such as event type, alarm level and class of service |  | Interfaces | C3.27 |  |
| The rip & run print out should be configurable by the system administrator |  | Interfaces | C3.30 |  |
| The system administrator should be able to identify which units are capable of receiving a rip & run based on a variety of criteria such as: | Unit status | Interfaces | C3.31.1 |  |
| The system administrator should be able to identify which units are capable of receiving a rip & run based on a variety of criteria such as: | Unit type | Interfaces | C3.31.2 |  |
| The system administrator should be able to identify which units are capable of receiving a rip & run based on a variety of criteria such as: | Event type | Interfaces | C3.31.3 |  |
| The system administrator should be able to configure the number of copies are printed out | One printout per unit dispatched or multiple printouts | Interfaces | C3.32.1 |  |
| The dispatcher should be able to easily regenerate a printout on request |  | Interfaces | C3.33 |  |
| The end user in the station should be able to print any number of copies of the rip and run upon demand |  | Interfaces | C3.34 |  |
| Agency radio/controller | CAD should support status messaging in real time from mobile and portable radios | Interfaces | C3.36.1 |  |
| Agency radio/controller | CAD should display radio emergency button activations, showing the unit, the LID, the alias and the user logged on with that radio | Interfaces | C3.36.2 |  |
| Agency radio/controller | CAD should have the ability to display RTT, and PTT activations in a monitor | Interfaces | C3.36.3 |  |
| A unit’s RTT or PTT should be displayed to the dispatchers | When units hit an emergency button on the radio or MWS, the information should also be displayed in an urgent message to the dispatcher. The message should include the units location and status | Interfaces | C3.37.2 |  |
| A unit’s RTT or PTT should be displayed to the dispatchers | Emergency activations should be recorded in the unit and/or event history. | Interfaces | C3.37.3 |  |
| A unit’s RTT or PTT should be displayed to the dispatchers | For portable radios, it should be possible to assign a radio to an individual so that when the PTT, RTT or emergency button is activated on that radio, the system displays the unit id and the user that portable is assigned to (based on unit log on). | Interfaces | C3.37.4 |  |
| The system should allow for a bi-directional interface with an external staffing solution | The system should make use of staffing information in real-time for rostering personnel | Interfaces | C3.44.1 |  |
| The system should allow for a bi-directional interface with an external staffing solution | The system should be able to associate on-duty personnel with their current assignment including (but not limited to): a. Rank b. Apparatus assignment c. Training information (location, type etc.) | Interfaces | C3.44.2 |  |
| Must be able to dispatch from more than one location; at the present moment there are two independent dispatch centres which would share a common server/database configuration | Information should be provided by the vendor regarding any limitations of working from a remote location | Technical | C4.2.2 |  |
| Must be able to dispatch from more than one location; at the present moment there are two independent dispatch centres which would share a common server/database configuration | The system must allow for a mobile operations centre (command vehicle). This setup shall allow the user to operate off of the primary servers, the secondary servers or in standalone mode. | Technical | C4.2.6 |  |
| Event History Record | The CAD should create a history segment for every event update; unit status change; and others to be determined. The information should be included in both event and unit histories as appropriate. | Technical | C4.5.1 |  |
| Unit History Record | The CAD should create a history segment for every unit update; unit status change; and others to be determined. The information should be included in both event and unit histories as appropriate. | Technical | C4.6.1 |  |
| The system should track all actions taken by a user in the system. |  | Technical | C4.7 |  |
| It should be possible for the system to be configured to automatically print a call summary (clear report) to a station printer when the unit clears the event. The layout of these reports should be configurable by the system administrator. | It should be possible for the system to be configured to automatically print a call summary (clear report) to a station printer when the unit clears the event. The layout of these reports should be configurable by the system administrator. | Technical | C4.21.1 |  |
| GIS Tool should allow the agency to convert files from ESRI shapefile format. Corporate standard at City of Winnipeg is Intergraph. | GIS Tool should allow the agency to convert files from ESRI shapefile format | Technical | C4.28.1 |  |
| User configurable map should display based on ESRI shapefile format | User configurable map should display based on ESRI shapefile format | Technical | C4.29.1 |  |
| Should be able to do street maintenance via incremental updates [batch processing] | Should be able to do street maintenance via incremental updates [batch processing] | Technical | C4.30.1 |  |
| Should be able to perform complete replacement of street data | Should be able to perform complete replacement of street data | Technical | C4.31.1 |  |
| Should be able to perform complete replacement of street data | The system should provide the ability to re-index historical data based on new street data; | Technical | C4.31.2 |  |
| Automatic route recommendation, | CAD should be capable of ARR based on number of turns (need to slow down), speed of roads, road closures, time of day (some roads congested during rush hour and it may be faster to take another route | Technical | C4.32.1 |  |
| AVL generated unit recommendation | The system should provide two dispatch recommendations; the first would be based on the station run order; the second would be based on AVRR or last known location from AVL | Technical | C4.33.1 |  |
| The format for address verification should be directional prefix, street name, street type, directional suffix, apartment number and city | These should be separate fields, and viewed in this order | Technical | C4.34.1 |  |
| Addressing should be able to be done by block face | Addressing should be able to be done by block face | Technical | C4.35.1 |  |
| East bound, west bound, north bound south bound qualifiers should be available | It should be possible to distinguish directions on highways or any other road | Technical | C4.36.1 |  |
| The issue of North [etc.] foot, ft. should be managed either by common place name, or by qualifier | The issue of North [etc.] foot, ft. should be managed either by common place name, or by qualifier | Technical | C4.37.1 |  |
| Alpha-numeric street addresses [e.g. 1234A Main St) should be managed; | Alpha-numeric street addresses [e.g. 1234A Main St) should be managed; | Technical | C4.38.1 |  |
| Addresses verification should manage suite numbers and ‘floor’ numbers and accept this data from ANI-ALI | Addresses verification should manage suite numbers and ‘floor’ numbers and accept this data from ANI-ALI | Technical | C4.39.1 |  |
| Mapped x-y locations should be derived from an address range, not a single value x-y at mid-point | Mapped x-y locations should be derived from an address range, not a single value x-y at mid-point | Technical | C4.40.1 |  |
| The system should provide a coordinate value [i.e. lat/long] based on an address or a map reference | The system should provide an x-y coordinate from the location; the example would be to provide this for a helicopter | Technical | C4.42.1 |  |
| Wireless phase 1 & 2, GIS should be able to feed from Telco's to CAD for event creation and mapping | Wireless phase 1 & 2, GIS should be able to feed from Telco's to CAD for event creation and mapping | Technical | C4.43.1 |  |
| GIS Query/reporting | Incidents within a boundary (e.g. specific or range of grids, response area, parks, schools, etc...)  boundaries should be themes that are added to the GIS system for display; Incidents near a feature such as an address or theme (e.g. all incidents with 100 feet or 2 km of a given park / school or all parks / schools) | Technical | C4.44.1 |  |
| GIS Query/reporting | Density Mapping - should be able to produce a density map of a certain type or multiple types of calls.  e.g. What grid contains the most cardiac incidents or Motor Vehicle Incidents | Technical | C4.44.2 |  |
| GIS Query/reporting | Hot Spot Mapping - should be able to produce a map of where the hot spots are for given call type or multiple call types - e.g. MVI hot spots | Technical | C4.44.3 |  |
| GIS Query/reporting | Repeat Call Analysis - should be able to produce a map showing the locations of all repeat calls for a certain event type (e.g. Medical aid calls) | Technical | C4.44.4 |  |
| GIS Query/reporting | Cyclical reports / Maps - for the reports / maps that Management want on a regular basis - allow them to be setup and ran automatically - some date intelligence required (e.g. last 30 days) | Technical | C4.44.5 |  |
| Point addressing | Addressing will be based first on point addressing with range addressing being secondary; this will assist specifically in determining the closest hydrant | Technical | C4.45.1 |  |
| Plan for network security should be required that includes remote CAD workstations for stations if those are implemented | In terms of security, user passwords should be encrypted and masked; data should be encrypted; | Technical | C4.47.1 |  |
| Log on to a workstation should over-ride the previous user log on [i.e., log them off] and perform this action within seconds | Log on to a workstation should over-ride the previous user log on [i.e., log them off] and perform this action within seconds and include a refresh CAD. | Technical | C4.48.1 |  |
| Workstations with internet access outside dispatch. | CAD system should provide browser access for users accessing CAD from remote locations | Technical | C4.49.1 |  |
| CAD should support Role Based Access Controls | CAD should support Role Based Access Controls | Technical | C4.50.1 |  |
| CAD should operate in a "hardened" operating system environment | Security settings only relaxed for specifically identified purposes. The desired connectivity to the Internet makes this necessary. | Technical | C4.51.1 |  |
| CAD workstations should have the ability to have access to a defined intranet | CAD workstations should have the ability to have access to a defined intranet | Technical | C4.52.1 |  |
| CAD workstations should be able to run with other software on the workstation, such as SharePoint so the user can access other information from their workstations. | CAD workstations should be able to run with other software on the workstation, such as SharePoint so the user can access other information from their workstations. | Technical | C4.53.1 |  |
| Workstation lock out capability | The CAD should lockout a workstation that is being signed on with an incorrect password after x number of tries. The system administrator should be able to define the number of tries before the workstation is locked. | Technical | C4.54.1 |  |
| Password protection | Passwords should be encrypted and masked; | Technical | C4.55.1 |  |
| For the purposes of upgrades, failovers and business continuity planning the CAD system should allow for either data replication or journaling to a secondary server | For the purposes of upgrades, failovers and business continuity planning the CAD system should allow for either data replication or journaling to a secondary server | Technical | C4.62.1 |  |
| The CAD should have the ability to journal or replicate the data on an alternate site or source for data mining | The CAD should have the ability to journal or replicate the data on an alternate site or source for data mining | Technical | C4.63.1 |  |
| The CAD system should have the utilities and tools to allow for archiving/purging and retrieval. Vendor should propose the best practices for archiving data from the primary database. Will also want to be able to access the data by date/time query. | By events | Technical | C4.66.1 |  |
| The CAD system should have the utilities and tools to allow for archiving/purging and retrieval. Vendor should propose the best practices for archiving data from the primary database. Will also want to be able to access the data by date/time query. | by messages | Technical | C4.66.2 |  |
| The CAD system should have the utilities and tools to allow for archiving/purging and retrieval. Vendor should propose the best practices for archiving data from the primary database. Will also want to be able to access the data by date/time query. | by units | Technical | C4.66.3 |  |
| The CAD system should have the utilities and tools to allow for archiving/purging and retrieval. Vendor should propose the best practices for archiving data from the primary database. Will also want to be able to access the data by date/time query. | by unit history | Technical | C4.66.4 |  |
| The CAD system should have the utilities and tools to allow for archiving/purging and retrieval. Vendor should propose the best practices for archiving data from the primary database. Will also want to be able to access the data by date/time query. | by agency | Technical | C4.66.5 |  |
| The CAD system should have the utilities and tools to allow for archiving/purging and retrieval. Vendor should propose the best practices for archiving data from the primary database. Will also want to be able to access the data by date/time query. | by 911 records | Technical | C4.66.6 |  |
| Customized Alerts and reports | Should be able to provide multi alarm notifications system health notification (server failure notification), out of service reports, daily summary reports, and others to be defined. | Technical | C4.68.1 |  |
| Customized Alerts and reports | Should be able to send these reports by emails, paging, or other notification method to be determined. Should be possible for the system administrator to define individuals or groups of individuals to receive this information. | Technical | C4.68.2 |  |
| CAD vendor should provide application health status alerts to facilitate SNMP monitoring or similar technology. | CAD vendor should provide application health status alerts to facilitate SNMP monitoring or similar technology. | Technical | C4.691 |  |
| The system should support importing and exporting in XML | The system should support importing and exporting in XML | Technical | C4.70.1 |  |
| The vendor should provide a multiple environment test environment | There should be at least the following database environments required - Production (LIVE), training and development | Technical | C4.80.1 |  |
| The vendor should provide sync scripts | The vendor should provide sync scripts | Technical | C4.81.1 |  |
| CAD should support direct export on various formats including MS©, csv, xml, txt., etc. | CAD should support direct export on various formats including MS©, csv, xml, txt., etc. | Technical | C4.89.1 |  |
| Should be capable of accepting unit status codes from the radio interface | For times when users are outside of the apparatus (i.e. patient side or offloading at hospital) | Technical | C4.94.1 |  |
| The system should allow dispatch workstations to operate in multiple network segments | Should be able to operate workstations from multiple locations in different VLANS seamlessly | Technical | C4.95.1 |  |
| The system should allow dispatch workstations to operate in multiple network segments | Should be able to operate workstations from multiple networks while still sharing data in real time | Technical | C4.95.2 |  |
| The system should allow dispatch workstations to operate in multiple network segments | Should be able to have the system database in a different location on a different network VLAN without any impact to operation | Technical | C4.95.3 |  |
| The system should allow dispatch workstations to operate in multiple network segments | Should be able to operate the system application or interface servers in a different VLAN without any impact to operation | Technical | C4.95.4 |  |
| The system should allow dispatch workstations to operate in multiple network segments | Dispatch workstations should be able to operate with dual network configurations | Technical | C4.95.5 |  |
| The system should allow for workstations and servers to be located in different time zones | Client operates in a Shared Services model. It is possible that the database and interface servers could be in different time zones to the workstations and from each other. The vendor should outline any risks or limitations of this configuration. | Technical | C4.96.1 |  |
| Vendor solution is currently installed in departments of similar size and number of users | Vendor should be able to provide references | Corporate | C5.1.1 |  |
| Vendor should offer an extended warranty |  | Corporate | C5.5 |  |
| The vendor should provide a system database schema |  | Corporate | C5.9 |  |
| The vendor should be able to describe the different services and levels of support that are available |  | Corporate | C5.10 |  |
| The vendor should provide product release notes for the version of the software being recommended for use at the time of system implementation |  | Corporate | C5.11 |  |
| System documentation should include both user guides and system administrator guides |  | Corporate | C5.12 |  |
| The vendor should provide technical assistance with the configuration of the system |  | Corporate | C5.14 |  |
| The vendor should provide technical assistance with the implementation of the system |  | Corporate | C5.15 |  |
| System solution should be subject to an internal (vendor) QA process |  | Corporate | C5.18 |  |
| The vendor should provide implementation and project support |  | Corporate | C5.21 |  |
| Vendor shall provide 7/24/365 support | The vendor should provide first, second and third level support | Corporate | C5.22.4 |  |
| Vendor shall provide 7/24/365 support | The vendor should provide a web-based knowledge bank; | Corporate | C5.22.5 |  |
| Vendor should track and monitor customer submitted bugs | Should track and monitor customer submitted bugs | Corporate | C5.24.1 |  |
| Vendor should provide a single point of contact | The vendor should provide a single point of contact for customer support This should include a single project manager | Corporate | C5.25.1 |  |
|  | | | | |

| **C. Desired** | | | | **Proponent Response (Y, C, F, 3, N)** |
| --- | --- | --- | --- | --- |
| **Requirement Description** | **Requirement**  **Info** | **Requirement Category** | **RFQ**  **Requirement Ref#** |  |
| CAD should allow for default/personalizing of the desktop/setup defined by a user including the colours, font size and columns of the monitors. | The system may remember the user's preference | General | C1.2.2 |  |
| CAD should allow for default/personalizing of the desktop/setup defined by a user including the colours, font size and columns of the monitors. | A user may be able to define multiple saved desktops to allow for different configurations based on role or number of monitors being utilized | General | C1.2.3 |  |
| CAD should allow for default/personalizing of the desktop/setup defined by a user including the colours, font size and columns of the monitors. | The user should be able to toggle between desktop views when signed on | General | C1.2.4 |  |
| CAD should allow for default/personalizing of the desktop/setup defined by a user including the colours, font size and columns of the monitors. | The user should be able to revert to the default configuration (unsave) | General | C1.2.5 |  |
| The system should be capable of linking to external reference documents such as SOPs | Client is using SharePoint and is moving to a Document Management System. CAD may be able to pull documents from either of these locations. | General | C1.9.3 |  |
| The system may be capable of linking to external reference sites | The user may be able to access external resource/reference sites such as the Crash Recovery System, Canutech etc. | General | C1.10.1 |  |
| System will provide any measurements in both metric and imperial where appropriate | It may be possible to enter measurements, distances, etc. in either metric or imperial. When entered in one, the system may provide the equivalent in the other. | General | C1.13.1 |  |
| Event mask must provide a field to add additional location details | The information may be included on the MWS dispatch ticket and the rip and run | General | C1.19.2 |  |
| The CAD may allow for multiple event entry masks | The event entry masks may be visible; it is acceptable that they be tiled; | General | C1.21.1 |  |
| The CAD may allow for multiple event entry masks | The call taker may have the ability to easily switch between them by mouse-click or hot key combination | General | C1.21.2 |  |
| The system should allow for event or incident numbers to be automatically generated when an incident is created | The system administrator may be able to define a secondary number series specific to each agency and/or dispatch group within the system | General | C1.22.3 |  |
| CAD may automatically assign an event number or run number or both based on predetermined criteria. | It may be possible for the agency to define how event numbers and run numbers are assigned. For example one agency may want to assign a separate run number for each apparatus assigned to an event, where another agency may want to define only one number for each event. | General | C1.23.1 |  |
| CAD may automatically assign an event number or run number or both based on predetermined criteria. | There may be an option to assign event numbers and sub-event numbers (case numbers or run numbers) as desired by the agency. | General | C1.23.2 |  |
| Should be able to define the call source | Source of the call may be able to be defaulted for particular source - for example Radio for calls received via Radio. | General | C1.26.2 |  |
| A nearby active event based on a system parameters for radius and time must be visually indicated; it should be possible to view nearby event details | The system may allow for different radius settings based on a predetermined set of criteria. For example, have the ability to set a different radius for townsite vs. non-townsite areas. | General | C1.27.4 |  |
| A nearby active event based on a system parameters for radius and time must be visually indicated; it should be possible to view nearby event details | It may be possible to configure nearby events to include or not included closed events. | General | C1.27.5 |  |
| Location to be verified from multiple location formats provided | Distance and Bearing | General | C1.31.9 |  |
| Location to be verified from multiple location formats provided | Catalogued alarm number | General | C1.31.10 |  |
| Location to be verified from multiple location formats provided | The CAD may have the ability to use legal land locations or lot numbers assigned by agencies having jurisdiction to create an event. | General | C1.31.12 |  |
| When an X,Y location is provided, where possible the system may provide an estimated street address. If necessary, the system may perform a calculation of the street range of that street segment to approximate an street address or intersection. This information should be shown in the Location field. The system administrator may also be able to determine how the system processes the estimated address. | When an incident is created at a non-addressed location then the closest access point to the location may be identified as part of the 'estimated address'. This could be a trail head or parking lot etc. If the call is in a city environment then the closest street address may be part of the estimated address. | General | C1.33.1 |  |
| When an X,Y location is provided, where possible the system may provide an estimated street address. If necessary, the system may perform a calculation of the street range of that street segment to approximate an street address or intersection. This information should be shown in the Location field. The system administrator may also be able to determine how the system processes the estimated address. | There may be the ability to define the radius the system uses to determine this estimate. | General | C1.33.2 |  |
| CAD should accept common place names (CPN) for event entry | CAD may allow for Primary CPNs and Secondary CPNs where if a secondary CPN is entered, the Primary is displayed upon verification. | General | C1.40.5 |  |
| CAD should accept common place names (CPN) for event entry | It may be possible to assign date to when the record is added and modified for a CPN record. This will allow the agency to more easily manage the data quality of their CPN records. | General | C1.40.7 |  |
| CAD should accept common place names (CPN) for event entry | It may be possible to run a report on CPNs by predefined criteria such as date modified or added, municipality or jurisdiction. This will enable the agency to ensure the data is being maintained properly. | General | C1.40.8 |  |
| The system must capture the time that event creation is started - | For interfaced combined events (from another agency), it may be the time the event is received at dispatch in the pending queue (or create time). | General | C1.41.3 |  |
| The system may allow the dispatcher to poll a unit in order to see its current location at that moment |  | General | C1.42 |  |
| The system may allow the dispatcher to follow a unit on the map and have the map auto-scroll with the movement of the unit |  | General | C1.43 |  |
| ANI/ALI must auto fill at call taker discretion to the event entry form; This shall be configurable by the system administrator whether this is automatic or by user intervention. It is also necessary to save original ANI/ALI information separate from accepted address | The system may be configurable to have the ANI/ALI always added to the caller's location; if this configuration is not chosen the ANI/ALI may always still be captured with the event history. If the ANI/ALI information is discarded, the information may also be recorded. | General | C1.45.3 |  |
| When ANI/ALI record is used to create an event, the event number may be recorded with the ANI/ALI record | When ANI/ALI is used to create an event, the event number may be referenced on the ANI/ALI record | General | C1.47.1 |  |
| When ANI/ALI record is used to create an event, the event number may be recorded with the ANI/ALI record | When additional ANI/ALI information is related to an event previously created, the event number may be referenced on the ANI/ALI record | General | C1.47.2 |  |
| Pending events may be assigned audible alerts based on defined criteria such as zone (or command area). | When an event is created in a specific area, a defined audible alert may be generated at the appropriate workstation(s) | General | C1.51.1 |  |
| It may be possible to assign audible alerts by event type |  | General | C1.52 |  |
| Location information may have both effective dates and purge dates. The effective dates would allow the user to define the time period they wanted the location information displayed to the user. | Location information may have both effective dates and purge dates. The effective dates would allow the user to define the time period they wanted the location information displayed to the user. | General | C1.63.1 |  |
| Location information may have both effective dates and purge dates. The effective dates would allow the user to define the time period they wanted the location information displayed to the user. | Records that are outside their from and to effective dates may remain in the system but not be presented to the users or on the dispatch tickets or rip and runs. | General | C1.63.2 |  |
| Location information may have both effective dates and purge dates. The effective dates would allow the user to define the time period they wanted the location information displayed to the user. | The purge date may allow the system administrator to mark a record for purging in the next purge routine. | General | C1.63.3 |  |
| The system should provide the ability to define different response levels for event type; for example a structure fire will recommend a different combination of units, depending on which alarm level it is created for | Alarm levels may include a Normal, Minor, Working fire, 2, 3, 4, 5, | General | C1.65.1 |  |
| The system should provide the ability to define different response levels for event type; for example a structure fire will recommend a different combination of units, depending on which alarm level it is created for | Minor fire - may create notifications to police and investigations for follow up | General | C1.65.2 |  |
| CAD may be capable of pattern changes to vary responses by time of day/year or special conditions | CAD may accept a pattern change command that will substitute a different response list calculated to change the run order based on the time of day or time of year | General | C1.73.1 |  |
| CAD may be capable of pattern changes to vary responses by time of day/year or special conditions | It may be possible to define patterns for different areas and event types. For example, client where public traffic is higher or conditions change which require a different type of response in summer versus winter. | General | C1.73.2 |  |
| Is may be possible to stack multiple events for a specific unit |  | General | C1.75 |  |
| Is must be possible to have the system analyze and recommend unit 'move ups' to other stations and/or posts | It may provide or interface to a real time decision support solution for critical dispatch and deployment management | General | C1.77.2 |  |
| Created events may recommend routing, considering the number of turns, road closures and the speed of the street | Created events may recommend routing, considering the number of turns, road closures and the speed of the street | General | C1.79.1 |  |
| Created events may also display street closures that have been entered by a system administrator [or dispatcher] or through an automated interface | Created events may also display street closures that have been entered by a system administrator [or dispatcher] or through an automated interface | General | C1.80.1 |  |
| Created events may also display street closures that have been entered by a system administrator [or dispatcher] or through an automated interface | Notification of road closures may be sent to dispatch and mobile workstation users | General | C1.80.2 |  |
| The event recommendation should also include at least three ‘next closest’ units as substitute choices | The event recommendation may also include at least three ‘next closest’ units as substitute or additional choices | General | C1.82.1 |  |
| The dispatch recommendation may be able to be over-ridden; on command the CAD may display other possible choices that are available; this should include units that are in an available status that may include training or other | The CAD may display all dispatch choices including additional or optional choices along with some way of differentiating the unit status | General | C1.83.1 |  |
| The unit recommendation may be on the basis of a 'response list’ that will drive a suggestion for the closest available units of the correct type based on a response list [last known location] and by GPS location if that option is selected | Units recommended may be nearest by last know location; either from a response list or by GPS | General | C1.84.1 |  |
| The unit recommendation may be on the basis of a 'response list’ that will drive a suggestion for the closest available units of the correct type based on a response list [last known location] and by GPS location if that option is selected | Special response plans may be available for specific locations, beat or ESZ where the default response plans are not correct. | General | C1.84.2 |  |
| The unit recommendation may be on the basis of a 'response list’ that will drive a suggestion for the closest available units of the correct type based on a response list [last known location] and by GPS location if that option is selected | Agencies may be able to create multiple patterns which may adjust responses base on time of day or traffic concerns. | General | C1.84.3 |  |
| The CAD may be GPS capable to provide for “closest unit” (via the street network and including trails etc. as opposed to "as the crow flies") recommendation based on the actual unit location | CAD may be capable of closest unit recommendation based on GPS location of the unit, and a roadway analysis | General | C1.85.1 |  |
| The CAD may be GPS capable to provide for “closest unit” (via the street network and including trails etc. as opposed to "as the crow flies") recommendation based on the actual unit location | CAD may have the ability to configure a "penalty' to a dispatch status to allow for the difference of a unit already on the road vs. a unit in station. | General | C1.85.2 |  |
| The CAD may be GPS capable to provide for “closest unit” (via the street network and including trails etc. as opposed to "as the crow flies") recommendation based on the actual unit location | The dispatcher may be able to manually assign a delayed response to a unit. This would be a one-time definition so when the unit status was changed, the delay would be cancelled. This command would be controlled through security and would be recorded in the unit history of the unit. The system administrator may be able to define a maximum allowable value for this command. | General | C1.85.3 |  |
| The CAD may be GPS capable to provide for “closest unit” (via the street network and including trails etc. as opposed to "as the crow flies") recommendation based on the actual unit location | It may be possible to configure the system to display two separate unit recommendations to the dispatcher. One by defined station run order and one by GPS closest unit. | General | C1.85.4 |  |
| The CAD may be GPS capable to provide for “closest unit” (via the street network and including trails etc. as opposed to "as the crow flies") recommendation based on the actual unit location | If a unit does not have GPS, the system may look at that unit's last known location for recommendation based on closest unit. | General | C1.85.5 |  |
| The following dispatch monitors/views must be available: Unit Status, Active units, Available Units, Pending events, Push to Talk, Request to Talk, Station List | PTT/radio interface requirements are covered in the Interface & technical section. | General | C1.87.1 |  |
| Status monitors may be configurable to display information such as priority or status by defined colours |  | General | C1.90 |  |
| The CAD may allow monitors to be turned on and off |  | General | C1.91 |  |
| Units should be able to be dispatched to an event and their status set as dispatched, en-route, at scene, etc. | Unit status settings may be configurable by the system administrator | General | C1.101.2 |  |
| Units shall be assigned to training, investigation follow up or other non-event activities in which they may be designated as available or unavailable; this shall be displayed to the dispatcher by symbol or colour | The dispatcher may be able to use a command to force a unit from available to unavailable, or the reverse | General | C1.105.4 |  |
| Units shall be assigned to training, investigation follow up or other non-event activities in which they may be designated as available or unavailable; this shall be displayed to the dispatcher by symbol or colour | It may be possible for the dispatcher to assign a delayed response time to a unit on an out of service activity. For example, a unit may be delayed 10 minutes while performing drills. This delay may be used in the unit recommendation criteria | General | C1.105.5 |  |
| The system may be capable of receiving information from the Rostering system in order to identify which users are on duty and which apparatus they are staffing during that shift |  | General | C1.107 |  |
| Units must be able to be logged out of the system, and logged on to the system. This shall allow the dispatcher to control what units are displayed on their status monitors. | It may be possible to log on and log off groups of units in a single command. | General | C1.109.2 |  |
| Units must be able to be logged out of the system, and logged on to the system. This shall allow the dispatcher to control what units are displayed on their status monitors. | It may be possible to schedule a unit to be logged on or off at predefined times. This may be able to be defined on a scheduled basis or on an ad hoc basis by the dispatcher. | General | C1.109.4 |  |
| Status choices shall include available in station, paged, acknowledge page, dispatched (but not yet en-route), en-route, staging, on scene, available on scene, returning to station, available on radio | May be able to define agency specific status as required. Such as acknowledge page for multiple unit personnel, or staged at scene | General | C1.110.2 |  |
| Units must be able to have their location changed by command or mouse function, while still assigned to the event. This location change shall not change the location of the event | When a unit location is changed the system may be configurable to define if the location is validated or not when entered. Ideally the location would be valid to display on the map properly. | General | C1.111.2 |  |
| Units must be able to have their location changed by command or mouse function, while still assigned to the event. This location change shall not change the location of the event | When the location is changed, the command may include the ability to show the unit enroute to or on scene at the location | General | C1.111.3 |  |
| Unit status changes shall be either by the dispatcher or by the unit personnel either of which will update CAD | Unit status changes may be performed by the unit personnel using status keys on a Mobile Workstation if available | General | C1.112.2 |  |
| Unit status changes shall be either by the dispatcher or by the unit personnel either of which will update CAD | Unit status changes may be performed by the unit personnel using status keys on radio (portable or in vehicle) if available | General | C1.112.3 |  |
| A dispatcher may be able to enter a command to make a unit ‘unavailable’ | A dispatcher may be able to enter a command to make a unit ‘unavailable’ for recommendation regardless of the status they are in. This would allow the dispatcher to continue to status the unit as appropriate but the system would not consider it for recommendation. | General | C1.113.1 |  |
| The CAD shall support Status timers preferably with visual notification | If possible default event timers may be based by event type and unit status. For example, this would allow for different on scene timers based on the type of event. | General | C1.114.3 |  |
| The system should allow the dispatcher to visualize the active timers so they can see the status of all active timers | The information shown may include who they are associated to, what the person or group are doing and where they are located and a local contact. | General | C1.117.1 |  |
| Units will be operating in different time zones. It may possible to define what time zone the timer is associated to. |  | General | C1.119 |  |
| It must be possible to define how the timer expiration is presented to the dispatcher | By audio notification. In this instance it may be possible for the system administrator to define the audio queue to be used. | General | C1.120.2 |  |
| The system must be able to manage GIS Data in a multitude of projections and be configurable by the system administrator | Albers | General | C1.122.1 |  |
| The system must be able to manage GIS Data in a multitude of projections and be configurable by the system administrator | UTM-14 | General | C1.122.2 |  |
| The system must be able to manage GIS Data in a multitude of projections and be configurable by the system administrator | Lambert Conical | General | C1.122.3 |  |
| Multiple maps may be linked to CAD at individual work stations | CAD may be able to display more than one map allowing users to manage more than a single event geographically. | General | C1.123.1 |  |
| The system may allow for running a secondary, commercial map such as Google or Bing | The secondary map may be able to be linked to the CAD map so the map moves as the dispatcher performs map related commands. | General | C1.125.1 |  |
| The system may allow for running a secondary, commercial map such as Google or Bing | The secondary map may be able to be unlinked from the CAD map so the map does not move as the dispatcher performs map related commands. | General | C1.125.2 |  |
| Must display layers such as hydrants, hazardous materials, common place names etc. | It may be possible for a dispatcher to mark an area on the map of special interest on an ad hoc basis. For example, mark areas of wild land fires or floods. | General | C1.129.3 |  |
| The vehicle routing information may be displayed on the map both for the dispatcher and for the responding unit MWS’s | The vehicle routing information may be displayable on the map both for the dispatcher and for the responding unit MWS’s | General | C1.132.1 |  |
| Units and event labels may not over-write, but should be displayed in a staggered or other configuration so as not obliterate the ones below | Units and event labels may not over-write, but should be displayed in a staggered or other configuration so as not obliterate the ones below | General | C1.135.1 |  |
| May be able to filter for only those units/events you want to see | Dispatcher may have the ability to 'filter' the display for an agency; for a station, or specific apparatus type | General | C1.136.1 |  |
| The map display/configuration must be customizable with default settings (GIS administrator access) | Map display may allow for Map tips via the mouse | General | C1.138.5 |  |
| GIS Administrator or designated dispatcher may create road closures that display for the dispatcher and are accommodated in any routing algorithms | GIS Administrator or designated dispatcher may create road closures that display for the dispatcher and are accommodated in any routing algorithms | General | C1.139.1 |  |
| Ortho-photos may be displayed | Ortho-photos may be displayed | General | C1.140.1 |  |
| May be able to link via Object Link Embedding (OLE) from map to adobe acrobat for floor plan, etc., in multiple formats | May be able to link via OLE from map to open another application like adobe acrobat for floor plan, etc., in multiple formats | General | C1.141.1 |  |
| The CAD may manage map page in addition to ESZ and response areas; and where required these will appear on the MWS | In cases where the agency currently carries map books in the vehicle; the map page may be included on the MWS dispatch ticket. | General | C1.142.1 |  |
| The CAD may manage map page in addition to ESZ and response areas; and where required these will appear on the MWS | The map book currently point to a pre-plan which is currently also carried on the apparatus in hard copy | General | C1.142.2 |  |
| Map page numbers may be printed with the rip and run sheet and dispatch ticket | Map page numbers may be printed with the rip and run sheet and dispatch ticket | General | C1.143.1 |  |
| All queries should allow for the ability to search using wildcards | Wildcards may include the option for other wildcards such as "blank" or "not blank" | General | C1.145.2 |  |
| An event history must be retrievable by event number, event location, date range, Event type, priority, alarm level, ESZ, call taker or dispatcher, officer, unit, dispatch group, beat | It may be possible to copy and paste the event information into a separate document such as Excel or Word. | General | C1.147.3 |  |
| A unit history should be retrievable for either the most recent log on period or for a number of log on periods | The unit history may be available via CAD terminals and MWS terminals | General | C1.150.3 |  |
| Reports must be user friendly for the agency end users, and customizable to a considerable degree; examples of the types of reports will be provided | The system may provide a report template that will allow for a "closed incident" report | General | C1.154.6 |  |
| Reports must be user friendly for the agency end users, and customizable to a considerable degree; examples of the types of reports will be provided | The system may be able to generate reports into format that can be used for email or fax - such as pdf | General | C1.154.7 |  |
| Reports must be user friendly for the agency end users, and customizable to a considerable degree; examples of the types of reports will be provided | It may be possible to print unit status information to allow for business continuity | General | C1.154.9 |  |
| Reports must be user friendly for the agency end users, and customizable to a considerable degree; examples of the types of reports will be provided | It may be possible to print event status and event summary information to allow for business continuity | General | C1.154.10 |  |
| Reports must remain live on the system for a defined period of time; it is acceptable for them to archived | Details about how this is stored for the users may include saving to a file | General | C1.156.2 |  |
| Report details may be importable into various MS© applications | Report details may be importable into various MS© applications | General | C1.157.1 |  |
| May be possible to define how the event associated numbers for catch up events are managed. | System may allow the user to assign an event number manually (from a pre-defined event number series) or have the system define the next event number in the existing series. | General | C1.159.1 |  |
| The CAD must be capable of being operated from a separate alternate/backup site | It may be possible for the Primary CAD to update the Backup CAD system in a manner that will ensure the Backup server is as up to date as possible when it is required to be activated. | General | C1.161.4 |  |
| The CAD must be capable of being operated from a separate alternate/backup site | There may be a mechanism to allow all CAD data to be updated in the primary CAD system from the Backup system when the dispatch is returned to the Primary system. The vendor should provide suggestions on how other clients manage this. | General | C1.161.5 |  |
| The CAD must be capable of being operated from a separate alternate/backup site | The system may be able to operate in a standalone mode when no network connection is available | General | C1.161.7 |  |
| MWS may have the ability for emergency activations. These will be received by dispatch and included in the event and unit history. | MWS may have the ability for emergency activations. These will be received by dispatch and included in the event and unit history. | Mobile Workstation | C2.4.1 |  |
| It may be possible to limit the user's functionality on the MWS by security. | It may be possible to limit the user's functionality on the MWS by security. | Mobile Workstation | C2.6.1 |  |
| May be possible to push/pull upgrades to MWS remotely so each workstation can be updated without having to physically touch each machine | May be possible to push/pull upgrades to MWS remotely so each workstation can be updated without having to physically touch each machine | Mobile Workstation | C2.8.1 |  |
| Mapping should be part of the dispatch ticket on the MWS | The dispatch ticket may be capable of showing the user a small section of the map if so desired directly on the dispatch ticket | Mobile Workstation | C2.10.2 |  |
| Map page numbers may be over-laid on the MWS map | This may be toggled on and off at the users discretion | Mobile Workstation | C2.16.1 |  |
| The mobile device should interact with CAD to provide for query capability relative to the immediate event, previous and/or current events as well as to provide lookups for other addresses than the one the unit is assigned to | The MWS should allow for the unit roster to be updated as personnel go off or on duty for any reason by designated personnel | Mobile Workstation | C2.19.7 |  |
| GIS Administrator or designated dispatcher may create road closures that display for the dispatcher and are accommodated in any routing algorithms | GIS Administrator or designated dispatcher may create road closures that display for the dispatcher and are accommodated in any routing algorithms | Mobile Workstation | C2.21.1 |  |
| May display layers such as park areas, hazardous materials, common place names etc. | May display layers such as hydrants, hazardous materials, common place names, divisions, ESZ, agency districts, wards, railways, rivers, zoo, parks with roadways and highways, etc. | Mobile Workstation | C2.22.1 |  |
| May display layers such as park areas, hazardous materials, common place names etc. | The map may provide the option to add or remove layers of information to be displayed. | Mobile Workstation | C2.22.2 |  |
| May display layers such as park areas, hazardous materials, common place names etc. | It may be possible for the users to query for hydrants from the MWS. It should be possible for the system administrator to define a default number of hydrants and a maximum number of hydrants to be queried. | Mobile Workstation | C2.22.3 |  |
| It may be possible the user to query for information on the hydrants such as flow rate, private or public and in service or out of service. | It may be possible the user to query for information on the hydrants such as flow rate, private or public and in service or out of service. | Mobile Workstation | C2.23.1 |  |
| Pre-plan numbers may appear on the MWS | The may pre-plan should be attached as part of the initial dispatch ticket information | Mobile Workstation | C2.24.1 |  |
| The dispatcher or system administrator may be able to send a remote lock to a mobile workstation in the event that the workstation is lost/stolen/misplaced. | May have this lock to occur at the Windows level | Mobile Workstation | C2.27.1 |  |
| The dispatcher or system administrator may be able to send a remote lock to a mobile workstation in the event that the workstation is lost/stolen/misplaced. | At a minimum, the lock may disable access to the mobile CAD application | Mobile Workstation | C2.27.2 |  |
| The dispatcher or system administrator may be able to send a remote lock to a mobile workstation in the event that the workstation is lost/stolen/misplaced. | May have the lock to also include the encryption of any mobile CAD log files | Mobile Workstation | C2.27.3 |  |
| The mobile workstation may display timer information related to an event (i.e. event 10 minute timer). This information should be logged against the event. |  | Mobile Workstation | C2.28 |  |
| The user may have the ability to set a manual timer from the mobile workstation and have the timer displayed and logged against an event. |  | Mobile Workstation | C2.29 |  |
| The system must allow for interfaces to external databases | The system may allow the system administrator to define the push of data from the CAD database to external databases based on a predefined list of criteria including agency, dispatch group, event code | Interfaces | C3.1.2 |  |
| The system must allow for interfaces to external databases | The system may allow for the push of data from the CAD database to the external databases by a definable trigger event such as event creation, unit dispatch or event close. | Interfaces | C3.1.3 |  |
| The system must allow for interfaces to external databases | The system may allow for updated event information to be pushed to the external database based on a definable trigger | Interfaces | C3.1.4 |  |
| The system must allow for interfaces to external databases | The system may allow for the user to manually trigger a transfer to the appropriate database(s). | Interfaces | C3.1.5 |  |
| CAD may allow for a mechanism for which an external application can be called | For example, pressing a button in CAD would open a specific web page or external application (such as Pre-incident planning application, commercial maps or Environment Canada). | Interfaces | C3.2.1 |  |
| The CAD system should be able to accept ANI/ALI information from the Telco | The system should allow for multiple query criteria's based on ani/ali and agency data, i.e... positions id's | Interfaces | C3.3.7 |  |
| The CAD system should be able to accept ANI/ALI information from the Telco | The CAD Table Administrators should be given access to maintain the ani/ali tables | Interfaces | C3.3.8 |  |
| RMS interface | CAD may have the ability to retransmit event data to the RMS if something is changed in the CAD | Interfaces | C3.4.2 |  |
| Protocol tools such as AMPDS©, FPDS©, Powerphone© or others | May be capable of using protocol tool such as FPDS©, Powerphone© or others | Interfaces | C3.6.1 |  |
| Protocol tools such as AMPDS©, FPDS©, Powerphone© or others | CAD may allow for a two way interface to ProQA. | Interfaces | C3.6.2 |  |
| Interface may allow for event creation prior to completion of ProQA questioning - pre-alerts | Interface may allow for event creation prior to completion of ProQA questioning - pre-alerts | Interfaces | C3.7.1 |  |
| The agency may be able to define what information is added to the CAD event from ProQA. | The agency may be able to define what information is added to the CAD event from ProQA. | Interfaces | C3.8.1 |  |
| The agency may be able to define what information is added to the CAD MWS dispatch ticket or rip and run. | The agency may be able to define what information is added to the CAD MWS dispatch ticket or rip and run. | Interfaces | C3.9.1 |  |
| It may be possible to update information in ProQA and have the information updated in the CAD event. | It may be possible to update information in ProQA and have the information updated in the CAD event. | Interfaces | C3.10.1 |  |
| Full ProQA interface document to be designed with the vendors. | Full ProQA interface document to be designed with the vendors. | Interfaces | C3.11.1 |  |
| It may be possible to create an event outside of ProQA or force the user to use ProQA. | It may be possible to create an event outside of ProQA or force the user to use ProQA. | Interfaces | C3.12.1 |  |
| GIS interface to municipal systems | In future CAD may be capable of receiving street closure/re-opening by interface from municipal systems | Interfaces | C3.14.1 |  |
| GIS interface to municipal systems | Also hydrant maintenance system, water main information, public works systems, and others to be determined. | Interfaces | C3.14.2 |  |
| The system may provide an interface to smart phone such as Android, Blackberry or iPhone | Email interface | Interfaces | C3.15.1 |  |
| The system may provide an interface to smart phone such as Android, Blackberry or iPhone | SMS interface | Interfaces | C3.15.2 |  |
| The CAD MWS in the field may have the capability to access property and other records in the RMS for a requested property and display that information in the field for a commander to make strategic and tactical decisions | The CAD MWS in the field may have the capability to access property and other records in the RMS for a requested property and display that information in the field for a commander to make strategic and tactical decisions | Interfaces | C3.24.1 |  |
| The MWS may allow the incident commander to display units at base and deployed at the scene | The system may display all units assigned to an event including those that are at base | Interfaces | C3.25.1 |  |
| The system may be capable of receiving benchmark information |  | Interfaces | C3.26 |  |
| The MWS may be able to display requested layers of information such as hydrants, hazards, etc. | This information may be displayed graphically on the map | Interfaces | C3.28.1 |  |
| The system may be capable of generating a printout upon unit dispatch (known as Rip & Run) | The rip and run sheet that is produced by the Station Alerting may include data from the dispatch ticket including address, upper and lower cross street, type, units, hydrant, time, date, map page if used, tactical talk group, pre-plan number, hazards/locations of interest and other information to be defined by the users | Interfaces | C3.29.1 |  |
| Phone System | May be beneficial if the CAD can interface to the phone system. This would allow the phone time stamps to mark the beginning of event creation and be recorded in the event history (call answer times) | Interfaces | C3.35.1 |  |
| Phone System | May be able to receive Next Generation 911 (text messages from cell phones). | Interfaces | C3.35.2 |  |
| A unit’s RTT or PTT should be displayed to the dispatchers | CAD may be capable of displaying PTT and RTT actions | Interfaces | C3.37.1 |  |
| The CAD may have ability to provide a CAD initiated page to an outside agency | The CAD may have ability, where required for a gas leak as an example, to provide a CAD initiated page to Terasen Gas; this is a specific example of a general requirement | Interfaces | C3.38.1 |  |
| Zetron paging | The Station Alerting that is triggered by CAD may be interfaced to the Zetron system or other paging system as required. | Interfaces | C3.39.1 |  |
| EOC applications, | The EOC application requires that a filtered view of CAD data for major events be presented at that location; this may also be solved by a browser view of CAD | Interfaces | C3.40.1 |  |
| EOC applications, | The CAD may have an interface to Multi-Agency Situational Information System Information Exchange (MASAS-X) | Interfaces | C3.40.2 |  |
| Quality assurance software | CAD may offer some type of quality assurance/analysis program for example BI - Business Intelligence solution | Interfaces | C3.41.1 |  |
| Business Intelligence | CAD may offer some type of BI - Business Intelligence solution program | Interfaces | C3.42.1 |  |
| The system may allow for an interface to an external system that would contain other information such as: | Premises information may be able to be extracted from a secondary database (to be defined) and attached to the dispatch ticket; the rip & run and MWS | Interfaces | C3.43.1 |  |
| The system may allow for an interface to an external system that would contain other information such as: | Inspection history may be able to be extracted from a secondary database (to be defined) and attached to the dispatch ticket; the rip & run and MWS | Interfaces | C3.43.2 |  |
| The system may allow for an interface to an external system that would contain other information such as: | Hydrants may be able to be extracted from a secondary database (to be defined) and attached to the dispatch ticket; the rip & run and MWS | Interfaces | C3.43.3 |  |
| The system may allow for an interface to an external system that would contain other information such as: | Incident history may be able to be extracted from a secondary database (to be defined) and attached to the dispatch ticket; the rip & run and MWS | Interfaces | C3.43.4 |  |
| The system may allow for an interface to an external system that would contain other information such as: | Property references may be able to be extracted from a secondary database (to be defined) and attached to the dispatch ticket; the rip & run and MWS | Interfaces | C3.43.5 |  |
| The system may allow for an interface to an external system that would contain other information such as: | Hazards may be able to be extracted from secondary database (to be defined) and attached to the dispatch ticket; the rip & run and MWS | Interfaces | C3.43.6 |  |
| The system may allow for an interface to an external system that would contain other information such as: | Pre-plans may be able to be extracted from a secondary database (to be defined) and attached to the dispatch ticket; the rip & run and MWS | Interfaces | C3.43.7 |  |
| It may be possible to interface to a real time decision support solution for critical dispatch and deployment management | The CAD system may be able to interface with real time decision making applications that utilize a combination of historical data and pre-defined business rules to assist in both EMS and Fire deployment. | Interfaces | C3.46.1 |  |
| The system administrator may be able to determine the default desktop |  | Technical | C4.4 |  |
| The CAD system may have tools and/or utilities to retrieve audit logs in a pre-formatted manner. Query may allow the ability to query by date and time. | Messaging/Mail by user | Technical | C4.8.1 |  |
| The CAD system may have tools and/or utilities to retrieve audit logs in a pre-formatted manner. Query may allow the ability to query by date and time. | Messaging/Mail by workstation | Technical | C4.8.2 |  |
| The CAD system may have tools and/or utilities to retrieve audit logs in a pre-formatted manner. Query may allow the ability to query by date and time. | Messaging/Mail by mobile workstation | Technical | C4.8.3 |  |
| The CAD system may have tools and/or utilities to retrieve audit logs in a pre-formatted manner. Query may allow the ability to query by date and time. | Messaging/Mail by unit | Technical | C4.8.4 |  |
| The CAD system may have tools and/or utilities to retrieve audit logs in a pre-formatted manner. Query may allow the ability to query by date and time. | Queries by user | Technical | C4.8.5 |  |
| The CAD system may have tools and/or utilities to retrieve audit logs in a pre-formatted manner. Query may allow the ability to query by date and time. | Queries by workstation | Technical | C4.8.6 |  |
| The CAD system may have tools and/or utilities to retrieve audit logs in a pre-formatted manner. Query may allow the ability to query by date and time. | Queries by mobile workstation | Technical | C4.8.7 |  |
| The CAD system may have tools and/or utilities to retrieve audit logs in a pre-formatted manner. Query may allow the ability to query by date and time. | Queries by unit | Technical | C4.8.8 |  |
| CAD Client may be able to operate in a terminal services environment such as Citrix or RDS/RDP | CAD Client may be able to operate in a terminal services environment such as Citrix | Technical | C4.13.1 |  |
| It may be possible to print rip and run tickets in the stations for each dispatch. | It may be possible to print rip and run tickets in the stations for each dispatch. | Technical | C4.17.1 |  |
| It may be possible for the system administrator to configure the lay out of the rip and run printouts. | it may be possible for the system administrator to configure the lay out of the rip and run printouts | Technical | C4.18.1 |  |
| It may be possible for the system administrator to configure the lay out of the rip and run printouts. | May to be able to customize the printout based on pre-defined criteria such as event type, unit type etc. | Technical | C4.18.2 |  |
| It may be possible to define the rip and run print out to only print initial remarks. For example, if a unit is dispatched to a longer event (next day) they do not want to get all of the chronology printed out for the call. | It may be possible to define the rip and run print out to only print initial remarks. For example, if a unit is dispatched to a longer event (next day) they do not want to get all of the chronology printed out for the call. | Technical | C4.19.1 |  |
| It may be possible to send administrative message to station printers from CAD. These messages should be able to go out in user defined groups or to individual stations. | It may be possible to send administrative message to station printers from CAD. These messages should be able to go out in user defined groups or to individual stations. | Technical | C4.20.1 |  |
| May be able to send printed messages from any defined network workstation to a station printer. This would allow messages to be sent when the CAD system was down. | May be able to send printed messages from any defined network workstation to a station printer. This would allow messages to be sent when the CAD system was down. | Technical | C4.22.1 |  |
| CAD Application may support printing in various formats to be specified | CAD Application may support printing in the size/format for printing that is required by the agencies | Technical | C4.25.1 |  |
| Secure Internet access to CAD may be available for reporting and call review | Secure Internet access to CAD may be available for reporting and call review | Technical | C4.27.1 |  |
| An error log may be generated for all non-verified addresses | An error log may be generated for all non-verified addresses | Technical | C4.41.1 |  |
| Geo-fencing | The system should provide alerts when units/apparatus are outside of their coverage area | Technical | C4.46.1 |  |
| The system may be capable of using a single logon through the use of Active Directory or another LDAP. |  | Technical | C4.56 |  |
| May be able to determine whether the code base for the proposed system differs between Canadian and US installations | May be able to determine whether the code base for the proposed system differs between Canadian and US installations | Technical | C4.58.1 |  |
| Call logger | CAD may provide for a CAD call logger to track recent system activity for reference in the event CAD is not available (Print logger) | Technical | C4.65.1 |  |
| The system may be capable of ODBC compatibility | The system may be capable of ODBC compatibility | Technical | C4.67.1 |  |
| The vendor may provide load test scripts | Load simulation and timing mechanisms | Technical | C4.78.1 |  |
| The vendor may provide a proven methodology for source code management of configuration | The vendor may provide a proven methodology for source code management of configuration | Technical | C4.82.1 |  |
| The vendor may provide a method of propagating mobile workstations and client desktops | The vendor may provide a method of propagating mobile workstations and client desktops | Technical | C4.83.1 |  |
| Cancelling hung processes | The CAD team may have the ability and access to kill hung processes | Technical | C4.84.1 |  |
| Cancelling hung processes | The user may have the ability to stop a query in the event that the query was too large or incorrect and could hang the system | Technical | C4.84.2 |  |
| CAD must produce reports | The CAD may produce a simple report in the event the system fails; this report will include units, last known location, active events, pending events | Technical | C4.88.3 |  |
| Training simulator | A complete console position with all interfaces may be able to be used for scenario based training or table top exercises, post incident reviews etc. Console should include phone, radio, etc. A complete dispatch console. | Technical | C4.90.1 |  |
| May be P25 compliant | May be P25 compliant | Technical | C4.91.1 |  |
| May be able to accept PTT, RTT and status changes from the radio system | May be able to display PTT and RTT and identify the unit and/or officer assigned to that radio. | Technical | C4.92.1 |  |
| May be able to accept PTT, RTT and status changes from the radio system | May accept and display status changes. Status changes should update the status of the unit in CAD and be displayed to the dispatcher. | Technical | C4.92.2 |  |
| Send receive and display emergency activations from the mobile and portable radios | May be able to display emergency notifications and identify the unit and/or officer assigned to that radio. | Technical | C4.93.1 |  |
| Send receive and display emergency activations from the mobile and portable radios | When an emergency notification is received the dispatcher may be able to display the information on the unit's activity and center the map on the unit's location. | Technical | C4.93.2 |  |
| Vendor may support/provide a user conference | Vendor may support/provide a user conference | Corporate | C5.6.1 |  |
| Vendor may support/provide a Canadian user conference | Vendor may support/provide a Canadian user conference | Corporate | C5.7.1 |  |
| Vendor may support a regional user conference | Vendor may support a regional user conference | Corporate | C5.8.1 |  |
| The vendor may provide system test plans | User Acceptance Test Plan | Corporate | C5.13.1 |  |
| The vendor may provide system test plans | Regression Test Plan | Corporate | C5.13.2 |  |
| A predefined process and associated expected timelines for trouble resolution may be provided |  | Corporate | C5.16 |  |
| The vendor may provide user-level training in a train-the-trainer format |  | Corporate | C5.20 |  |
| Vendor shall provide 7/24/365 support | Users may be able to post information/issues to the web-based bank | Corporate | C5.22.6 |  |
| The vendor may provide a file transfer site; |  | Corporate | C5.23 |  |
|  | | | | |