

<b>GENERAL</b>				
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non-Mandatory/ Desired</b>
<b>Desktop</b>	C1.1	CAD dispatch workstations shall use a minimum of two but preferably three screens, including mapping	1 Dispatchers must be able to display re-sized application windows side-by-side, or tiled	Mandatory
			2 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	Mandatory
	C1.2	CAD should allow for default/personalizing of the desktop/setup defined by a user including the colours, font size and columns of the monitors.	1 CAD should allow for default/personalizing of the desktop/setup defined by a user including the colours, font size and columns of the monitors.	Non-Mandatory
			2 The system may remember the user's preference	Desired
			3 A user may be able to define multiple saved desktops to allow for different configurations based on role or number of monitors being utilized	Desired
			4 The user should be able to toggle between desktop views when signed on	Desired
			5 The user should be able to revert to the default configuration (unsave)	Desired
	C1.3	The system administrator should be able to configure, sort, size, colour and layout the specific application or status monitors	1 The system administrator should be able to define the "default" configurations.	Non-Mandatory
	C1.4	CAD & other applications such as RMS must be able to operate concurrently	1 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	Mandatory
	C1.5	The CAD workstations must have the ability to print all information in the CAD system.	1 The CAD workstations must have the ability to print all information in the CAD system.	Mandatory
	C1.6	CAD Workstations outside of dispatch should also have print capability	1 CAD workstations should support local printing for event histories, unit histories, etc.	Non-Mandatory
			2 Print capability should be restricted/controlled by security group	Non-Mandatory
	C1.7	The system shall use hot key combinations, as well as a command line and mouse	1 The CAD should have a command line	Non-Mandatory
			2 The CAD must have standard point and click functionality	Mandatory
			3 The CAD must use standard hot-key combinations for various CAD commands	Mandatory
<b>General</b>	C1.8	The CAD shall be multi-jurisdictional;	1 The system must allow for multiple agencies and jurisdictions.	Mandatory
		The system should be capable of linking to external reference documents such as SOPs	1 The user should be able to access the external documents stored on a drive within the network	Non-Mandatory

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	C1.9		2	The user should be able to access the external documents stored on a drive within the local computer hard drive	Non-Mandatory	
			3	Client is using SharePoint and is moving to a Document Management System. CAD may be able to pull documents from either of these locations.	Desired	
	C1.10	The system may be capable of linking to external reference sites	1	The user may be able to access external resource/reference sites such as the Crash Recovery System, Canutech etc.	Desired	
	C1.11	The system must be capable of being run from multiple desks within the same dispatch centre at the same time	1	All information added from one desk must be immediately displayed (in real time) on all other desks that are connected	Mandatory	
	C1.12	The system must be capable of being run from multiple sites off of the same server at the same time	1	The system administrator must be able to configure what information is viewed at each site	Mandatory	
			2	The users should be able to add/remove/change what information is being viewed based on their current responsibility	Non-Mandatory	
			3	The system should allow for the users to provide back-up from and to each location.	Non-Mandatory	
	C1.13	System will provide any measurements in both metric and imperial where appropriate	1	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.	Desired	
	C1.14	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.	1	Information should be visual to the users and may be pass on for several shifts	Non-Mandatory	
			2	Ideally it should be possible to mark an entry as expired when it is complete so it remains in the system for historical purposes.	Non-Mandatory	
			3	There should be a way to print the current shift log and the shift log for a specific period of time (active and inactive)	Non-Mandatory	
	<b>Event Entry</b>	C1.15	It must be possible to define event types to be used to create events	1	A user with the appropriate security shall be able to create event types	Mandatory
				2	It should be possible to mark an event type as "inactive" so it can not be used to create an event, but is still available to query historical data as required	Non-Mandatory

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	C1.16	Event types should be able to be "shared" by multiple agencies	1 An event type should be able to be applied to more than one agency to prevent "bloating" of the event type list for users.	Non-Mandatory
	C1.17	The event entry mask will be required to have a minimum number of 'fields' to be determined	1 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	Non-Mandatory
2 It should be possible for the system administrator to configure the layout of the event entry form.			Non-Mandatory	
3 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			Non-Mandatory	
	C1.18	The minimum to create an event should be a verified location + a valid event type	1 The minimum to create an event should be a verified location + a valid event type	Non-Mandatory
	C1.19	Event mask must provide a field to add additional location details	1 This information must be included on the event entry form and be free form text.	Mandatory
			2 The information may be included on the MWS dispatch ticket and the rip and run	Desired
	C1.20	Event mask must provide a remarks section for call details.	1 The remarks section must allow unlimited text	Mandatory
	C1.21	The CAD may allow for multiple event entry masks	1 The event entry masks may be visible; it is acceptable that they be tiled;	Desired
			2 The call taker may have the ability to easily switch between them by mouse-click or hot key combination	Desired
	C1.22	The system should allow for event or incident numbers to be automatically generated when an incident is created	1 The system administrator should be able to define the number format	Non-Mandatory
			2 The system administrator should be able to define the roll-over pattern of incident numbers at the end of the month and/or year	Non-Mandatory
			3 The system administrator may be able to define a secondary number series specific to each agency and/or dispatch group within the system	Desired
	C1.23	CAD may automatically assign an event number or run number or both based on predetermined criteria.	1 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.	Desired

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			2	There may be an option to assign event numbers and sub-event numbers (case numbers or run numbers) as desired by the agency.  Desired
	C1.24	Event types should be customizable and selected from drop down pick lists that 'auto-fill'	1	CAD should be configurable to allow for response plans that are specific to response area for each event type.  Non-Mandatory
	C1.25	Should be able to track the actions taken in relation to an event along with the corresponding amount of time those actions took.		  Non-Mandatory
	C1.26	Should be able to define the call source	1	Source of the call should be tracked using a minimum 6 character field  Non-Mandatory
			2	Source of the call may be able to be defaulted for particular source - for example Radio for calls received via Radio.  Desired
	C1.27	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	1	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  Non-Mandatory
			2	Nearby events should be indicated for the call taker during event entry [from the point the address is verified], and for the dispatcher  Non-Mandatory
			3	The system parameter for radius and time should be able to be changed by the system administrator for event types, and/or jurisdiction  Non-Mandatory
			4	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.  Desired
			5	It may be possible to configure nearby events to include or not included closed events.  Desired
			6	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  Mandatory
	C1.28	It should be possible to eliminate specific event types from the duplicate check.	1	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.  Non-Mandatory
		It must be possible to forward an event to the dispatcher, and also retain the event mask to add further details	1	The system should be configurable to have the event forwarded to the dispatcher as soon as the location and event type are completed  Non-Mandatory

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	C1.29		2 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	Non-Mandatory
			3 The dispatcher must be able to dispatch an event while the call taker is still adding information to the event.	Mandatory
	C1.30	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.	1 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	Mandatory
			2 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.	Non-Mandatory
			3 When a non-verified address is entered, the system should present the closest verified street range - upper and lower, to the user as choices.	Non-Mandatory
	<b>Location/GIS</b>		Location to be verified from multiple location formats provided	1 Must have the capability to verify an address/create an event from (at a minimum):
2 Street address. Must contain the following components: a. Street Number b. Street prefix c. Street Name d. Street suffix e. Street Type f. Municipality				Mandatory
3 Street address with unit (apartment)				Mandatory
4 Blk address				Non-Mandatory
5 Building address format				Non-Mandatory
6 Intersections				Mandatory
7 Common Place Name a. With street address b. With point address				Mandatory
C1.31			8 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.	Mandatory

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			9	Distance and Bearing	Desired	
			10	Catalogued alarm number	Desired	
			11	The CAD should have the ability to use mile and kilometre markers as a valid location to create an event	Non-Mandatory	
			12	The CAD may have the ability to use legal land locations or lot numbers assigned by agencies having jurisdiction to create an event.	Desired	
			13	The CAD must have the ability to create an event from a location on an unaddressed road, such as a highway or logging road.	Mandatory	
			14	The CAD must have the ability to create an event from a Rail Marker	Mandatory	
			15	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.	Mandatory	
			16	Must have the capability to verify an address/create an event from a location on the map	Mandatory	
	C1.32		Must allow a short 'descriptor' for clarification after the address such as BSMT	1	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.	Mandatory
				2	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.	Non-Mandatory
	C1.33		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.	1	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.	Desired
				2	There may be the ability to define the radius the system uses to determine this estimate.	Desired

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	C1.34	The CAD should have the ability to create an event in an area outside the normal jurisdiction area.	1 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.	Non-Mandatory
	C1.35	CAD shall have the ability to verify an address and centre the map on that address without creating an event		Mandatory
	C1.36	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.		Non-Mandatory
	C1.37	The CAD shall manage identical street names/common place names/aliases in multiple jurisdictions and present choices to the call takers indicating the jurisdiction.		Mandatory
	C1.38	CAD should accept aliases for actual street names	1 When an alias street name is entered in the address line, the CAD should substitute it with the Primary street name upon address verification	Non-Mandatory
			2 CAD should accept multiple aliases for the same street name	Non-Mandatory
			3 CAD should accept aliases that are already defined street names in CAD.	Non-Mandatory
			4 CAD should allow for streets to be aliased, based on address ranges.	Non-Mandatory
			5 Alias files should be easy to manage and this ability would reside with the CAD/GIS team	Non-Mandatory
	C1.39	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	1 Address verification should occur when the user tabs out of the address field and prior to the event type or other information being entered	Non-Mandatory
			2 If an address does not validate, the call taker should be presented with location options	Non-Mandatory
		CAD should accept common place names (CPN) for event entry	1 When a CPN is entered in the address line, the CAD should provide a choice between all matching CPNs.	Non-Mandatory
			2 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.	Non-Mandatory
			3 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.	Non-Mandatory

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	C1.40		4	It should be possible to assign a CPN to a non-addressed location, including an intersection or x,y (lat/long) reference point	Non-Mandatory
			5	CAD may allow for Primary CPNs and Secondary CPNs where if a secondary CPN is entered, the Primary is displayed upon verification.	Desired
			6	It should be possible to add CPN aliases or Secondary aliases. This allows for name changes in businesses or landmarks.	Non-Mandatory
			7	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.	Desired
			8	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.	Desired
			9	CPNs files should be easy to manage and provide security to allow only specific users the ability to maintain CPNs.	Non-Mandatory
	C1.41	The system must capture the time that event creation is started -	1	For non-91-1 calls it shall be at the first key stroke or other defined action taken by the user.	Mandatory
			2	For ANI/ALI calls it shall be the time the call was received by the call taker.	Mandatory
			3	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).	Desired
	C1.42	The system may allow the dispatcher to poll a unit in order to see it's current location at that moment			Desired
	C1.43	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			Desired
	<b>ANI/ALI</b>		Must have the ability to create an event from ANI/ALI information provided from the ANI/ALI provider.	1 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.	Mandatory

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	C1.44		2	Should have the functionality to allow for text with 9-1-1	Non-Mandatory
			3	Must be able to accept and handle ANI/ALI from an IP-based feed from the Telco	Mandatory
			4	Should have functionality to support In-Call Location Updates (ICLU) where available from the Telco.	Non-Mandatory
	C1.45	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	1	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	Mandatory
			2	Auto-fill of the event form must be time stamped	Mandatory
			3	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.	Desired
	C1.46	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.			Non-Mandatory
	C1.47	When ANI/ALI record is used to create an event, the event number may be recorded with the ANI/ALI record	1	When ANI/ALI is used to create an event, the event number may be referenced on the ANI/ALI record	Desired
			2	When additional ANI/ALI information is related to an event previously created, the event number may be referenced on the ANI/ALI record	Desired
	<b>Event Management</b>	C1.48	Events created should appear in a pending event list, until a unit has been dispatched	1	Events created should appear in a pending event list, until a unit has been dispatched
C1.49		Event timers must be configurable by event type	1	This means that the length of time for the timer must be configurable based on the type code.	Mandatory
C1.50		Dispatchers should be able to hold a call for a particular unit and/or time and see the status on the pending events monitor.	1	Should be possible to hold an event for a unit and the unit information should be displayable on the status monitors	Non-Mandatory
			2	Should be possible to hold an event for a specific date/time and the time information should be displayable on the status monitors	Non-Mandatory

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			3	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  Non-Mandatory
	C1.51	Pending events may be assigned audible alerts based on defined criteria such as zone (or command area).	1	When an event is created in a specific area, a defined audible alert may be generated at the appropriate workstation(s)  Desired
	C1.52	It may be possible to assign audible alerts by event type		Desired
	C1.53	Dispatchers should be able to select which pending event to dispatch next	1	Pending events should be selectable for 'next dispatch' by the dispatcher  Non-Mandatory
			2	Should be possible to use keyboard or mouse to select the event for dispatch  Non-Mandatory
	C1.54	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	1	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  Mandatory
	C1.55	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	1	Event types assigned to an event shall be able to be edited/changed  Mandatory
			2	Where the event type changes the recommendation, that updated recommendation should be displayed to the dispatcher  Non-Mandatory
	C1.56	It should be possible to create events for a defined date in the future as required	1	It should be possible to create events for a defined date and time in the future. This could apply to special events  Non-Mandatory
			2	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.  Non-Mandatory
			3	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  Non-Mandatory
		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	1	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 workstation  Non-Mandatory

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	C1.57	any other location the dispatch information is displayed such as a blackberry or smart phone	2	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.	Non-Mandatory
			3	The tactical or base channel information should be displayable on the status monitors	Non-Mandatory
			4	The system should be configurable to define the tactical channel based on different criteria such as geography and/or event type.	Non-Mandatory
	C1.58	The system should allow for the tracking of pre-defined event benchmarks for an incident.	1	These benchmarks could include items such as:	
				a) Outside agency notification times	Non-Mandatory
				b) Fire incident command benchmarks such as command established and situation under control	Non-Mandatory
				c) Outside agency incident numbers	Non-Mandatory
				d) Weather conditions	Non-Mandatory
	e) Multiple Mayday benchmarks including RIT deployment, PAR deployment, additional resource dispatched etc.	Non-Mandatory			
	C1.59	The system should allow the system administrator to define the appropriate benchmarks based on the event type code and alarm level.	1	The system should allow the system administrator to define the appropriate benchmarks based on the event type code and alarm level.	Non-Mandatory
C1.60	The system should allow for the creation of co-response events	1	The system should allow for automatic creation of co-response (fire and ems) events based on event type code	Non-Mandatory	
		2	The system should allow for a way to manually generate a co-response outside of normal, automatic methods	Non-Mandatory	
C1.61	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.			Non-Mandatory	
<b>Location Information</b>		The system should allow for special location information related to an address be entered on the system. This information would be presented	1	Ability to enter location information associated to a valid location. Limitation on location types should be outlined by the vendor.	Non-Mandatory

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	C1.62	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.	2	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.	Non-Mandatory
			3	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).	Non-Mandatory
			4	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	Non-Mandatory
	C1.63	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.	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.	Desired
			2	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.	Desired
			3	The purge date may allow the system administrator to mark a record for purging in the next purge routine.	Desired
<b>Responses</b>	C1.64	The system must allow for specific responses to each event type unique to each agency.	1	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.	Mandatory
	C1.65	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	1	Alarm levels may include a Normal, Minor, Working fire, 2, 3, 4, 5,	Desired
			2	Minor fire - may create notifications to police and investigations for follow up	Desired
			3	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.	Non-Mandatory

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	C1.66	The system should allow for the definition of areas for response planning.	1 A methodology should be presented by the vendor to outline how unit response areas and unit recommendation is managed within their system	Non-Mandatory
	C1.67	The system should allow for the association of unit to a specified area (response area).		Non-Mandatory
	C1.68	The system should allow for the definition of unit responses by the area the unit is responsible for	1 The system should be able to select the closest, most appropriate unit within the first-in district	Non-Mandatory
2 The system should select units that are available on air before selecting units that are available in station			Non-Mandatory	
3 The system should be able to select units that are in an available on event status such as offload			Non-Mandatory	
	C1.69	The system administrator should be able to define event types where a unit could be recommended for a higher priority incident until onscene.		Non-Mandatory
	C1.70	The system should allow for the definition of response order for each response area.	1 It should be possible to define the response order (run order) for each area covered by an agency	Non-Mandatory
	C1.71	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]		Non-Mandatory
	C1.72	The CAD should support recommendations and unit management for mutual aid and automatic aid responses for one or more department	1 The CAD should have the capability to provide recommendations from more than one field unit for defined mutual aid events	Non-Mandatory
			2 The CAD will support recommendations for automatic mutual aid for areas that require outside resources	Non-Mandatory
	C1.73	CAD may be capable of pattern changes to vary responses by time of day/year or special conditions	1 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	Desired
			2 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.	Desired
		It should be possible to configure the system for 'degraded response' mode based on pre-defined business rules	1 The rules for what 'degraded response' should be configurable by agency and class of service	Non-Mandatory

<b>GENERAL</b>				
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non-Mandatory/ Desired</b>
	C1.74		2 The response recommendations should be automatically changed when the system is running in 'degraded response' mode	Non-Mandatory
			3 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.	Non-Mandatory
	C1.75	Is may be possible to stack multiple events for a specific unit		Desired
	C1.76	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		Mandatory
	C1.77	Is must be possible to have the system analyze and recommend unit 'move ups' to other stations and/or posts	1 This must be configurable by the system administrator and based on pre-defined business rules	Mandatory
			2 It may provide or interface to a real time decision support solution for critical dispatch and deployment management	Desired
	C1.78	Units should be assigned unit types or attributes to be utilized in building unit recommendations for events	1 Unit types should define the attributes of a unit for unit recommendation	Non-Mandatory
			2 A unit should be assigned more than one unit type or attribute for the purposes of unit recommendation	Non-Mandatory
	C1.79	Created events may recommend routing, considering the number of turns, road closures and the speed of the street	1 Created events may recommend routing, considering the number of turns, road closures and the speed of the street	Desired
	C1.80	Created events may also display street closures that have been entered by a system administrator [or dispatcher] or through an automated interface	1 Created events may also display street closures that have been entered by a system administrator [or dispatcher] or through an automated interface	Desired
			2 Notification of road closures may be sent to dispatch and mobile workstation users	Desired
	C1.81	Any event to be dispatched, should present a dispatch recommendation [type of units, number of units, location of units]	1 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]	Non-Mandatory
			2 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.	Non-Mandatory

<b>GENERAL</b>					
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>	
	C1.82	The event recommendation should also include at least three 'next closest' units as substitute choices	1	The event recommendation may also include at least three 'next closest' units as substitute or additional choices	Desired
			2	Should be able to toggle on or off the unit recommendation for next closest units	Non- Mandatory
	C1.83	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	1	The CAD may display all dispatch choices including additional or optional choices along with some way of differentiating the unit status	Desired
	C1.84	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	1	Units recommended may be nearest by last know location; either from a response list or by GPS	Desired
			2	Special response plans may be available for specific locations, beat or ESZ where the default response plans are not correct.	Desired
			3	Agencies may be able to create multiple patterns which may adjust responses base on time of day or traffic concerns.	Desired
	C1.85	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	1	CAD may be capable of closest unit recommendation based on GPS location of the unit, and a roadway analysis	Desired
			2	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.	Desired
			3	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.	Desired
			4	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.	Desired

<b>GENERAL</b>				
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>
			5 If a unit does not have GPS, the system may look at that unit's last known location for recommendation based on closest unit.	Desired
<b>Status Monitors</b>	C1.86	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.	1 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]	Non-Mandatory
			2 These monitors/'windows' should be sizeable by the dispatcher	Non-Mandatory
			3 The monitors should be overlaid or hidden behind other groupings	Non-Mandatory
	C1.87	The following dispatch monitors/views must be available: Unit Status, Active units, Available Units, Pending events, Push to Talk, Request to Talk, Station List	1 PTT/radio interface requirements are covered in the Interface & technical section.	Desired
			2 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 are active stations.	Non-Mandatory
			3 there are EMS, Fire and Combined (Fire/EMS) stations. It shall be possible to represent these combinations on the Fire and EMS dispatch monitors.	Mandatory
			4 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.	Non-Mandatory
	C1.88	The status monitor display must be configurable by the system administrator	1 The display must include at a minimum timers, Event #, Priority, time elapsed, event type, unit and location	Mandatory
	C1.89	Should be able to configure the monitors to sort in any of the available columns and combination of columns.	1 For example, the active units monitor to sort by event, hall, unit.	Non-Mandatory
			2 For example, Pending Events should display in order of priority followed by time waiting.	Non-Mandatory
C1.90	Status monitors may be configurable to display information such as priority or status by defined colours		Desired	
C1.91	The CAD may allow monitors to be turned on and off		Desired	
<b>Unit Management</b>	C1.92	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)		Mandatory

<b>GENERAL</b>				
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>
	C1.93	The system must be able to track adhoc units and/or personnel within the system that are not pre-defined within the database	1 **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.	Mandatory
	C1.94	The system should be capable of tracking personnel with their skills		Non-Mandatory
	C1.95	The system should be capable of tracking vehicles/apparatus with their associated equipment		Non-Mandatory
	C1.96	It should be able to assign more than one type or attribute to a unit		Non-Mandatory
	C1.97	It should be possible to capture the status and activity of a personnel/unit		Non-Mandatory
	C1.98	Units must be able to be dispatched to a valid event through command line or mouse.	1 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.	Non-Mandatory
			2 Dispatchers must be able to use the mouse to dispatch a unit to an event.	Mandatory
	C1.99	Units assigned to an event should be displayed to the dispatcher, showing their status by colour code	1 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.	Non-Mandatory
	C1.100	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	1 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	Mandatory
	C1.101	Units should be able to be dispatched to an event and their status set as dispatched, en-route, at scene, etc.	1 Also should be able to assign the unit status in reverse order. For example: change from on scene to enrout again.	Non-Mandatory
			2 Unit status settings may be configurable by the system administrator	Desired
		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	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	Non-Mandatory

<b>GENERAL</b>				
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>
	C1.102		2 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.	Non- Mandatory
	C1.102		3 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.	Non- Mandatory
	C1.103	Units should be able to have 'dispatch warnings' entered by the dispatcher indicating some particular message such as 'high pressure fan not working', etc.	1 Visible dispatch warnings should be able to be added to, and then deleted from units indicating any text message describing a unit condition	Non- Mandatory
	C1.104	Units shall be able to be logged 'on' with a roster that includes Name, PIN #'s, and their assigned radio with LID and alias.	1 CAD must be capable of logging units with their crews including User ID, name, radio etc.	Mandatory
	C1.104		2 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.	Non- Mandatory
	C1.104		3 Personnel skills should be available to the dispatchers and used for unit recommendations	Non- Mandatory
	C1.105	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	1 Unit status, both in and out of service shall be apparent to the dispatcher at all times;	Mandatory
	C1.105		2 Busy codes should be available to mark the unit out of service but still available.	Non- Mandatory
	C1.105		3 It should be possible for the agency to define out of service codes and the unit availability related to those codes.	Non- Mandatory
	C1.105		4 The dispatcher may be able to use a command to force a unit from available to unavailable, or the reverse	Desired
	C1.105		5 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	Desired

<b>GENERAL</b>					
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non-Mandatory/ Desired</b>	
	C1.106	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	1 CAD should be capable of assigning units to different stations; the effect will be that they will be recommended for that new response area	Non-Mandatory	
	C1.107	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		Desired	
<b>Unit Status</b>	C1.108	Units shall be able to be placed in and out of service	1 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.	Mandatory	
	C1.109	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.	1 Units must be able to be logged out of the system, and logged on to the system by command or mouse function.	Mandatory	
			2 It may be possible to log on and log off groups of units in a single command.	Desired	
			3 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.	Mandatory	
			4 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.	Desired	
			5 Units scheduled for log off must not be logged off if assigned to an event or activity.	Mandatory	
	C1.110	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	1 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,	Mandatory	
			2 May be able to define agency specific status as required. Such as acknowledge page for multiple unit personnel, or staged at scene	Desired	
			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	1 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	Mandatory

<b>GENERAL</b>					
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>	
	C1.111		2 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.	Desired	
			3 When the location is changed, the command may include the ability to show the unit enroute to or on scene at the location	Desired	
			4 The location change must be logged in the unit and event history and shall be reflected on the dispatch monitors as appropriate.	Mandatory	
	C1.112	Unit status changes shall be either by the dispatcher or by the unit personnel either of which will update CAD	1 Unit status changes shall be either by the dispatcher through command, function key or mouse functionality	Mandatory	
			2 Unit status changes may be performed by the unit personnel using status keys on a Mobile Workstation if available	Desired	
			3 Unit status changes may be performed by the unit personnel using status keys on radio (portable or in vehicle) if available	Desired	
	C1.113	A dispatcher may be able to enter a command to make a unit 'unavailable'	1 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.	Desired	
	<b>Timers</b>		The CAD shall support Status timers preferably with visual notification	1 The status timers must be dynamic so they can be based on the event priority or unit status.	Mandatory
				2 It should be possible to associate a timer to a cabin or camp (not specific to unit or event data)	Non- Mandatory
				3 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.	Desired
4 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.				Mandatory	
	C1.114				

<b>GENERAL</b>				
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>
			5 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.	Mandatory
			6 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.	Mandatory
	C1.115	The system must allow for timers to be created	1 The system shall allow for reoccurring timers to be created and set based on configurable criteria.	Mandatory
			2 The system shall allow the dispatcher to cancel or reset the timer.	Mandatory
			3 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.	Mandatory
			4 The action of cancelling, snoozing or resetting the timer must be logged.	Mandatory
	C1.116	Would like the ability to predefine the time format that the timer should start or expire.	1 Dispatcher should be able to set a timer to go off at a specific time of day (for example 1800 hrs)	Non-Mandatory
			2 Dispatcher should be able to set a timer to go off in a specific number of hour/minutes	Non-Mandatory
	C1.117	The system should allow the dispatcher to visualize the active timers so they can see the status of all active timers	1 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.	Desired
			2 The system should display the timer start and end dates/times	Non-Mandatory
	C1.118	The user must have the ability to define when the timer should re-alarm when the 'snooze' function has been activated.	1 The user must have the ability to define when the timer should re-alarm when the 'snooze' function has been activated.	Mandatory
	C1.119	Units will be operating in different time zones. It may possible to define what time zone the timer is associated to.		Desired
		It must be possible to define how the timer expiration is presented to the dispatcher	1 By Visual notification (such as reverse video or icon)	Non-Mandatory
			2 By audio notification. In this instance it may be possible for the system administrator to define the audio queue to be used.	Desired

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<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>
	C1.120		3 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)	Non- Mandatory
			4 All timer actions must be recorded in event and unit histories	Mandatory
<b>Map Display</b>	C1.121	The CAD system must have a map which is linked to the CAD system to show real time location information for events and units.	1 The CAD system must have a map which is linked to the CAD system to show real time location information for events and units.	Mandatory
	C1.122	The system must be able to manage GIS Data in a multitude of projections and be configurable by the system administrator		Mandatory
	C1.123	Multiple maps may be linked to CAD at individual work stations	1 CAD may be able to display more than one map allowing users to manage more than a single event geographically.	Desired
	C1.124	The map application should have the ability to perform address verification without CAD	1 For example, should be able to enter the coordinates and have the map center on the location	Non- Mandatory
	C1.125	The system may allow for running a secondary, commercial map such as Google or Bing	1 The secondary map may be able to be linked to the CAD map so the map moves as the dispatcher performs map related commands.	Desired
			2 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.	Desired
	C1.126	Map shall center on location geoverification prior to the event being created	1 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	Mandatory
	C1.127	Map shall centre and an icon be displayed for an event which has been created	1 When an event is created, the system shall center the map and place an icon at the location for the user	Mandatory
	C1.128	Map must be "zoomable" either by icon or keyboard command	1 Map must be "zoomable" either by icon, mouse scroll or keyboard command	Mandatory
C1.129	Must display layers such as hydrants, hazardous materials, common place names etc.	1 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.	Mandatory	
		2 The map should provide the option to add or remove layers of information to be displayed.	Non- Mandatory	

<b>GENERAL</b>				
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>
			3 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.	Desired
	C1.130	Events must be represented by an icon	1 It must be possible to display information relative to the event such as type, location and event number	Mandatory
			2 Event icons should be configurable to change colour based on system administrator definitions such as priority or status	Non-Mandatory
	C1.131	Units must be represented by an icon	1 It shall be possible to display information relative to the unit such as type, unit id, status	Mandatory
			2 Unit icons should be configurable to change colour based on system administrator definitions such as unit type or status	Non-Mandatory
	C1.132	The vehicle routing information may be displayed on the map both for the dispatcher and for the responding unit MWS's	1 The vehicle routing information may be displayable on the map both for the dispatcher and for the responding unit MWS's	Desired
	C1.133	Event icon should change when units are dispatched to the event	1 Event icon should change when units are dispatched to the event	Non-Mandatory
	C1.134	Icon should change colour based on assigned unit status	1 Icon should change colour based on assigned unit status	Non-Mandatory
	C1.135	Units and event labels may not overwrite, but should be displayed in a staggered or other configuration so as not obliterate the ones below	1 Units and event labels may not overwrite, but should be displayed in a staggered or other configuration so as not obliterate the ones below	Desired
	C1.136	May be able to filter for only those units/events you want to see	1 Dispatcher may have the ability to 'filter' the display for an agency; for a station, or specific apparatus type	Desired
	C1.137	Users should be able to query from the map, i.e., units, events, geographic features	1 Users should be able to query from the map, i.e., units, events, geographic features	Non-Mandatory
			2 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.)	Non-Mandatory
	C1.138	The map display/configuration must be customizable with default settings (GIS administrator access)	1 Map display/configuration must allow for various line types (Multiple Road types, Highways , Railways, etc.)	Mandatory
			2 Map display/configuration must allow for various shade types	Mandatory
			3 Map display/configuration must allow for various marker (point) types	Mandatory
			4 Map display/configuration must allow for various fonts and font formats	Mandatory
			5 Map display may allow for Map tips via the mouse	Desired

<b>GENERAL</b>					
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>		<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>
			6	Map should have ability to show legend of all map features	Non-Mandatory
			7	All labels and icons should scale appropriately as the user zooms in or out on the map.	Non-Mandatory
	C1.139	GIS Administrator or designated dispatcher may create road closures that display for the dispatcher and are accommodated in any routing algorithms	1	GIS Administrator or designated dispatcher may create road closures that display for the dispatcher and are accommodated in any routing algorithms	Desired
	C1.140	Ortho-photos may be displayed	1	Ortho-photos may be displayed	Desired
	C1.141	May be able to link via Object Link Embedding (OLE) from map to adobe acrobat for floor plan, etc., in multiple formats	1	May be able to link via OLE from map to open another application like adobe acrobat for floor plan, etc., in multiple formats	Desired
	C1.142	The CAD may manage map page in addition to ESZ and response areas; and where required these will appear on the MWS	1	In cases where the agency currently carries map books in the vehicle; the map page may be included on the MWS dispatch ticket.	Desired
			2	The map book currently point to a pre-plan which is currently also carried on the apparatus in hard copy	Desired
	C1.143	Map page numbers may be printed with the rip and run sheet and dispatch ticket	1	Map page numbers may be printed with the rip and run sheet and dispatch ticket	Desired
<b>General Query</b>	C1.144	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.	1	The system must allow for general reference files [CAD supported 'rolodex'];	Mandatory
			2	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.	Non-Mandatory
	C1.145	All queries should allow for the ability to search using wildcards	1	Wildcards should include the option for and "any" wildcard (typically a % or *)	Non-Mandatory
			2	Wildcards may include the option for other wildcards such as "blank" or "not blank"	Desired
<b>Event History</b>	C1.146	The system must allow for historical event searches	1	The user must be able to search for past events by date or date range	Mandatory
			2	The user should be able to search for past events by event type	Non-Mandatory
			3	The user must be able to search for past events by agency	Mandatory
			4	The user should be able to search for past events by dispatch group	Non-Mandatory
			5	The user must be able to search for past events by a combination of criteria	Mandatory

<b>GENERAL</b>				
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>
	C1.147	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	1 An event history should be retrievable by event number, event location date range, Event type, ESZ, dispatcher, officer or unit	Non-Mandatory
			2 When a 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.	Non-Mandatory
			3 It may be possible to copy and paste the event information into a separate document such as Excel or Word.	Desired
			4 Must allow for wildcard search capability on all searchable fields.	Mandatory
			5 It should be possible for the System Administrator to set a maximum date range that can be queried from inside the CAD	Non-Mandatory
	C1.148	The event history must display all transactions in sequence	1 The event history must display all transactions in sequence	Mandatory
			2 It should be possible to look at the entire event history - chronology and event details at the same time, without running a separate command.	Non-Mandatory
			3 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.	Non-Mandatory
	C1.149	The event history must be able to be printed, by command, by mouse click or by hot-key combination where available	1 The event history must be able to be printed, by command, by mouse click or by hot-key combination where available	Mandatory
	<b>Unit History</b>	C1.150	A unit history should be retrievable for either the most recent log on period or for a number of log on periods	1 A unit history should be retrievable for either the most recent log on period or for a number of log on periods
2 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				Non-Mandatory
3 The unit history may be available via CAD terminals and MWS terminals				Desired
4 It should be possible for the System Administrator to set a maximum date range that can be queried from inside the CAD				Non-Mandatory

<b>GENERAL</b>				
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>
	C1.151	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	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	Non-Mandatory
			2 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).	Non-Mandatory
	C1.152	The unit history should be able to be printed, by command, by mouse click or by hot-key combination where available	1 The unit history should be able to be printed, by command, by mouse click or by hot-key combination where available	Non-Mandatory
<b>ANI/ALI</b>	C1.153	It shall be possible to query for ANI/ALI information based on multiple criteria provided by the Telco	1 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	Mandatory
<b>Reports</b>	C1.154	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	1 The roster report must be customizable with the ability to group data to make it easier to read	Mandatory
			2 The CAD reports should allow for personnel to review a particular time/date range; with various dispatch benchmarks such as on-scene times	Non-Mandatory
			3 The CAD reports must print out as they appear on the screen;	Mandatory
			4 The system should allow for a search by any of the parameters on the dispatch ticket including call type and source code	Non-Mandatory
			5 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.	Mandatory
			6 The system may provide a report template that will allow for a "closed incident" report	Desired

<b>GENERAL</b>				
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>
			7 The system may be able to generate reports into format that can be used for email or fax - such as pdf	Desired
			8 It should be possible to print unit roster reports within CAD	Non-Mandatory
			9 It may be possible to print unit status information to allow for business continuity	Desired
			10 It may be possible to print event status and event summary information to allow for business continuity	Desired
	C1.155	Reports must be retrievable by pick lists for events and units; and to point and click on pop-up calendars to select date ranges	1 Reports must be able to be reviewed on screen, and printed at the option of the user	Mandatory
	C1.156	Reports must remain live on the system for a defined period of time; it is acceptable for them to archived	1 TBD whether they are on-line at all, or whether they are extracted by IT and transferred electronically to the users	Mandatory
			2 Details about how this is stored for the users may include saving to a file	Desired
	C1.157	Report details may be importable into various MS <sup>®</sup> applications	1 Report details may be importable into various MS <sup>®</sup> applications	Desired
<b>Business Continuity</b>	C1.158	System should have a way to manually enter events created when the system was not available (down for maintenance etc.)	1 Should have the ability to enter events created while the CAD system was down	Non-Mandatory
	C1.159	May be possible to define how the event associated numbers for catch up events are managed.	1 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.	Desired
	C1.160	Shall be able to enter all event and unit time stamps for a catch up event.	1 The system should allow the user to manually enter all time stamps in an event - call answer and unit time stamps.	Non-Mandatory
			2 It should be possible to add additional remarks with the appropriate time stamps	Non-Mandatory
			3 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	Mandatory

<b>GENERAL</b>				
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>
	C1.161	The CAD must be capable of being operated from a separate alternate/backup site	1 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 back up system be able to be just turned on and used without having to worry about having to reset numbers or other technical intervention.	Mandatory
			2 The CAD should also be capable of operating concurrently from more than one dispatch centre to meet occasional periods of call overload	Non- Mandatory
			3 The CAD should be capable of running multiple instances to allow for a stand alone back up system located in a back up center located remotely.	Non- Mandatory
			4 It may be possible for the Primary CAD to update the Back up CAD system in a manner that will ensure the Back up server is as up to date as possible when it is required to be activated.	Desired
			5 There may be a mechanism to allow all CAD data to be updated in the primary CAD system from the Back up system when the dispatch is returned to the Primary system. The vendor should provide suggestions on how other clients manage this.	Desired
			6 The system should be able to operate from a mobile site (i.e. Command trailer)	Non- Mandatory
			7 The system may be able to operate in a standalone mode when no network connection is available	Desired
<b>Messaging</b>		The CAD must allow for the sending and receiving of messages	1 CAD desktop users must be able to send messages between desks where users are logged in.	Mandatory
	2 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.		Non- Mandatory	
	3 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		Non- Mandatory	

<b>GENERAL</b>				
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>
	C1.162		<p>4 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</p>	Non-Mandatory
			<p>5 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</p>	Non-Mandatory
<b>Compliance</b>	C1.163	The system must comply with all requirements of the Manitoba Freedom of Information and Protection of Privacy Act (FIPPA) , Personal Health Information Act (PHIA)		Mandatory

<b>MOBILE WORKSTATION</b>					
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non-Mandatory/ Desired</b>	
<b>Mobile W/stations</b>	C2.1	Mobile workstations, wireless LAN	1	A detailed discussion should be required regarding the specific interface, hardware and wireless connectivity	Non-Mandatory
			2	Mobile workstations must have two-way communication with CAD in real time	Mandatory
	C2.2	The definition of MWS's should include laptop, fixed unit [separate screen & keyboard], tablets, smart phones	1	The definition of MWS's should include laptop, fixed unit [separate screen & keyboard], tablets, smart phones	Non-Mandatory
	C2.3	Should support mobile workstations that display a dispatch ticket	1	Should support mobile workstations that display a text dispatch ticket	Non-Mandatory
			2	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.	Non-Mandatory
	C2.4	MWS may have the ability for emergency activations. These will be received by dispatch and included in the event and unit history.	1	MWS may have the ability for emergency activations. These will be received by dispatch and included in the event and unit history.	Desired
	C2.5	The MWS should operate in a two-way mode with CAD, to update status, queries and other operations to be determined	1	The MWS should operate in a two-way mode with CAD, to update status, queries, messaging and other operations to be determined	Non-Mandatory
			2	This should be by the use of designated function keys/touch screen for status	Non-Mandatory
			3	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	Non-Mandatory
	C2.6	It may be possible to limit the user's functionality on the MWS by security.	1	It may be possible to limit the user's functionality on the MWS by security.	Desired
C2.7	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.	1	It should be possible to view pre-plans associated to the event or other query on the MWS.	Non-Mandatory	
C2.8	May be possible to push/pull upgrades to MWS remotely so each workstation can be updated without having to physically touch each machine	1	May be possible to push/pull upgrades to MWS remotely so each workstation can be updated without having to physically touch each machine	Desired	
C2.9	Map display should be available on all mobile workstations	1	Map display should be available on all mobile workstations	Non-Mandatory	

<b>MOBILE WORKSTATION</b>					
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non-Mandatory/ Desired</b>	
	C2.10	Mapping should be part of the dispatch ticket on the MWS	1	The MWS should present a dispatch ticket that can be toggled back and forth to a map, with the location of the incident centered	Non-Mandatory
			2	The dispatch ticket may be capable of showing the user a small section of the map if so desired directly on the dispatch ticket	Desired
	C2.11	Map should centre and an icon be displayed for an event which has been created	1	User should be able to select center on unit location	Non-Mandatory
			2	User should be able to select center on event	Non-Mandatory
			3	User should be able to select center on unit and event	Non-Mandatory
	C2.12	The vehicle routing information should be displayed on the map both for the dispatcher and for the responding unit MWS's	1	The vehicle routing information should be displayable on the map both for the dispatcher and for the responding hall's MWS's	Non-Mandatory
	C2.13	Icon should change when units are dispatched to the event	1	Icon should change when units are dispatched to the event	Non-Mandatory
	C2.14	Icon should change colour based on assigned unit status	1	Icon should change colour based on assigned unit status	Non-Mandatory
	C2.15	Map should be "zoomable" either by icon or keyboard command	1	Map should be "zoomable" either by icon or keyboard command	Non-Mandatory
	C2.16	Map page numbers may be over-laid on the MWS map	1	This may be toggled on and off at the users discretion	Desired
	C2.17	Mapping on the MWS should allow for an overlay of other data including facilities, hazards, property names, hydrant, etc.	1	This should be toggle on/toggle off for the various levels of detail as determined by the user	Non-Mandatory
	C2.18	It should be possible to run other applications on the MWS.	1	It should be possible to run other applications on the MWS.	Non-Mandatory
			2	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	Non-Mandatory
			3	The MWS should be able to review other information contained in the RMS	Non-Mandatory
			4	The MWS should be able to review person information contained in RMS.	Non-Mandatory
		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	1	It is expected that CAD should in future allow for the MWS to query RMS information as well as other CAD information	Non-Mandatory
2			The event query for other active events should include a full review of the event detail	Non-Mandatory	

MOBILE WORKSTATION				
Section	Item	User Requirement	Definition/Test	Mandatory/ Non-Mandatory/ Desired
C2.19			3 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	Non-Mandatory
			4 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	Non-Mandatory
			5 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	Non-Mandatory
			6 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	Non-Mandatory
			7 The MWS should allow for the unit roster to be updated as personnel go off or on duty for any reason by designated personnel	Desired
			9 The MWS should have the ability to add miscellaneous comments to an event	Non-Mandatory
C2.20		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.	1 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.	Non-Mandatory
C2.21		GIS Administrator or designated dispatcher may create road closures that display for the dispatcher and are accommodated in any routing algorithms	1 GIS Administrator or designated dispatcher may create road closures that display for the dispatcher and are accommodated in any routing algorithms	Desired
C2.22		May display layers such as park areas, hazardous materials, common place names etc.	1 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.	Desired
			2 The map may provide the option to add or remove layers of information to be displayed.	Desired

<b>MOBILE WORKSTATION</b>					
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>	
			3	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.	Desired
	C2.23	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.	1	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.	Desired
	C2.24	Pre-plan numbers may appear on the MWS	1	The may pre-plan should be attached as part of the initial dispatch ticket information	Desired
	C2.25	Benchmarks should be made available for use from the mobile workstation			Non- Mandatory
	C2.26	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			Non- Mandatory
	C2.27	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.	1	May have this lock to occur at the Windows level	Desired
2			At a minimum, the lock may disable access to the mobile CAD application	Desired	
3			May have the lock to also include the encryption of any mobile CAD log files	Desired	
	C2.28	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.			Desired
	C2.29	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.			Desired

<b>INTERFACES</b>				
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>
<b>General</b>	C3.1	The system must allow for interfaces to external databases	1 The system must allow a two way interface between the CAD database to the RMS database	Mandatory
			2 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	Desired
			3 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.	Desired
			4 The system may allow for updated event information to be pushed to the external database based on a definable trigger	Desired
			5 The system may allow for the user to manually trigger a transfer to the appropriate database(s).	Desired
	C3.2	CAD may allow for a mechanism for which an external application can be called	1 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).	Desired
	<b>ANI/ALI</b>	C3.3	The CAD system should be able to accept ANI/ALI information from the Telco	1 The system should adhere to the Telco ani/ali CAD format- including being Phase II wireless compliant
2 The system should be configured to automatically display the ani/ali upon answer or upon user request. This is configurable by the system administrator.				Non-Mandatory
3 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.				Non-Mandatory
4 The system should manage all abandoned or non-connected 9-1-1 calls				Non-Mandatory
5 The system should auto-fill the ani/ali in event entry form. The ANI/ALI should remain associated to that event for historical purposes.				Non-Mandatory

<b>INTERFACES</b>				
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>
			6 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.	Non-Mandatory
			7 The system should allow for multiple query criteria's based on ani/ali and agency data, i.e.. positions id's	Desired
			8 The CAD Table Administrators should be given access to maintain the ani/ali tables	Desired
<b>CAD &amp; RMS</b>	C3.4	RMS interface	1 The CAD must have the ability to have a two-way interface with the RMS chosen by the agency	Mandatory
			2 CAD may have the ability to retransmit event data to the RMS if something is changed in the CAD	Desired
			3 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	Non-Mandatory
	C3.5	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	1 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	Mandatory
			2 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.	Mandatory
	<b>ProQA</b>	C3.6	Protocol tools such as AMPDS®, FPDS®, Powerphone® or others	1 May be capable of using protocol tool such as FPDS®, Powerphone® or others
2 CAD may allow for a two way interface to ProQA.				Desired
C3.7		Interface may allow for event creation prior to completion of ProQA questioning - pre-alerts	1 Interface may allow for event creation prior to completion of ProQA questioning - pre-alerts	Desired
C3.8		The agency may be able to define what information is added to the CAD event from ProQA.	1 The agency may be able to define what information is added to the CAD event from ProQA.	Desired
C3.9		The agency may be able to define what information is added to the CAD MWS dispatch ticket or rip and run.	1 The agency may be able to define what information is added to the CAD MWS dispatch ticket or rip and run.	Desired

<b>INTERFACES</b>							
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>		<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>		
	C3.10	It may be possible to update information in ProQA and have the information updated in the CAD event.	1	It may be possible to update information in ProQA and have the information updated in the CAD event.	Desired		
	C3.11	Full ProQA interface document to be designed with the vendors.	1	Full ProQA interface document to be designed with the vendors.	Desired		
	C3.12	It may be possible to create an event outside of ProQA or force the user to use ProQA.	1	It may be possible to create an event outside of ProQA or force the user to use ProQA.	Desired		
<b>GIS</b>	C3.14	GIS interface to municipal systems	1	In future CAD may be capable of receiving street closure/re-opening by interface from municipal systems	Desired		
			2	Also hydrant maintenance system, water main information, public works systems, and others to be determined.	Desired		
<b>Smart Phone</b>	C3.15	The system may provide an interface to smart phone such as Android,	1	Email interface	Desired		
			2	SMS interface	Desired		
<b>CAD to CAD</b>	C3.16	The CAD system should be able to link separate agencies calls when those agencies are responding to the same call	1	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	Non-Mandatory		
			C3.17	Other agency events of a user-defined category should trigger a Response Incident by jurisdiction	1	Defined events of a user-defined category should trigger an automatic Response Incident by jurisdiction	Non-Mandatory
					2	If the Response event is a unique event it should have a clearly documented cross reference to the other agency event	Non-Mandatory
					3	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.	Non-Mandatory
					4	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.	Non-Mandatory
5	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	Non-Mandatory					

<b>INTERFACES</b>				
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>
			6 It should be possible to manually create a combined event at the time of call creation or later in the call process.	Non- Mandatory
	C3.18	CAD should have the ability to generate event for multiple agencies in defined situations or on an adhoc basis -	1 CAD should be configurable to automatically create separate events for multiple agencies for specific event types and areas	Non- Mandatory
			2 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.	Non- Mandatory
	C3.19	Conversely, the CAD should have some ability to create a CAD to CAD notification for another agency	1 The CAD should be able to create a combined event for the other agency CAD;	Non- Mandatory
	C3.20	It should be possible to record event number from another agency in the CAD call.	1 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.	Non- Mandatory
			2 if the CAD call was generated from another agency combined event call, the system should automatically add this information to the predefined field.	Non- Mandatory
	C3.21	Unit information should be included in the data being passed between CAD systems	1 The event information should include all unit information for all agencies assigned to the event	Non- Mandatory
<b>AVL/GPS</b>	C3.22	GPS Data	1 The system should be capable of accepting GPS in multiple formats from multiple devices including standard GPS devices	Non- Mandatory
			2 The system should be capable of accepting and interpreting GPS data in all industry standard formats such as TAIP (all messaging formats) and NMEA	Non- Mandatory
			3 The system should be capable of accepting and interpreting GPS data from P25-style radios	Non- Mandatory
			4 The system should be capable of accept and interpreting GPS data from cellular phones	Non- Mandatory
			5 The system should be capable of tracking units in the X, Y and Z axis	Non- Mandatory
	C3.23	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:	1 Unit status	Non- Mandatory
			2 Event type	Non- Mandatory
			3 Class of service	Non- Mandatory

<b>INTERFACES</b>					
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>		<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>
<b>Incident Command</b>	C3.24	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	1	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	Desired
	C3.25	The MWS may allow the incident commander to display units at base and deployed at the scene	1	The system may display all units assigned to an event including those that are at base	Desired
	C3.26	The system may be capable of receiving benchmark information			Desired
	C3.27	The benchmarks should be configurable based on a variety of information such as event type, alarm level and class of service			Non-Mandatory
	C3.28	The MWS may be able to display requested layers of information such as hydrants, hazards, etc.	1	This information may be displayed graphically on the map	Desired
<b>Station Printing</b>	C3.29	The system may be capable of generating a print out upon unit dispatch (known as Rip & Run)	1	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	Desired
	C3.30	The rip & run print out should be configurable by the system administrator			Non-Mandatory
	C3.31	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:	1	Unit status	Non-Mandatory
			2	Unit type	Non-Mandatory
			3	Event type	Non-Mandatory
	C3.32	The system administrator should be able to configure the number of copies are printed out	1	One printout per unit dispatched or multiple printouts	Non-Mandatory
	C3.33	The dispatcher should be able to easily regenerate a printout on request			Non-Mandatory
C3.34	The end user in the station should be able to print any number of copies of the rip and run upon demand			Non-Mandatory	

<b>INTERFACES</b>				
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non-Mandatory/ Desired</b>
<b>Phone</b>	C3.35	Phone System	1 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)	Desired
			2 May be able to receive Next Generation 911 (text messages from cell phones).	Desired
<b>Radio</b>	C3.36	Agency radio/controller	1 CAD should support status messaging in real time from mobile and portable radios	Non-Mandatory
			2 CAD should display radio emergency button activations, showing the unit, the LID, the alias and the user logged on with that radio	Non-Mandatory
			3 CAD should have the ability to display RTT, and PTT activations in a monitor	Non-Mandatory
	C3.37	A unit's RTT or PTT should be displayed to the dispatchers	1 CAD may be capable of displaying PTT and RTT actions	Desired
			2 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	Non-Mandatory
			3 Emergency activations should be recorded in the unit and/or event history.	Non-Mandatory
			4 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).	Non-Mandatory
	<b>Paging</b>	C3.38	The CAD may have ability to provide a CAD initiated page to an outside agency	1 The CAD may have ability, where required for a gas leak as an example, to provide a CAD initiated page to Treason Gas; this is a specific example of a general requirement
<b>Others</b>	C3.39	Zetron paging	1 The Station Alerting that is triggered by CAD may be interfaced to the Zetron system or other paging system as required.	Desired
	C3.40	EOC applications,	1 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	Desired

<b>INTERFACES</b>				
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>
			2	The CAD may have an interface to Multi-Agency Situational Information System Information Exchange (MASAS-X)  Desired
	C3.41	Quality assurance software	1	CAD may offer some type of quality assurance/analysis program for example BI - Business Intelligence solution  Desired
	C3.42	Business Intelligence	1	CAD may offer some type of BI - Business Intelligence solution program  Desired
	C3.43	The system may allow for an interface to an external system that would contain other information such as:	1	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  Desired
			2	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  Desired
			3	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  Desired
			4	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  Desired
			5	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  Desired
			6	Hazards may be able to be extracted from a secondary database (to be defined) and attached to the dispatch ticket; the rip & run and MWS  Desired
			7	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  Desired
		The system should allow for a bi-directional interface with an external staffing solution	1	The system should make use of staffing information in real-time for rostering personnel  Non-Mandatory

<b>INTERFACES</b>					
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>		<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>
	C3.44		2	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.)	Non- Mandatory
<b>First Watch</b>	C3.45	It must be possible to interface with the proprietary First Watch application.	1	This application must sync the CAD data with the First Watch application	Mandatory
<b>System Status Management</b>	C3.46	It may be possible to interface to a real time decision support solution for critical dispatch and deployment management	1	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.	Desired

<b>TECHNICAL</b>				
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>
<b>Event Volume</b>	C4.1	Agency currently, ~700 events per day, plan for ~1200 events per day (split between IFT & Emergency Fire & EMS Dispatch)	1 CAD must be capable of managing 1100+ events per day	Mandatory
<b>Dispatch W/stations</b>	C4.2	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	1 CAD must be capable of being operated from either the main location or from a back up site	Mandatory
			2 Information should be provided by the vendor regarding any limitations of working from a remote location	Non-Mandatory
			3 CAD must be capable of running from a minimum of 30 desks at the same time	Mandatory
			4 The CAD must operate from a back up site exactly the same as the primary site. This will include running from a secondary back up server.	Mandatory
			5 The system must be capable of operating completely independent of the primary location or servers (complete business continuity). This should include hot failover options.	Mandatory
			6 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.	Non-Mandatory
	C4.3	The workstation shall allow the dispatcher to access multiple applications and websites including but not limited to RMS, Canutech, General Office Applications, Google Earth, Voice Recorder. This will include radio software.		Mandatory
C4.4	The system administrator may be able to determine the default desktop		Desired	
<b>Audit Tracking</b>	C4.5	Event History Record	1 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.	Non-Mandatory
	C4.6	Unit History Record	1 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.	Non-Mandatory
	C4.7	The system should track all actions taken by a user in the system.		Non-Mandatory

<b>TECHNICAL</b>				
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>
	C4.8	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.	<b>Messaging/Mail by</b>	Desired
			1 user	Desired
			2 workstation	Desired
			3 mobile workstation	Desired
			4 unit	Desired
			<b>Queries by</b>	Desired
			1 user	Desired
			2 workstation	Desired
			3 mobile workstation	Desired
			4 unit	Desired
	C4.9	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	1 User	Mandatory
			2 Workstation	Mandatory
			3 Date created	Mandatory
			4 Date updated	Mandatory
C4.10	All data tracked within the system must log who performed the action and which workstation the action was performed on.	1 This will include if the action was performed from a dispatch, call taker, remote (web browser), or mobile workstation	Mandatory	
<b>Workstations outside dispatch</b>	C4.11	Must be able to support remote access to the system from non-dispatch workstations	1 Must be able to operate the CAD and RMS at the same time on the same workstation	Mandatory
	C4.12	Limitations of outside workstation access must be documented and identified by vendor	1 Limitations include accessibility and number at a minimum	Mandatory
	C4.13	CAD Client may be able to operate in a terminal services environment such as Citrix or RDS/RDP	1 CAD Client may be able to operate in a terminal services environment such as Citrix	Desired
<b>Printing</b>	C4.14	Printing must be supported by dispatch and station workstations	1 Printing must be supported by dispatch and station workstations	Mandatory
	C4.15	Printer setup and configuration must be managed by user agency - network printer IP address management is to be maintained by agency	1 Agency must supply a list printer names and manages their print server as appropriate	Mandatory
	C4.16	Must be able to prioritize print messages (jobs) so it is possible to ensure dispatch tickets get printed before other messages.	1 Must be able to prioritize print messages (jobs) so it is possible to ensure dispatch tickets get printed before other messages.	Mandatory
	C4.17	It may be possible to print rip and run tickets in the stations for each dispatch.	1 It may be possible to print rip and run tickets in the stations for each dispatch.	Desired
	C4.18	It may be possible for the system administrator to configure the lay out of the rip and run printouts.	1 it may be possible for the system administrator to configure the lay out of the rip and run printouts	Desired
			2 May to be able to customize the printout based on pre-defined criteria such as event type, unit type etc.	Desired

<b>TECHNICAL</b>					
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non-Mandatory/ Desired</b>	
	C4.19	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.	1	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.	Desired
	C4.20	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.	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.	Desired
	C4.21	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.	1	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.	Non-Mandatory
	C4.22	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.	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.	Desired
	C4.23	CAD Application must support direct workstation attached printers as well as network printers	1	CAD Application must support direct workstation attached printers as well as network printers	Mandatory
	C4.24	CAD Application must support ink jet and laser printers	1	CAD Application must support ink jet and laser printers	Mandatory
	C4.25	CAD Application may support printing in various formats to be specified	1	CAD Application may support printing in the size/format for printing that is required by the agencies	Desired
<b>Connectivity</b>	C4.26	Workstation connectivity for units must be secure and should be able to operate on existing networks or other connectivity as selected by the agency.	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.	Mandatory
	C4.27	Secure Internet access to CAD may be available for reporting and call review	1	Secure Internet access to CAD may be available for reporting and call review	Desired
<b>GIS/Mapping</b>	C4.28	GIS Tool should allow the agency to convert files from ESRI shapefile format. Corporate standard at City of Winnipeg is Intergraph.	1	GIS Tool should allow the agency to convert files from ESRI shapefile format	Non-Mandatory
	C4.29	User configurable map should display based on ESRI shapefile format	1	User configurable map should display based on ESRI shapefile format	Non-Mandatory
	C4.30	Should be able to do street maintenance via incremental updates [batch processing]	1	Should be able to do street maintenance via incremental updates [batch processing]	Non-Mandatory

<b>TECHNICAL</b>					
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>		<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>
	C4.31	Should be able to perform complete replacement of street data	1	Should be able to perform complete replacement of street data	Non-Mandatory
			2	The system should provide the ability to re-index historical data based on new street data;	Non-Mandatory
	C4.32	Automatic route recommendation,	1	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	Non-Mandatory
	C4.33	AVL generated unit recommendation	1	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	Non-Mandatory
	C4.34	The format for address verification should be directional prefix, street name, street type, directional suffix, apartment number and city	1	These should be separate fields, and viewed in this order	Non-Mandatory
	C4.35	Addressing should be able to be done by block face	1	Addressing should be able to be done by block face	Non-Mandatory
	C4.36	East bound, west bound, north bound south bound qualifiers should be available	1	It should be possible to distinguish directions on highways or any other road	Non-Mandatory
	C4.37	The issue of North [etc.] foot, ft. should be managed either by common place name, or by qualifier	1	The issue of North [etc.] foot, ft. should be managed either by common place name, or by qualifier	Non-Mandatory
	C4.38	Alpha-numeric street addresses [e.g. 1234A Main St) should be managed;	1	Alpha-numeric street addresses [e.g. 1234A Main St) should be managed;	Non-Mandatory
	C4.39	Addresses verification should manage suite numbers and 'floor' numbers and accept this data from ANI-ALI	1	Addresses verification should manage suite numbers and 'floor' numbers and accept this data from ANI-ALI	Non-Mandatory
	C4.40	Mapped x-y locations should be derived from an address range, not a single value x-y at mid-point	1	Mapped x-y locations should be derived from an address range, not a single value x-y at mid-point	Non-Mandatory
	C4.41	An error log may be generated for all non-verified addresses	1	An error log may be generated for all non-verified addresses	Desired
	C4.42	The system should provide a coordinate value [i.e. lat/long] based on an address or a map reference	1	The system should provide an x-y coordinate from the location; the example would be to provide this for a helicopter	Non-Mandatory
	C4.43	Wireless phase 1 & 2, GIS should be able to feed from Telco's to CAD for event creation and mapping	1	Wireless phase 1 & 2, GIS should be able to feed from Telco's to CAD for event creation and mapping	Non-Mandatory

<b>TECHNICAL</b>				
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non-Mandatory/ Desired</b>
	C4.44	GIS Query/reporting	1 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)	Non-Mandatory
			2 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	Non-Mandatory
			3 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	Non-Mandatory
			4 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)	Non-Mandatory
			5 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)	Non-Mandatory
	C4.45	Point addressing	1 Addressing will be based first on point addressing with range addressing being secondary; this will assist specifically in determining the closest hydrant	Non-Mandatory
C4.46	Geo-fencing	1 The system should provide alerts when units/apparatus are outside of their coverage area	Desired	
<b>Security</b>	C4.47	Plan for network security should be required that includes remote CAD workstations for stations if those are implemented	1 In terms of security, user passwords should be encrypted and masked; data should be encrypted;	Non-Mandatory
	C4.48	Log on to a workstation should override the previous user log on [i.e., log them off] and perform this action within seconds	1 Log on to a workstation should override the previous user log on [i.e., log them off] and perform this action within seconds and include a refresh CAD.	Non-Mandatory
	C4.49	Workstations with internet access outside dispatch.	1 CAD system should provide browser access for users accessing CAD from remote locations	Non-Mandatory
	C4.50	CAD should support Role Based Access Controls	1 CAD should support Role Based Access Controls	Non-Mandatory

<b>TECHNICAL</b>				
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non-Mandatory/ Desired</b>
	C4.51	CAD should operate in a "hardened" operating system environment	1 Security settings only relaxed for specifically identified purposes. The desired connectivity to the Internet makes this necessary.	Non-Mandatory
	C4.52	CAD workstations should have the ability to have access to a defined intranet	1 CAD workstations should have the ability to have access to a defined intranet	Non-Mandatory
	C4.53	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.	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.	Non-Mandatory
	C4.54	Workstation lock out capability	1 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.	Non-Mandatory
	C4.55	Password protection	1 Passwords should be encrypted and masked;	Non-Mandatory
	C4.56	The system may be capable of using a single logon through the use of Active Directory or another LDAP.		Desired
	C4.57	The system must be capable of operating with industry standard anti-virus software.	1 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.	Mandatory
			2 The anti-virus software must be able to be run on the servers, mobile workstations and dispatch workstations	Mandatory
<b>Code Base</b>	C4.58	May be able to determine whether the code base for the proposed system differs between Canadian and US installations	1 May be able to determine whether the code base for the proposed system differs between Canadian and US installations	Desired
<b>System Architecture</b>	C4.59	The CAD must operate on a standard industry-recognized operating system	1 Examples of this would be Windows,	Mandatory
	C4.60	The CAD database must be on a standard industry-based database	1 Examples of this would be Oracle, MSSQL Preferred DB is MSSQL.	Mandatory
	C4.61	The vendor must allow for annual upgrades of OS and DB	1 The vendor must allow for annual upgrades of OS and DB	Mandatory
	C4.62	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	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	Non-Mandatory

<b>TECHNICAL</b>				
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>	<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>
	C4.63	The CAD should have the ability to journal or replicate the data on an alternate site or source for data mining	1 The CAD should have the ability to journal or replicate the data on an alternate site or source for data mining	Non-Mandatory
	C4.64	System backups must not negatively impact system performance	1 System backups must not negatively impact system performance. Vendor should propose the best practices for archiving data from the primary database.	Mandatory
	C4.65	Call logger	1 CAD may provide for a CAD call logger to track recent system activity for reference in the event CAD is not available (Print logger)	Desired
	C4.66	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.	1 By events	Non-Mandatory
			2 by messages	Non-Mandatory
			3 by units	Non-Mandatory
			4 by unit history	Non-Mandatory
			5 by agency	Non-Mandatory
			6 by 911 records	Non-Mandatory
	C4.67	The system may be capable of ODBC compatibility	1 The system may be capable of ODBC compatibility	Desired
	C4.68	Customized Alerts and reports	1 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.	Non-Mandatory
			2 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.	Non-Mandatory
	C4.69	CAD vendor should provide application health status alerts to facilitate SNMP monitoring or similar technology.	1 CAD vendor should provide application health status alerts to facilitate SNMP monitoring or similar technology.	Non-Mandatory
	C4.70	The system should support importing and exporting in XML	1 The system should support importing and exporting in XML	Non-Mandatory
	C4.71	The vendor shall provide the source code, with annual updates	1 The vendor shall provide the source code, with annual updates	Mandatory
	C4.72	The vendor shall provide the database schema, with annual updates	1 The vendor shall provide the database schema, with annual updates	Mandatory
	C4.73	The vendor shall provide the database dictionary	1 The vendor shall provide the database dictionary	Mandatory

<b>TECHNICAL</b>					
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>		<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>
	C4.74	The vendor shall provide detailed system administration documentation	1	The vendor shall provide detailed system administration documentation	Mandatory
	C4.75	The vendor shall provide system administration training	1	The vendor shall provide system administration training	Mandatory
	C4.76	The vendor shall provide functional documentation	1	The vendor shall provide functional documentation	Mandatory
	C4.77	The vendor shall provide functional test plans and test scripts	1	The vendor shall provide functional test plans and test scripts	Mandatory
	C4.78	The vendor may provide load test scripts	1	Load simulation and timing mechanisms	Desired
	C4.79	The vendor shall provide a system architecture diagram	1	The vendor shall provide a system architecture diagram	Mandatory
	C4.80	The vendor should provide a multiple environment test environment	1	There should be at least the following database environments required - Production (LIVE), training and development	Non-Mandatory
	C4.81	The vendor should provide sync scripts	1	The vendor should provide sync scripts	Non-Mandatory
	C4.82	The vendor may provide a proven methodology for source code management of configuration	1	The vendor may provide a proven methodology for source code management of configuration	Desired
	C4.83	The vendor may provide a method of propagating mobile workstations and client desktops	1	The vendor may provide a method of propagating mobile workstations and client desktops	Desired
	C4.84	Cancelling hung processes	1	The CAD team may have the ability and access to kill hung processes	Desired
			2	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	Desired
	C4.85	Database backup	1	The CAD must provide the ability for on line/hot backups of the database without impairing system operation	Mandatory
	C4.86	Failover capability	1	The CAD must have the ability to fail over to another server/system	Mandatory
	C4.87	The system must support current industry standard infrastructure formats	1	The system must be capable of operating in a Virtual Machine environment	Mandatory
			2	Virtual Machine environment includes database servers, interface or application servers and dispatch workstations	Mandatory
<b>Reports</b>	C4.88	CAD must produce reports	1	CAD must have the ability to produce ad hoc reports	Mandatory
			2	CAD must have the ability to produce canned reports	Mandatory
			3	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	Desired

<b>TECHNICAL</b>					
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>		<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>
	C4.89	CAD should support direct export on various formats including MS <sup>©</sup> , csv, xml, txt., etc.	1	CAD should support direct export on various formats including MS <sup>©</sup> , csv, xml, txt., etc.	Non-Mandatory
<b>Training Simulator</b>	C4.90	Training simulator	1	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.	Desired
<b>Radio Interface</b>	C4.91	May be P25 compliant	1	May be P25 compliant	Desired
	C4.92	May be able to accept PTT, RTT and status changes from the radio system	1	May be able to display PTT and RTT and identify the unit and/or officer assigned to that radio.	Desired
			2	May accept and display status changes. Status changes should update the status of the unit in CAD and be displayed to the dispatcher.	Desired
	C4.93	Send receive and display emergency activations from the mobile and portable radios	1	May be able to display emergency notifications and identify the unit and/or officer assigned to that radio.	Desired
			2	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.	Desired
C4.94	Should be capable of accepting unit status codes from the radio interface	1	For times when users are outside of the apparatus (i.e. patient side or offloading at hospital)	Non-Mandatory	
<b>Network</b>	C4.95	The system should allow dispatch workstations to operate in multiple network segments	1	Should be able to operate workstations from multiple locations in different VLANS seamlessly	Non-Mandatory
			2	Should be able to operate workstations from multiple networks while still sharing data in real time	Non-Mandatory
			3	Should be able to have the system database in a different location on a different network VLAN without any impact to operation	Non-Mandatory
			4	Should be able to operate the system application or interface servers in a different VLAN without any impact to operation	Non-Mandatory
			5	Dispatch workstations should be able to operate with dual network configurations	Non-Mandatory
	C4.96	The system should allow for workstations and servers to be located in different time zones	1	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.	Non-Mandatory

<b>CORPORATE</b>					
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>		<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>
<b>Corporate General</b>	C5.1	Vendor solution is currently installed in departments of similar size and number of users	1	Vendor should be able to provide references	Non-Mandatory
	C5.2	Vendor must support/work with standard vendors for various interfaces including CAD and PeopleSoft solutions			Mandatory
	C5.3	Vendor shall offer annual maintenance packages			Mandatory
	C5.4	Vendor shall provide a warranty for the product/solution			Mandatory
	C5.5	Vendor should offer an extended warranty			Non-Mandatory
	C5.6	Vendor may support/provide a user conference	1	Vendor may support/provide a user conference	Desired
	C5.7	Vendor may support/provide a Canadian user conference	1	Vendor may support/provide a Canadian user conference	Desired
	C5.8	Vendor may support a regional user conference	1	Vendor may support a regional user conference	Desired
<b>Product Documentatio n</b>	C5.9	The vendor should provide a system database schema			Non-Mandatory
	C5.10	The vendor should be able to describe the different services and levels of support that are available			Non-Mandatory
	C5.11	The vendor should provide product release notes for the version of the software being recommended for use at the time of system implementation			Non-Mandatory
	C5.12	System documentation should include both user guides and system administrator guides			Non-Mandatory
	C5.13	The vendor may provide system test plans	1	User Acceptance Test Plan	Desired
			2	Regression Test Plan	Desired
<b>Client Support</b>	C5.14	The vendor should provide technical assistance with the configuration of the system			Non-Mandatory
	C5.15	The vendor should provide technical assistance with the implementation of the system			Non-Mandatory
	C5.16	A predefined process and associated expected timelines for trouble resolution may be provided			Desired
	C5.17	The vendor shall be able to provide a process for system upgrades			Mandatory
	C5.18	System solution should be subject to an internal (vendor) QA process			Non-Mandatory
	C5.19	The vendor shall provide software configuration training to identified super users			Mandatory
	C5.20	The vendor may provide user-level training in a train-the-trainer format			Desired

<b>CORPORATE</b>					
<b>Section</b>	<b>Item</b>	<b>User Requirement</b>		<b>Definition/Test</b>	<b>Mandatory/ Non- Mandatory/ Desired</b>
	C5.21	The vendor should provide implementation and project support			Non-Mandatory
	C5.22	Vendor shall provide 7/24/365 support	1	The vendor shall provide an agreed service level agreement	Mandatory
			2	The vendor shall provide a response within a certain time frame to calls for assistance	Mandatory
			3	The response time shall be based on the priority of the request	Mandatory
			4	The vendor should provide first, second and third level support	Non-Mandatory
			5	The vendor should provide a web-based knowledge bank;	Non-Mandatory
			6	Users may be able to post information/issues to the web-based bank	Desired
	C5.23	The vendor may provide a file transfer site;			Desired
	C5.24	Vendor should track and monitor customer submitted bugs	1	Should track and monitor customer submitted bugs	Non-Mandatory
	C5.25	Vendor should provide a single point of contact	1	The vendor should provide a single point of contact for customer support This should include a single project manager	Non-Mandatory
<b>User Base</b>	C5.26	Vendor is currently installed with a number of users and anticipated call volume	1	Refer to the Assumptions worksheet for details	Mandatory

## Glossary

<b>Word</b>	<b>Description</b>
Move up	The move of a unit from one location to another to provide fill-in or coverage
Post	Post is a fixed, pre-determined location where an apparatus can be moved to provide coverage for a large area. The post is typically centrally located between the two areas being covered.
Area of priority	Area of priority is an area of high call volume or where critical calls historically occur most frequently.
PCP	Primary Care Paramedic
ACP	Advanced-Care Paramedic
COTS	Commercial Off the Shelf
CAD	Computer Aided Dispatch (System)
MWS	Mobile Workstation
ACK	Acknowledgement