

Introduction

The City of Jonesboro/Craighead County E911 dispatch center is requesting proposals for a Computer Aided Dispatch (CAD) and Automatic Vehicle Location (AVL) system. This is a best value source selection, and price is not necessarily the determining factor.

Bids should be submitted by whenever to:

Steve Kent
Purchasing Agent
515 W. Washington Ave.
Jonesboro, AR 72401

Questions regarding this RFP should be directed to:

Alan Young
Director, Information Systems
515 W. Washington
Jonesboro, AR 72401
(870) 933-4611
ayoung@jonesboro.org

The City reserves the right to reject any or all proposals without justification.

Compliance of Bidder

Each submission should contain the following items:

1. Explanation of system and how the proposal meets the requirements set forth in this RFP.
2. Explanation of any additional features beyond the requirements set forth below that the bidder believes will improve the functionality of the system.
3. Explanation of post-sale service (both emergency and non-emergency) and maintenance.
4. Timetable for implementation.
5. Itemized costs for all aspects of implementation including hardware, software, taxes, training, and service fees.
6. Cost for a 5-year maintenance contract on the CAD/AVL system.
7. Requirements for any additional hardware or software that will have to be purchased by the City/County and a cost estimate for each item.
8. Description of training that will be given to the affected personnel.
9. Three references from other customers. Please provide the customer name, address, and telephone number as well as a brief description of the customer's installed system.
10. Three copies of the proposal.

Equipment and Functionality

- I. The City of Jonesboro has the following equipment available for use in the dispatch center:
 - a. Five computers running Microsoft Windows 2000 Professional or Microsoft Windows XP Professional.

- b. One server running Microsoft Windows 2003 Server and Microsoft SQL Server 2000.
 - c. DataRadio Paragon Data Base Station.
 - d. PacketCluster server running Microsoft Windows 2000 Server.
- II. The City has approximately 30 police patrol cars with the following hardware/software configuration:
 - a. Laptop computer running either Microsoft Windows 95 or Microsoft Windows XP Professional. The Windows 95 laptops are being phased out over the next two years.
 - b. Aether Packetcluster Patrol software.
 - c. DataRadio MobilPac 96+ mobile radio modem.
- III. The City has a GIS with the following specifications:
 - a. All layers are in Arkansas North State Plane NAD83 coordinates.
 - b. The street layer contains line segments representing the streets within the City of Jonesboro, each with an associated name.
 - c. The address layer contains a point for each building within the city. Each has an associated address.
 - d. The City Limits layer contains a set of lines outlining the city limits of Jonesboro.
 - e. The Police Districts layer contains polygons outlining the police districts within the city. Each has an associated district number.
 - f. The Fire Districts layer contains polygons outlining the fire districts within the city. Each has an associated list of fire units to be dispatched within the district.
- IV. AVL requirements
 - a. Vehicle locations should be visible on a map on each terminal in the dispatch center.
 - b. Vehicle positions should be updated no less often than every 10 seconds if the vehicle is moving.
 - c. The AVL system should be capable of supporting at least 80 vehicles including police cars, ambulances, and fire department vehicles with the update frequency above.
 - d. Proposals should include a minimum-cost solution for AVL equipment for ambulances, as ambulance companies may be required to purchase the equipment for their own vehicles.
 - e. AVL-equipped vehicles should be tracked throughout Craighead County.
 - f. AVL equipment in vehicles should be protected against purposeful or accidental disabling.
- V. CAD requirements
 - a. The maps of Jonesboro and Craighead County, as provided by the City and County, should be visible on each terminal in the dispatch center.
 - b. When a call is received by the dispatch center, the location should automatically be highlighted on the map if the location exists on the map; if the location does not exist, the closest existing location should be highlighted. Police and fire districts for that location should be displayed based on the GIS layers described above.
 - c. The system should be compatible with E-911 database as supplied by SBC with Plant Equipment. The ANI/ALI information received will tie into the Mapping

and GPS/AVL to display the address and the nearest Police and EMS units. The system must be Phase I and Phase II compliant.

- d. Dispatchers should have the option of dispatching an ambulance based on distance, choice, or rotation.
- e. Dispatchers should have the option of dispatching a police unit based on distance or choice.
- f. Dispatchers should have the option of dispatching a wrecker based on choice or rotation.
- g. The CAD should give dispatchers a list of procedures to follow based on the type of emergency.
- h. The CAD should be able to track false alarms and provide a report of frequent violators.
- i. The CAD should provide statistics for administrative use; i.e. highest crimes area, robberies, thefts, rapes, etc. Also how many police, fire, EMS, and wreckers were called to action per shift, day, month and year.
- j. Administrators should be able to update the Jonesboro/Craighead County map layers at a single location. Those updates should become visible to dispatchers without any major interruption to the dispatchers' operations.

VI. Mobile unit requirements

- a. When a unit with a laptop computer is dispatched, all relevant information on the call should be automatically transmitted to the laptop in that car.
- b. Police street supervisors should be able to view what calls his/her officers are working.
- c. Officers will be able to perform traffic stops via CAD.
- d. Officers checking driver's license or vehicle license will automatically check the subject through ACIC/NCIC and local city/county warrants databases.

VII. Fire Records Management Software requirements

- a. Fire run information should be entered from fire stations, which are connected to the dispatch center via an Internet VPN.
- b. Software must conform to NFIRS reporting system.