



**SEDGWICK COUNTY, KANSAS**  
***DIVISION OF FINANCE***  
**Purchasing Department**  
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**REQUEST FOR INFORMATION**  
**#03-0033**  
**CAD SYSTEM FOR PUBLIC SAFETY**

May 28, 2003

**1.0 Objectives**

The purpose of this Request For Information (RFI) is to obtain information on the availability, capability, and functionality of CAD systems currently offered for sale. A project committee will be creating a list of functional requirements that will form the basis of a request for proposal (RFP) that will be issued later this year. The project committee will use information received as a result of this RFI to assist in the functional requirement definition process.

This information may be used in the preparation of a comprehensive Request For Proposal (RFP). Any information submitted in response to this RFI will be considered during development of the RFP. Any response to this RFI does not guarantee that the information offered will be integrated into the RFP, nor shall it prohibit any vendor from receiving or responding to the RFP when and if it is issued. The lack of a response to the RFI will not preclude a vendor from participating in the RFP process.

Specific objectives the County intends to accomplish through this RFI are as follows:

- ?? Identify current technologies that are functional, user friendly and efficient;
- ?? Identify vendors who offer solutions for CAD (Computer-aided dispatch) systems;
- ?? Identify other organizations which have successfully implemented similar systems and learn from their experiences;
- ?? Identify what integration is available and how integration with other systems works;
- ?? Identify the level of effort that will be required for implementation, training and maintenance; and
- ?? Identify the level of funding that will be necessary for this project.

## **2.0 BACKGROUND INFORMATION**

Sedgwick County Emergency Communications (SGEC) anticipates moving into a new facility in 2005. The plans currently provide space for 22 call-taker/dispatcher workstations and 2 supervisor workstations. It is anticipated that the current CAD system will be utilized for a short period of time (3-6 months) after the new facility opens.

The current system includes desktop, mapping, and mobile data functionality. The PRC Cobol-CAD system was installed in 1989. SGEC provides dispatching service for over twenty-five law enforcement, fire, and emergency medical service agencies. SGEC received app. 422,000 9-1-1 calls in 2002. SGEC processed over 548,000 incidents in 2002.

SGEC has the following interfaces in use or planned: ANI/ALI, law enforcement RMS, fire RMS, medical RMS, fire station alerting, alpha-numeric paging, ProQA, Motorola radio, mobile data (Dataradio RF), false alarm tracking, mapping, automatic vehicle location, NCIC, and state criminal justice system.

SGEC owns and utilizes a 5-channel 800mhz RF network. There are approximately 300 vehicles that can use the system utilizing PRC's PCMSS Mobile software. It is anticipated the number of vehicles will increase to 500 in the future.

## **3.0 STATEMENT OF NEEDS**

**3.1 Dispatcher/Call-Taker Functionality:** Provide information as to how the described system meets the varying needs of call-takers, dispatchers, call-taker/dispatchers, and administrative users.

**3.2 Multi-Jurisdiction CAD Capability:** SGEC dispatches law enforcement, fire, and emergency medical services. Provide in-depth information as to how the system handles calls for services that involve multiple agencies, jurisdictions, and types of agencies. Provide a list of features and available options that allow the system to be configured to meet the unique needs of fire service dispatchers. Specific information is requested relating to move-up, unit capability, and cross staffing of units. Include features that relate to paid and volunteer staffed agencies.

**3.3 Emergency Medical Services (ambulance) Dispatching:** Provide a list of features and available options that allow the system to be configured to meet the unique needs of emergency medical service dispatchers. Provide a detailed description of system status management capabilities as it relates to the dispatching of medical resources. Include features that relate to paid and volunteer staffed agencies

**3.4 Law Enforcement Dispatching:** Provide a list of features and available options that allow the system to be configured to meet the unique needs of law enforcement dispatchers. The listed features should be applicable to urban and suburban law enforcement agencies.

**3.5 Mapping:** Provide a list of functionality and capability available to desktop and mobile users. List the types of software that map data can be imported from.

**3.6 Mobile Data:** List functionality available to mobile users. List the minimum and suggested mobile workstation requirements. List types of wireless networking

infrastructure supported for mobile data users. Has the system been successfully installed on Dataradio RF infrastructure?

**3.7 Automatic Vehicle Location (AVL):** List functionality available to desktop and mobile users.

**3.8 Interfaces:** Provide a list of possible interfaces available in the proposed system. Provide the name and contact information of at least one customer for each interface listed. Do the interfaces have a one-way or two-way data exchange available? Explain technology and methodology utilized in the design of interfaces.

#### **4.0 TECHNOLOGY**

**4.1 Servers:** Provide information regarding options for server platforms, databases, and number of servers required. Is there a preferred vendor for servers?

**4.2 Workstations:** Provide minimum requirements for workstations. Provide information regarding number, type, and size of monitors necessary in a typical installation.

**4.3 Networking:** Provide information regarding desired type of networking infrastructure.

#### **5.0 ADDITIONAL INFORMATION**

**5.1 Project Management Methodology/Practices:** Describe project management methodology currently utilized for similar projects. Provide sample project management documents that were used in previous projects.

**5.2 Selection Criteria:** Provide suggested selection criteria that have enabled agencies select the system that best meets their needs.

**5.3 Delivery Time:** Provide an estimate regarding time required after a purchase order (PO) is issued until system is fully operational.

**5.4 Implementation:** Provide information regarding the implementation methodology normally utilized. Has it been advantageous to hire a third-party to implement the system? If yes, please provide the name of the third-party vendor and contact information for the customer.

**5.5 System Maintenance:** Describe the method used to provide technical support to customers. Provide a budgetary estimate for 24/7 coverage.

**5.6 System Cost:** Provide a budgetary cost estimate for a system that includes CAD, mobile data, and AVL. Include information regarding licensing options. Are there different types of licenses?

**5.7 System Upgrades/Enhancements:** Describe how systems are upgraded or enhancements added to the base system. Do users who have current maintenance receive regular enhancements or upgrades? If yes, how often are upgrades/enhancements released.

- 5.8 Company Background:** Provide information regarding any names the company may have used in the past. Include names the product has been offered for sales as in the past.
- 5.9 Company Experience:** Provide information regarding where the product offered has been installed (successfully and unsuccessfully). How long has the product been offered for sale? How long will the current product be offered for sale?
- 5.10 System Partners:** Does one vendor offer the entire system or are partners providing modules or portions of the system? If partners are used, please provide background and experience information for them also.

## **6.0 RESPONSES**

- 6.1 Inquiries:** Inquiries of a technical nature may be directed to:

Kent Koehler, Project Manager  
(316) 660-9877,  
E-mail: [kkoehler@sedgwick.gov](mailto:kkoehler@sedgwick.gov)

- 6.2 Submission:** Provide three (3) copies of the requested information, along with any supplementary materials and 1 electronic format (CD) using Microsoft Word or Excel (Office 2000). The responses will be provided to project committees for their review. Responses to this document must be received no later than **1:45 PM, CDT, June 17, 2003**. Responses should be sent to Iris Baker, Sedgwick County Purchasing Department, 604 N. Main, Suite F, Wichita, KS 67203.
- 6.3 Format:** Information should be organized in the format and information sequence found in this document.