NOTICE and AGENDA for
Kalamazoo County Consolidated Dispatch Authority
Technical Advisory Committee
September 6, 2023

PLEASE TAKE NOTICE that a REGULAR Meeting of the Kalamazoo County Consolidated Dispatch Authority Technical Advisory Committee will be held on **Wednesday, September 6th** at 10:00 a.m. in the Chief Switalski Meeting Room at Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo Michigan for consideration of items, namely, on this Agenda.

ITEM 1 – CALL TO ORDER

ITEM 2 – ROLL CALL

Western Michigan University Public Safety *Scott Merlo, Chairperson*	Michigan State Police *Scott Ernstes, Vice-Chairperson*	
Kalamazoo Department of Public Safety	Kalamazoo County Sheriff's Office	
Township of Kalamazoo Police Department	Portage Department of Public Safety	
Kalamazoo County Medical Control Authority	Kalamazoo County Fire Chiefs Association	

ITEM 3 – APPROVAL OF MEETING MINUTES

    A. Regular Meeting Minutes from July 12, 2023

ITEM 4 – CITIZENS' TIME

The Committee welcome members of the public to express their ideas or concerns about issues affecting Kalamazoo County Consolidated Dispatch Authority. Members of the public wishing to speak are requested to stand at the podium and state your full name and address for the record. Each member of the public is limited to four minutes or less.

ITEM 5 – FOR CONSIDERATION

    A. Administrative Monthly Report (Verbal overview will be provided as the written version is not yet complete)

    B. Old Business

        1. Kalamazoo MPSCS Simulcast Subsystem Project (Update)

        2. Video & Picture Application

        3. Conditional Bonds

        4. Unified Communications Plan

    C. New Business

        1. Joint Request for Proposal – CAD and Mobile, LE RMS, and JMS

        2. Tyler Technology/New World Production Environment Upgrade

ITEM 6 – OTHER ITEMS

    D. Announcements and Member Comments

    E. Next Meeting – November 1st, 2023

ITEM 7 – ADJOURNMENT

MEETING MINUTES for

Kalamazoo County Consolidated Dispatch Authority
TECHNICAL ADVISORY COMMITTEE
July 12, 2023 – Regular Meeting

ITEM 1 – **CALL TO ORDER**

The Regular Meeting of the Technical Advisory Committee was called to order by Chief Scott Merlo at 10:00 a.m. on Wednesday, July 12, 2023, in the Chief Switalski Meeting Room at Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo, Michigan.

ITEM 2 –**ROLL CALL**

Members Present: Scott Merlo (WMUPD), Chris Franks (KDPS), Bryan Ergang (KTPD), Craig Dieringer (KCMCA), Jeff Christensen (KCSO), Nick Armold (PDPS), Gerry Luedecking (KCFCA)

Others Present: Ryan McGregor, Jeff Heppler, Steve Stryd, Jeff Troyer, Torie Rose, Jon Moored, and Chris McComb

ITEM 3 – **APPROVAL OF MEETING MINUTES**

    A. Regular Meeting Minutes from May 3, 2023

    "Motion by Mr. Ergang, second by Mr. McGregor to approve the Regular Meeting Minutes from May 3, 2023, as presented."

On a voice vote, MOTION CARRIED.

    B. Special Meeting Minutes from May 25, 2023

    "Motion by Mr. Ergang, second by Mr. Franks to approve the Special Meeting Minutes from May 25, 2023, as presented."

On a voice vote, MOTION CARRIED.

ITEM 4 - **CITIZENS' TIME**

There was none.

ITEM 5 – **FOR CONSIDERATION**

    A. Administrative Monthly Report

Mr. Troyer stated the report was included in the packet and provided an overview.

    B. Old Business

        1. Kalamazoo MPSCS Simulcast Subsystem Project (Update)

Mr. Troyer stated the Oshtemo Tower took a lightening hit during a few months ago. He stated the damage was covered by warranty, but they are working on installing additional grounding. The project will be completed by the end of the month.

2. Live-Stream Video Application

Mr. Troyer stated administration has not yet reviewed applications after the two demonstrations due to working on the CAD and Mobile System functionality requirements. He stated the proposals will be pursued at the September or November meeting.

    3. Conditional Bonds

Mr. Troyer stated an email was sent to everyone in attendance at the last meeting to clarify what was being requested from the courts. He stated a response was received from Circuit Court regarding Juvenile Bond Conditions but no other responses. He stated he would draft another letter asking for the data and stating we will contact Calhoun County Courts.

    C. New Business

    1. Joint RFP – CAD & Mobile Solution

Mr. Troyer stated administration met with KDPS and KCSO and discussed a joint RFP for the three separate subsystems – Law RMS, JMS, and CAD & Mobile. He stated KCCDA will have the CAD and Mobile System portion ready by the first or second week of August. The group decided the RFP didn't have to be for a complete public safety suite so each subsystem can be bid separately. Cohl, Stoker, Toskey will oversee the baseline terms and conditions of the RFP. The goal is to bring RFP to TAC in September.

    2. Unified Communications Plan & Recommend Templates

Mr. Troyer stated a subcommittee met to talk about call signs and to work on moving toward a unified communications plan. He stated dispatch will use the recommended templates and unencrypted talkgroups. He hoped to bring back a plan in September.

    3. Resolution 2023-02: Utilization of KCCDA MPSCS Member Fee Credits by Agencies

Mr. Troyer stated the $413k of MPSCS member fee credits expire in ten years. There is no way we will use the credits we have accumulated. The proposed resolution/policy sets forth a process for the credits to be used for agencies directly dispatched by KCCDA who meet the criterion in the policy. A request for credit use can be submitted to Mr. Troyer on a first come first serve basis and there is a limit per agency, per year.

> "Motion by Mr. Ergang, second by Mr. Christensen to approve and recommend approval of Resolution 2032-02: Utilization of KCCDA MPSCS Member Fee Credits by Agencies to the Board."

On a voice vote, MOTION CARRIED.

ITEM 6 – **OTHER ITEMS**

    D. Announcements and Member Comments

Mr. Dieringer inquired if anything further was needed for transitioning MSU1 and 2 to the County Ops channel.

Mr. Troyer stated everything was ready to go but Dr. Fales wanted to wait until the new group of fellows came in.

    E. Next Meeting

The next regular scheduled Technical Advisory Committee meeting will be Wednesday, September 6, 2023, at 10:00 am, and will be held in the Chief Switalski Meeting Room at KCCDA, 7040 Stadium Drive, Kalamazoo, MI 49009.

ITEM 7 - **ADJOURNMENT**

      F.   Adjournment

The meeting adjourned at 10:46 a.m.

From:	Chad A. Kewish
To:	Jeff Troyer; Huber, Matthew; Dave Boysen; armoldn@portagemi.gov; fc390@aol.com; william.fales@wmed.edu; rcfull@kalcounty.com; jmchri@kalcounty.com; Steven M. Stryd; bnergang@ktwp.org; ernstess@michigan.gov; Scott R Merlo; Franks, Christopher; Jeff VanderWiere; Chip Everett; craig.dieringer@wmed.edu; jevand@kalcounty.com; Scott Jackson; caspersonc@michigan.gov; ryan.mcgregor@wmich.edu; Jessica Glynn; Jeff S. Getting; augustapd@tds.net; Dale R. DeLeeuw; Christopher T. Haenicke; Kathleen P. Hemingway; Gary Giguere; Rebecca J. D"Angelo; Kevin M. Tatroe; Judge Sharma; Logan D. Bishop; plewis@ywcakalamazoo.org
Cc:	KCCDA Admin
Subject:	RE: KCCDA Special TAC Meeting - Second Follow-up
Date:	Tuesday, July 25, 2023 4:13:29 PM
Attachments:	Region V Court Admins and Probate Register Contacts .pdf

Good afternoon Mr. Troyer,

My response to your earlier request for information was not only to provide the number of bonds issued over a period of time, but to highlight the mitigation efforts, and also to point out the Circuit Court's willingness to collaborate with law enforcement. In 2017, law enforcement agencies came to the Circuit Court requesting us to start issuing juvenile bonds. Prior to that, the court seldom, if ever, released juveniles with a bond, let alone conditions on a bond. We agreed to that request because we recognized the importance of alerting law enforcement who encountered youth while out on conditions of release. We developed new procedures to process a bond when one was ordered, and trained clerks and juvenile home employees how to process bond payments. We did not enter juvenile bonds into LEIN ourselves.

With respect to your request for contact information. The State Court Administrative Office only provides me with a detailed contact list of courts within our own region (region 5). That list is attached.

As for the staffing assessment you have requested, I would presume that our staffing needs would be the same as yours with respect to the number of positions and time needed to enter the limited number of juvenile bonds into LEIN. However, it would be disingenuous for me to provide an actual number of people or a cost, as I do not have the resources to do that in the midst of moving a large portion of our operations from one facility to another at this moment.

We found the May 25 meeting to be productive and look forward to a continued good working relationship.

Respectfully,

Chad Kewish
Circuit Court/Probate Court Administrator
ADA Coordinator
9th Circuit Court
Kalamazoo, MI
Phone: 269.384.8253
cakewi@kalcounty.com

From: Jeff Troyer <JTroyer@kccda911.org>
Sent: Wednesday, July 19, 2023 3:41 PM
To: Huber, Matthew <huberm@kalamazoocity.org>; Dave Boysen <boysend@kalamazoocity.org>; armoldn@portagemi.gov; fc390@aol.com; william.fales@wmed.edu; Rick C. Fuller <rcfull@kalcounty.com>; Jeffrey M. Christensen <jmchri@kalcounty.com>; Steven M. Stryd <smstry@kalcounty.com>; bnergang@ktwp.org; ernstess@michigan.gov; Scott R Merlo <scott.merlo@wmich.edu>; Franks, Christopher <franksc@kalamazoocity.org>; Jeff VanderWiere <vanderwj@portagemi.gov>; Chip Everett <everettc@portagemi.gov>; craig.dieringer@wmed.edu; James E. VanDyken <jevand@kalcounty.com>; Scott Jackson <sajackson@ktwp.org>; caspersonc@michigan.gov; ryan.mcgregor@wmich.edu; Jessica Glynn <jglynn@ywcakalamazoo.org>; Jeff S. Getting <jsgett@kalcounty.com>; augustapd@tds.net; Dale R. DeLeeuw <Dale.DeLeeuw@kalcounty.com>; Christopher T. Haenicke <cthaen@kalcounty.com>; Kathleen P. Hemingway <kphemi@kalcounty.com>; Gary Giguere <gcgigu@kalcounty.com>; Rebecca J. D'Angelo <rjdang@kalcounty.com>; Kevin M. Tatroe <kmtatr@kalcounty.com>; Chad A. Kewish <cakewi@kalcounty.com>; Judge Sharma <nxshar@kalcounty.com>; Logan D. Bishop <ldbish@kalcounty.com>; plewis@ywcakalamazoo.org
Cc: KCCDA Admin <admin@kccda911.org>
Subject: KCCDA Special TAC Meeting - Second Follow-up

Good Afternoon Kalamazoo County Circuit and District Court,

The KCCDA Technical Advisory Committee (TAC) met on Wednesday, July 12th for a regular scheduled meeting. The only information we received in response to our request for information (below) was from Circuit Court/Probate Court Administrator Chad Kewish. The information was directly related to the mitigation of youth violence and the statistics for those conditions for 2022. This information is very helpful however, for TAC to make a recommendation (to the KCCDA Board of Directors) in reference to what is being requested, we still need the other information that was requested.

In the interim, KCCDA Administration will reach out to Calhoun County courts to inquire about their processes/logistics. The next regular scheduled TAC meeting is September 6th at 10 a.m. and we would greatly appreciate any additional information you can provide (from the below request) before September 1st.

Thanks again for your assistance and have a great afternoon!

Jeffery Troyer
Executive Director
Kalamazoo County Dispatch Authority
7040 Stadium Dr., Kalamazoo, MI 49009

Ofc: (269) 488-6616
Cell: (269) 718-2195
www.kccda911.org

From: Jeff Troyer
Sent: Wednesday, May 31, 2023 12:12 PM
To: huberm@kalamazoocity.org; Dave Boysen <boysend@kalamazoocity.org>; armoldn@portagemi.gov; fc390@aol.com; william.fales@wmed.edu; rcfull@kalcounty.com; Jeff Christensen - Kalamazoo County Sheriffs Office (jmchri@kalcounty.com) <jmchri@kalcounty.com>; Steve Stryd (smstry@kalcounty.com) <smstry@kalcounty.com>; bnergang@ktwp.org; ernstess@michigan.gov; scott.merlo@wmich.edu; franksc@kalamazoocity.org; vanderwj@portagemi.gov; everettc@portagemi.gov; craig.dieringer@wmed.edu; jevand@kalcounty.com; sajackson@ktwp.org; caspersonc@michigan.gov; ryan.mcgregor@wmich.edu; Jessica Glynn <jglynn@ywcakalamazoo.org>; jsgett@kalcounty.com; Jeff Heppler <augustapd@tds.net>; Dale R. DeLeeuw <Dale.DeLeeuw@kalcounty.com>; Christopher T. Haenicke <cthaen@kalcounty.com>; Kathleen P. Hemingway <kphemi@kalcounty.com>; gcgigu@kalcounty.com; rjdang@kalcounty.com; Kevin M. Tatroe <kmtatr@kalcounty.com>; Chad A. Kewish <cakewi@kalcounty.com>; Judge Sharma <nxshar@kalcounty.com>; Logan D. Bishop <ldbish@kalcounty.com>; plewis@ywcakalamazoo.org
Cc: KCCDA Admin <admin@kccda911.org>
Subject: RE: KCCDA Special TAC Meeting

Good Afternoon All,

On behalf of the KCCDA Technical Advisory Committee (TAC) , we want to thank you for participating in the Special TAC meeting last Thursday. It was a very productive conversation that provided great historical and present-day clarity for everyone present. As discussed in the meeting, the TAC is requesting the following information:

- The only Conditional Bonds KCCDA enters today are those with a Protected Parties as that is all that was being entered prior to the consolidation of the 911/communication centers. We are asking for the Courts to specifically identify which "Conditional Bonds" they are asking KCCDA to consider entering. The various categories of Conditional Bonds shall be clearly defined.

    - For each category of Conditional Bonds being requested, please provide monthly statistical data of bonds issued for the months of January through May of this year.

- The TAC was clear that we believe the safest process for our community and most efficient process for handling Conditional Bonds, is if the Courts entered these and made them valid on their face. This prevents paper documents being transferred from multiple people and places to other locations, increasing the risk for error or

misplacement. In addition, sometimes Court documents contain errors that could easily be resolved if the entry point remained at the Court instead of a second party. That said, we are asking the Courts to provide a staffing assessment and cost analysis for what it would take for the Courts to use current or additional staff to enter the Conditional Bonds being requested.

- As discussed at the meeting, it is believed that Calhoun County Courts currently enter their own Conditional Bonds and according to the survey completed, Courts in Grand Traverse, Muskegon, Livingston, Ingham and Genesee are also doing this. Can the Courts provide contact information for these counties so KCCDA Administration can reach out to them directly and assess the pros and cons to their processes?

If possible, we would like to have this information before Wednesday, June 21st. Again, thank you for attending the Special TAC Meeting and we look forward to receiving the above information.

Chair/Chief Scott Merlo and Vice-Chair/First Lt. Scott Enrstes
KCCDA Technical Advisory Committee

-----Original Appointment-----
From: Jeff Troyer
Sent: Tuesday, May 23, 2023 1:04 PM
To: huberm@kalamazoocity.org; Dave Boysen; armoldn@portagemi.gov; fc390@aol.com; william.fales@wmed.edu; rcfull@kalcounty.com; Jeff Christensen - Kalamazoo County Sheriffs Office (jmchri@kalcounty.com); Steve Stryd (smstry@kalcounty.com); bnergang@ktwp.org; ernstess@michigan.gov; scott.merlo@wmich.edu; franksc@kalamazoocity.org; vanderwj@portagemi.gov; everettc@portagemi.gov; craig.dieringer@wmed.edu; jevand@kalcounty.com; sajackson@ktwp.org; caspersonc@michigan.gov; ryan.mcgregor@wmich.edu; Jessica Glynn; jsgett@kalcounty.com; Jeff Heppler; Dale R. DeLeeuw; Christopher T. Haenicke; Kathleen P. Hemingway; gcgigu@kalcounty.com; rjdang@kalcounty.com; Kevin M. Tatroe; Chad A. Kewish; Judge Sharma
Cc: KCCDA Admin; Martin Ftacek; Chris McComb; Victoria Rose; Marie Gleesing; Logan D. Bishop; plewis@ywcakalamazoo.org; Justin Johnson
Subject: KCCDA Special TAC Meeting
When: Thursday, May 25, 2023 12:00 PM-1:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Chief Switalski Meeting Room (KCCDA), 7040 Stadium Drive, Kalamazoo

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From:	Jeff Troyer
To:	Christopher T. Haenicke
Cc:	KCCDA Admin; District Court Judges; Huber, Matthew; Dave Boysen; armoldn@portagemi.gov; fc390@aol.com; william.fales@wmed.edu; rcfull@kalcounty.com; jmchri@kalcounty.com; Steven M. Stryd; bnergang@ktwp.org; ernstess@michigan.gov; Scott R Merlo; Franks, Christopher; Jeff VanderWiere; Chip Everett; craig.dieringer@wmed.edu; jevand@kalcounty.com; Scott Jackson; caspersonc@michigan.gov; ryan.mcgregor@wmich.edu; Jessica Glynn; Jeff S. Getting; augustapd@tds.net; Dale R. DeLeeuw; Kathleen P. Hemingway; Gary Giguere; Rebecca J. D"Angelo; Kevin M. Tatroe; Chad A. Kewish; Judge Sharma; Logan D. Bishop; plewis@ywcakalamazoo.org
Subject:	RE: KCCDA Special TAC Meeting - Second Follow-up
Date:	Tuesday, August 8, 2023 1:34:00 PM

Honorable Judge Haenicke,

Thank you for your email dated July 20th. It was our belief that many misconceptions were clarified during the Special Technical Advisory Committee (TAC) meeting on May 25th, however your email below misconstrues that belief.   The following are facts provided during the May 25th TAC meeting:

- Prior to KCCDA assuming dispatch operations, dispatch centers at Township of Kalamazoo Police Department, Kalamazoo County Sheriff's Office and Western Michigan University Public Safety did not enter any conditional bonds.

- Prior to KCCDA, Kalamazoo Department of Public Safety and Portage Public Safety's dispatch centers only entered conditional bonds with protected parties.

- When KCCDA took over dispatch operations in October of 2018, they continued to enter conditional bonds with protected parties.

- An email from a Dispatch Supervisor in October of 2018 relaying the fax number for conditional bonds (with protected parties) to be sent, does not constitute as an agreement or arrangement with KCCDA nor instructions that KCCDA will be entering all Conditional Bonds.

Our approach to this issue is not related to changing a process that is being done today because nobody has been nor is today, entering conditional bonds without protected parties in Kalamazoo County. We believe that orders issued by the courts, in general, are part of the criminal justice system and therefore are records of the same. This coincides with the statutory obligation for entering conditional bonds resting with the Courts or a law enforcement agency.

Criminal Justice System records have nothing to do with the delivery of 9-1-1 service nor the initial response to the same. The FCC's Strike Force on 9-1-1 Fee Diversion Report, defines an allowable use for 9-1-1 fees to *include the ability for local agencies and states to fund any communication system, technology or support activity that directly provides the ability to*

deliver 911 voice and data information between the "entry point" to the 9-1-1 system and the first responder. Furthermore, the State of Michigan's State 9-1-1 Committee aligns it's 9-1-1 allowable/disallowable expenditure list with the FCC's Strike Force Report where a disallowable expenditure is specifically identified as "LEIN costs for non-9-1-1 functions (e.g. Records Unit)".

Our Committee will continue to evaluate this topic but please note, just as KCCDA administration has already advised several times in writing, the only conditional bonds that KCCDA is entering and will continue to enter *at this time*, are those with protected parties. Thank you in advance.

Chair/Chief Scott Merlo and Vice-Chair/First Lt. Scott Enrstes
KCCDA Technical Advisory Committee

From: Christopher T. Haenicke <cthaen@kalcounty.com>
Sent: Thursday, July 20, 2023 10:32 AM
To: Jeff Troyer <JTroyer@kccda911.org>; Huber, Matthew <huberm@kalamazoocity.org>; Dave Boysen <boysend@kalamazoocity.org>; armoldn@portagemi.gov; fc390@aol.com; william.fales@wmed.edu; rcfull@kalcounty.com; jmchri@kalcounty.com; Steven M. Stryd <smstry@kalcounty.com>; bnergang@ktwp.org; ernstess@michigan.gov; Scott R Merlo <scott.merlo@wmich.edu>; Franks, Christopher <franksc@kalamazoocity.org>; Jeff VanderWiere <vanderwj@portagemi.gov>; Chip Everett <everettc@portagemi.gov>; craig.dieringer@wmed.edu; jevand@kalcounty.com; Scott Jackson <sajackson@ktwp.org>; caspersonc@michigan.gov; ryan.mcgregor@wmich.edu; Jessica Glynn <jglynn@ywcakalamazoo.org>; Jeff S. Getting <jsgett@kalcounty.com>; augustapd@tds.net; Dale R. DeLeeuw <dale.deleeuw@kalcounty.com>; Kathleen P. Hemingway <kphemi@kalcounty.com>; Gary Giguere <gcgigu@kalcounty.com>; Rebecca J. D'Angelo <rjdang@kalcounty.com>; Kevin M. Tatroe <kmtatr@kalcounty.com>; Chad A. Kewish <cakewi@kalcounty.com>; Judge Sharma <nxshar@kalcounty.com>; Logan D. Bishop <ldbish@kalcounty.com>; plewis@ywcakalamazoo.org
Cc: KCCDA Admin <admin@kccda911.org>; District Court Judges <District_Court_Judges@kalcounty.com>
Subject: RE: KCCDA Special TAC Meeting - Second Follow-up

Good afternoon, Mr. Troyer.

I accept responsibility for not replying to your email of May 31st. The judges of the 8th District Court discussed the email at our Judicial Council meeting in June. I indicated to my colleagues that I would respond to your email, and simply forgot to do so.

Our case management system cannot generate the requested conditional bond data without substantial time and effort by our staff. As I indicated at our meeting in May, the 8th District Court was directed by KCCDA to send the conditional bonds to KCCDA for entry into LEIN back in 2018. Prior to that, the individual law enforcement agencies were responsible for LEIN entry. While LEIN entry of conditional bonds does not appear to be mentioned in the KCCDA founding documents, presumably the law enforcement agencies and KCCDA agreed to this delegation of duties.

It is still not clear to us why TAC is looking to change a process that has been in place for nearly five years, and works well with only minor exceptions. In light of KCCDA's apparent desire to stop entering conditional bonds into LEIN, perhaps you should discuss the matter with the heads of the parties for whom you assumed such duties, e.g. Kalamazoo County Sheriff's Department, Kalamazoo Department of Public Safety, Portage Department of Public Safety, and Kalamazoo Township Police Department. Perhaps KCCDA can convince those law enforcement agencies to resume entering conditional bonds into LEIN. Moreover, such an arrangement would certainly be the optimal solution in terms of public safety, which is one of your stated concerns. More often than not, a violation of a conditional bond in a domestic violence case takes place in the jurisdiction of the original offense, and the parties are known to the local law enforcement officers. It makes sense then that it would be safer for these agencies to enter the bonds for offenses that occur in their jurisdictions. Perhaps you will share with these agencies your internal data relative to the human resources devoted to entering conditional bonds into LEIN, as well as the data that you are collecting from third-parties.

While KCCDA, the TAC and the local law enforcement agencies discuss this matter further, please know that the 8th District Court has no plans to undertake entering conditional bonds into LEIN. We are in the midst of a switching from paper case files to an electronic data management system, while at the same time we prepare to move from two courthouses into the new Kalamazoo Downtown Justice Facility. The Court's 2023-2024 budget has already been submitted to our funding unit, Kalamazoo County, with no request for additional resources relating to entering of bonds into LEIN. Moreover, all District Court space at the new facility is already assigned to our existing staff. There is no space for new clerk staff even if Kalamazoo County agreed to fund such positions.

For the time being, we will continue to abide by the instructions that KCCDA provided to our court back in October 2018, and send the conditional bonds to Central Dispatch for entry into LEIN. If you and the local law enforcement agencies decide to modify your arrangement in terms of the which of you will enter the bonds into LEIN, please provide the Court with sufficient notice so that we may amend our process.

Thank you,

Christopher T. Haenicke
Chief Judge
8th District Court of the State of Michigan

From: Jeff Troyer <JTroyer@kccda911.org>
Sent: Wednesday, July 19, 2023 3:41 PM
To: Huber, Matthew <huberm@kalamazoocity.org>; Dave Boysen <boysend@kalamazoocity.org>; armoldn@portagemi.gov; fc390@aol.com; william.fales@wmed.edu; Rick C. Fuller <rcfull@kalcounty.com>; Jeffrey M. Christensen <jmchri@kalcounty.com>; Steven M. Stryd <smstry@kalcounty.com>; bnergang@ktwp.org; ernstess@michigan.gov; Scott R Merlo <scott.merlo@wmich.edu>; Franks, Christopher <franksc@kalamazoocity.org>; Jeff VanderWiere <vanderwj@portagemi.gov>; Chip Everett <everettc@portagemi.gov>; craig.dieringer@wmed.edu; James E. VanDyken <jevand@kalcounty.com>; Scott Jackson <sajackson@ktwp.org>; caspersonc@michigan.gov; ryan.mcgregor@wmich.edu; Jessica Glynn <jglynn@ywcakalamazoo.org>; Jeff S. Getting <jsgett@kalcounty.com>; augustapd@tds.net; Dale R. DeLeeuw <Dale.DeLeeuw@kalcounty.com>; Christopher T. Haenicke <cthaen@kalcounty.com>; Kathleen P. Hemingway <kphemi@kalcounty.com>; Gary Giguere <gcgigu@kalcounty.com>; Rebecca J. D'Angelo <rjdang@kalcounty.com>; Kevin M. Tatroe <kmtatr@kalcounty.com>; Chad A. Kewish <cakewi@kalcounty.com>; Judge Sharma <nxshar@kalcounty.com>; Logan D. Bishop <ldbish@kalcounty.com>; plewis@ywcakalamazoo.org
Cc: KCCDA Admin <admin@kccda911.org>
Subject: KCCDA Special TAC Meeting - Second Follow-up

> **CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

Good Afternoon Kalamazoo County Circuit and District Court,

The KCCDA Technical Advisory Committee (TAC) met on Wednesday, July 12th for a regular scheduled meeting. The only information we received in response to our request for information (below) was from Circuit Court/Probate Court Administrator Chad Kewish. The information was directly related to the mitigation of youth violence and the statistics for those conditions for 2022. This information is very helpful however, for TAC to make a recommendation (to the KCCDA Board of Directors) in reference to what is being requested, we still need the other information that was requested.

In the interim, KCCDA Administration will reach out to Calhoun County courts to inquire about their processes/logistics. The next regular scheduled TAC meeting is September 6th at 10 a.m. and we would greatly appreciate any additional information you can provide (from the below request) before September 1st.

Thanks again for your assistance and have a great afternoon!

Jeffery Troyer
Executive Director

Kalamazoo County Dispatch Authority

7040 Stadium Dr., Kalamazoo, MI 49009

Ofc: (269) 488-6616

Cell: (269) 718-2195

www.kccda911.org

From: Jeff Troyer
Sent: Wednesday, May 31, 2023 12:12 PM
To: huberm@kalamazoocity.org; Dave Boysen <boysend@kalamazoocity.org>; armoldn@portagemi.gov; fc390@aol.com; william.fales@wmed.edu; rcfull@kalcounty.com; Jeff Christensen - Kalamazoo County Sheriffs Office (jmchri@kalcounty.com) <jmchri@kalcounty.com>; Steve Stryd (smstry@kalcounty.com) <smstry@kalcounty.com>; bnergang@ktwp.org; ernstess@michigan.gov; scott.merlo@wmich.edu; franksc@kalamazoocity.org; vanderwj@portagemi.gov; everettc@portagemi.gov; craig.dieringer@wmed.edu; jevand@kalcounty.com; sajackson@ktwp.org; caspersonc@michigan.gov; ryan.mcgregor@wmich.edu; Jessica Glynn <jglynn@ywcakalamazoo.org>; jsgett@kalcounty.com; Jeff Heppler <augustapd@tds.net>; Dale R. DeLeeuw <Dale.DeLeeuw@kalcounty.com>; Christopher T. Haenicke <cthaen@kalcounty.com>; Kathleen P. Hemingway <kphemi@kalcounty.com>; gcgigu@kalcounty.com; rjdang@kalcounty.com; Kevin M. Tatroe <kmtatr@kalcounty.com>; Chad A. Kewish <cakewi@kalcounty.com>; Judge Sharma <nxshar@kalcounty.com>; Logan D. Bishop <ldbish@kalcounty.com>; plewis@ywcakalamazoo.org
Cc: KCCDA Admin <admin@kccda911.org>
Subject: RE: KCCDA Special TAC Meeting

Good Afternoon All,

On behalf of the KCCDA Technical Advisory Committee (TAC) , we want to thank you for participating in the Special TAC meeting last Thursday. It was a very productive conversation that provided great historical and present-day clarity for everyone present. As discussed in the meeting, the TAC is requesting the following information:

- The only Conditional Bonds KCCDA enters today are those with a Protected Parties as that is all that was being entered prior to the consolidation of the 911/communication centers. We are asking for the Courts to specifically identify which "Conditional Bonds" they are asking KCCDA to consider entering. The various categories of Conditional Bonds shall be clearly defined.

    o For each category of Conditional Bonds being requested, please provide monthly statistical data of bonds issued for the months of January through May of this year.

- The TAC was clear that we believe the safest process for our community and most efficient process for handling Conditional Bonds, is if the Courts entered these and

made them valid on their face. This prevents paper documents being transferred from multiple people and places to other locations, increasing the risk for error or misplacement. In addition, sometimes Court documents contain errors that could easily be resolved if the entry point remained at the Court instead of a second party. That said, we are asking the Courts to provide a staffing assessment and cost analysis for what it would take for the Courts to use current or additional staff to enter the Conditional Bonds being requested.

- As discussed at the meeting, it is believed that Calhoun County Courts currently enter their own Conditional Bonds and according to the survey completed, Courts in Grand Traverse, Muskegon, Livingston, Ingham and Genesee are also doing this. Can the Courts provide contact information for these counties so KCCDA Administration can reach out to them directly and assess the pros and cons to their processes?

If possible, we would like to have this information before Wednesday, June 21st. Again, thank you for attending the Special TAC Meeting and we look forward to receiving the above information.

Chair/Chief Scott Merlo and Vice-Chair/First Lt. Scott Enrstes
KCCDA Technical Advisory Committee

-----Original Appointment-----
From: Jeff Troyer
Sent: Tuesday, May 23, 2023 1:04 PM
To: huberm@kalamazoocity.org; Dave Boysen; armoldn@portagemi.gov; fc390@aol.com; william.fales@wmed.edu; rcfull@kalcounty.com; Jeff Christensen - Kalamazoo County Sheriffs Office (jmchri@kalcounty.com); Steve Stryd (smstry@kalcounty.com); bnergang@ktwp.org; ernstess@michigan.gov; scott.merlo@wmich.edu; franksc@kalamazoocity.org; vanderwj@portagemi.gov; everettc@portagemi.gov; craig.dieringer@wmed.edu; jevand@kalcounty.com; sajackson@ktwp.org; caspersonc@michigan.gov; ryan.mcgregor@wmich.edu; Jessica Glynn; jsgett@kalcounty.com; Jeff Heppler; Dale R. DeLeeuw; Christopher T. Haenicke; Kathleen P. Hemingway; gcgigu@kalcounty.com; rjdang@kalcounty.com; Kevin M. Tatroe; Chad A. Kewish; Judge Sharma
Cc: KCCDA Admin; Martin Ftacek; Chris McComb; Victoria Rose; Marie Gleesing; Logan D. Bishop; plewis@ywcakalamazoo.org; Justin Johnson
Subject: KCCDA Special TAC Meeting
When: Thursday, May 25, 2023 12:00 PM-1:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Chief Switalski Meeting Room (KCCDA), 7040 Stadium Drive, Kalamazoo

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Jeff Troyer

From: Victoria Rose
Sent: Monday, August 28, 2023 9:57 AM
To: Jeff Troyer
Subject: FW: Conditional Bond Entries

FYI

Torie Rose, Deputy Director
Kalamazoo County Consolidated Dispatch Authority
7040 Stadium Drive
Kalamazoo, MI 49009
(269) 488-6617 – Office; (269) 384-9844 – Mobile
www.kccda911.org

From: Katherine Ambrose <kambrose@calhouncountymi.gov>
Sent: Monday, August 28, 2023 9:39 AM
To: Victoria Rose <VRose@kccda911.org>
Subject: RE: Conditional Bond Entries

Yes, District Court does not enter PPOs, that is a Circuit Court case and they are entered by our county central dispatch. Everything you said is accurate. We only send the worksheet to our central dispatch because the bond orders do not say "confirmed and valid on its face" like the court entered warrants. They are however, valid on their face.
Also, I should add that we have a three-person warrant department that only enters/cancels court ordered warrants, bond conditions and probation orders.

Our Central Dispatch enters all Circuit and Probate warrants/orders into LEIN.

Kate Ambrose
10th District Court Administrator/
Attorney Magistrate

From: Victoria Rose <VRose@kccda911.org>
Sent: Monday, August 28, 2023 8:37 AM
To: Katherine Ambrose <kambrose@calhouncountymi.gov>
Subject: RE: Conditional Bond Entries

THIS EMAIL WAS SENT FROM OUTSIDE YOUR ORGANIZATION. PLEASE USE CAUTION WHEN CLICKING LINKS OR OPENING ATTACHMENTS .

Good morning,

Thank you for the additional information. To confirm I understand correctly, the court does not enter personal protection orders. The dispatch center does. The court will enter conditional bonds with a protected party which is basically a no contact order but does not enter anything outside of those. These conditional bonds that are a no contact

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order are entered through your JIS District Court system. Even though the court does enter these conditional bond no contact orders, the court still does send something to the dispatch center to confirm specific conditions from law enforcement should they run someone with one and has questions. Is that all accurate?

Torie

Torie Rose, Deputy Director
Kalamazoo County Consolidated Dispatch Authority
7040 Stadium Drive
Kalamazoo, MI 49009
(269) 488-6617 – Office; (269) 384-9844 – Mobile
www.kccda911.org

From: Katherine Ambrose <kambrose@calhouncountymi.gov>
Sent: Monday, August 28, 2023 8:21 AM
To: Victoria Rose <VRose@kccda911.org>; Kristen Getting <kgetting@calhouncountymi.gov>
Subject: RE: Conditional Bond Entries

Good morning:

Please see the answers from my warrant department below, along with the attachments. We enter conditions on No Contact Orders under PA53 (MCL 765.6b). We enter warrants into LEIN using the Judicial Information Systems (JIS) District Court System (DCS). My LEIN TAC is not comfortable with running and sending a redacted copy of a bond condition, however if you would like to run this case under your ORI, it is a good example. Glass, Elijah Capone 5/15/1995

From Warrant Dept.:
I have attached a screen shot of the JIS entry screen. The yellow highlighted areas are required for entry and the green is additional information. I have also attached a sample PA53 LEIN worksheet that we fill out and fax to dispatch. On the worksheet, yellow is required and then the green (number 41) is where we put the conditions ordered. The reason we need to fax a copy of the worksheet to dispatch is because PA53's do not print out as confirmed and valid like court entered warrants. I read that somewhere but can't find the documentation to back that up at this time.

I have also included a few pages on PA53 LEIN entry requirements from the LEIN manual and a slightly dated but still accurate (mostly) JIS user entry guide on PA53s.   I am sure the LEIN user guide would have more information if they needed it.

Kate Ambrose
10th District Court Administrator/
Attorney Magistrate

From: Victoria Rose <VRose@kccda911.org>
Sent: Friday, August 25, 2023 1:59 PM

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To: Kristen Getting <kgetting@calhouncountymi.gov>; Katherine Ambrose <kambrose@calhouncountymi.gov>
Subject: RE: Conditional Bond Entries

THIS EMAIL WAS SENT FROM OUTSIDE YOUR ORGANIZATION. PLEASE USE CAUTION WHEN CLICKING LINKS OR OPENING ATTACHMENTS .

What about conditional bonds?

Torie

Torie Rose, Deputy Director
Kalamazoo County Consolidated Dispatch Authority
7040 Stadium Drive
Kalamazoo, MI 49009
(269) 488-6617 – Office; (269) 384-9844 – Mobile
www.kccda911.org

From: Kristen Getting <kgetting@calhouncountymi.gov>
Sent: Friday, August 25, 2023 1:58 PM
To: Victoria Rose <VRose@kccda911.org>; Katherine Ambrose <kambrose@calhouncountymi.gov>
Subject: Re: Conditional Bond Entries

PPOs are entered by Central Dispatch.

Kris Getting
Circuit/Probate Court Administrator
Calhoun County

From: Victoria Rose <VRose@kccda911.org>
Sent: Friday, August 25, 2023 8:30:46 AM
To: Kristen Getting <kgetting@calhouncountymi.gov>; Katherine Ambrose <kambrose@calhouncountymi.gov>
Subject: Conditional Bond Entries

THIS EMAIL WAS SENT FROM OUTSIDE YOUR ORGANIZATION. PLEASE USE CAUTION WHEN CLICKING LINKS OR OPENING ATTACHMENTS .

Good morning,

My name is Torie Rose. I am the Deputy Director for the Kalamazoo County Consolidated Dispatch Authority. We are having discussions with our court here in Kalamazoo County about conditional bond entries into LEIN. It is my understanding your court in Calhoun County enters conditional bond and personal protection orders into LEIN. Can you confirm this? If you do enter them, can you please answer the following questions:

What system are you using to enter these into LEIN?
Are these considered valid on their face due to the court entering them?
Is there a place within your entry system to add the specific conditions so LE who has contact with the person has them all listed out?
Can you provide me with a screen shot of your entry form for these?
Can you provide me with a redacted (names and personal info etc) copy of an entered conditional bond? I'd like to see what it looks like if an officer on the street runs it to compare to what ours currently look like.

Any information you can provide me is greatly appreciated. I am also willing to meet in person if that would be easier.

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Thank you so much!

Torie

Torie Rose, Deputy Director
Kalamazoo County Consolidated Dispatch Authority
7040 Stadium Drive
Kalamazoo, MI 49009
(269) 488-6617 – Office; (269) 384-9844 – Mobile
www.kccda911.org

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Kalamazoo County Consolidated Dispatch Authority
Operational Policy and Procedure

SOP: **10.03**	Page 1 of 5
Title: Unified Communications Plan	

	NEW ☒
Effective Date: November 1, 2023	REVISED ☐

Approval:

_____ or _____

Jeff Troyer, Executive Director   *Torie Rose, Deputy Director*

PURPOSE

The objectives of the Unified Communications Plan are:

1. Establish a unified communications plan for public safety agencies to utilize for multi-agency and discipline response to requests for service/incidents in Kalamazoo County.

2. Ensure seamless communications capability, inner and cross-discipline, utilizing talkgroups on the Kalamazoo MPSCS Simulcast Subsystem.

RESPONSIBILITIES

- KCCDA staff and public safety agencies operating in Kalamazoo County shall operate under this Unified Communications Plan.

- Dispatch staff and/or first responders should recognize large or significant incident(s) requiring inner and cross-discipline multiple agency responses and direct responding units or unified command to move all communications to a designated unified communications talkgroup.

- When a unified communications talkgroup is activated as part of an initial response, public safety agencies and dispatch staff will monitor the talkgroup and keep radio transmissions to emergency transmissions only.

- Dispatch staff and all field personnel shall utilize their full radio call sign(s) to ensure no duplications.

POLICY

<u>PRIMARY DISPATCH ZONE</u>

The Unified Communications Plan designates a *Primary Dispatch Zone* to be programmed into all public safety agency devices on the Kalamazoo MPSCS (800 MHz) Simulcast Subsystem. The *Primary Dispatch Zone* is for day-to-day operations within Kalamazoo County to ensure common talkgroups are readily available to first responders and command staff. The *Primary Dispatch Zone* varies depending on the primary dispatch position assigned to the agency at KCCDA.

The following are the *Primary Dispatch Zone* templates:

- *<u>Required</u>* Talkgroups – Highlight and bold font
- Highly Recommended Talkgroups – Bold font
- Recommended Talkgroups – Regular font
- The order in which the talkgroups are programmed (channel) is up to each agency.

Channel	LAW 1 - *CITY* Talkgroup	Notes
1	**499DISP**	**LAW1 - City Prime**
2	**499FIRE**	**METRO Fire**
3	**39LEIN**	**LEIN**
4	39P911	LAW2 - County Prime
5	395P911	LAW3 - Dispatch Prime
6	**39TAC1**	**Law TAC 1 (LAW1 Alt)**
7	**39TAC2**	**Law TAC 2 (LAW2 Alt)**
8	**39TAC3**	**Law TAC 3 (LAW3 Alt)**
9	**39TAC4**	**Law TAC 4**
10	**39TAC5**	**Law TAC 5**
11	**39TAC6**	**Law TAC 6**
12	39TAC 7	Law TAC 7
13	**39SPEV1**	**UC Special Event 1**
14	**39SPEV2**	**UC Special Event 2**
15	**STATW5**	**Region 5 Interop**
16	499FIR2	KDPS Fire 2

Channel	LAW 2 - *COUNTY* Talkgroup	Notes
1	**39P911**	**LAW2 - County Prime**
2	**39LEIN**	**LEIN**
3	395P911	LAW3 - Dispatch Prime
4	499DISP	LAW1 - City Prime
5	**39TAC1**	**Law TAC 1 (LAW1 Alt)**
6	**39TAC2**	**Law TAC 2 (LAW2 Alt)**
7	**39TAC3**	**Law TAC 3 (LAW3 Alt)**
8	**39TAC4**	**Law TAC 4**
9	**39TAC5**	**Law TAC 5**
10	**39TAC6**	**Law TAC 6**
11	39TAC 7	Law TAC 7
12	**39SPEV1**	**UC Special Event 1**
13	**39SPEV2**	**UC Special Event 2**
14	**STATW5**	**Region 5 Interop**
15	39COM	County Common
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LAW 3 - *DISPATCH*		
Channel	**Talkgroup**	**Notes**
1	**395P911**	**LAW3 - Dispatch Prime**
2	**39LEIN**	**LEIN**
3	499DISP	LAW1 - City Prime
4	39P911	LAW2 - County Prime
5	**39TAC1**	**Law TAC 1 (LAW1 Alt)**
6	**39TAC2**	**Law TAC 2 (LAW2 Alt)**
7	**39TAC3**	**Law TAC 3 (LAW3 Alt)**
8	**39TAC4**	**Law TAC 4**
9	**39TAC5**	**Law TAC 5**
10	**39TAC6**	**Law TAC 6**
11	39TAC 7	Law TAC 7
12	**39SPEV1**	**UC Special Event 1**
13	**39SPEV2**	**UC Special Event 2**
14	**STATW5**	**Region 5 Interop**
15	39COM	County Common
16		

EMS		
Channel	**Talkgroup**	**Notes**
1	**39E911**	**EMS**
2	**39LIFE**	**Life EMS Dispatch**
3	**13LCARE**	**LifeCare Amb Dispatch**
4	39FIRE	COUNTY Fire
5	499FIRE	METRO Fire
6	499FIR2	KDPS Fire 2
7	**39SPEV1**	**UC Special Event 1**
8	**39SPEV2**	**UC Special Event 2**
9	**STATW5**	**Region 5 Interop**
10	**MEDCOM5**	**MedCom**
11	**MCC5**	**Med Control Coord**
12	39BRON	Bronson Hospital
13	39BORG	Borgess Hospital
14	39COM	County Common
15	39EM1	County Emergency Mgmt
16		

COUNTY Fire Dispatch		
Channel	**Talkgroup**	**Notes**
1	**39FIRE**	**COUNTY Fire**
2	499FIRE	METRO Fire
3	499FIR2	KDPS Fire 2
4	**39FGRD1**	**Tactical Fire Ground 1**
5	**39FGRD2**	**Tactical Fire Ground 2**
6	**39FGRD3**	**Tactical Fire Ground 3**
7	**39FGRD4**	**Tactical Fire Ground 4**
8	**39FGRD5**	**Tactical Fire Ground 5**
9	**39FGRD6**	**Tactical Fire Ground 6**
10	**39FGRD7**	**Tactical Fire Ground 7**
11	**39SPEV1**	**UC Special Event 1**
12	**39SPEV2**	**UC Special Event 2**
13	**STATW5**	**Region 5 Interop**
14	39COM	County Common
15	39EM1	County Emergency Mgmt
16	39E911	EMS

METRO Fire Dispatch		
Channel	**Talkgroup**	**Notes**
1	**499FIRE**	**METRO Fire**
2	**499FIR2**	**KDPS Fire 2**
3	39FIRE	COUNTY Fire
4	**39FGRD1**	**Tactical Fire Ground 1**
5	**39FGRD2**	**Tactical Fire Ground 2**
6	**39FGRD3**	**Tactical Fire Ground 3**
7	**39FGRD4**	**Tactical Fire Ground 4**
8	**39FGRD5**	**Tactical Fire Ground 5**
9	**39FGRD6**	**Tactical Fire Ground 6**
10	**39FGRD7**	**Tactical Fire Ground 7**
11	**39SPEV1**	**UC Special Event 1**
12	**39SPEV2**	**UC Special Event 2**
13	**STATW5**	**Region 5 Interop**
14	39COM	County Common
15	39EM1	County Emergency Mgmt
16	39E911	EMS

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The designated Unified Communications talkgroups for Kalamazoo County shall be **39SPEV1** and **39SPEV2.** These talkgroups are unencrypted and required for all public safety agencies/entities operating in Kalamazoo County. 39SPEV1 and/or 39SPEV2 shall be utilized by dispatch and first responders for primary communications when an incident occurs requiring a large inner or cross-discipline agency response (law, fire, and EMS). Dispatch center staff and/or command staff for agencies responding have the authority to direct the transition to one of these two talkgroups.

Neighboring county departments/agencies _in the same discipline_, have KCCDA primary dispatch talkgroups/channels. Therefore, they should be equipped and prepared to monitor the primary dispatch channels for interoperability. In the event of an incident involving departments/agencies from multiple counties and _disciplines_, **STATW5** should be utilized until incident command is established and a special event talkgroup assignment can be obtained from MPSCS.

ADDITIONAL TALKGROUP RECOMMENDATIONS FOR OTHER ZONES
In the event an agency chooses not to install the highly recommended or recommended talkgroups in the Primary Dispatch Zone, those talkgroups should be installed in another zone where they are easily accessed. In addition, the following Kalamazoo talkgroups (not listed in the primary zone recommendations) are recommended to be programmed in additional zones:

39COM1	39COM5	39SPEV4	EMMD5
39COM2	39EM2	39SPEV5	
39COM3	39EM3	39SPEV6	
39COM4	39SPEV3	39SPEV7	

NOTE: There are many federal and state interoperability channels, and regional talkgroups designated/required for certain disciplines. This policy does not address those talkgroups but instead, each agency is encouraged to work with their vendor to ensure these talkgroups are programmed in the device.

TALKGROUP/CHANNEL PATCHING
Unique operational circumstances from time to time, may require temporary talkgroup and/or channel patching. KCCDA staff can patch multiple talkgroups, channels and bands using the MCC7500 radio console but should do so using _extreme caution_. Only unencrypted talkgroups and/or channels should be patched together. If a patch is initiated, it should be an interim solution and cleared as soon as possible. ~~Example – Patching 39SEPV1 with COUNTY Ops (VHF)~~

✓ Patching County Fire (OC) Ops, Metro Fire Ops, or both to 800 Talkgroup
OC Ops, Metro Ops and/or both can be patched to an unencrypted talkgroup for interoperability during a large-scale incident. After the patch is initiated:

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1. The respective fire dispatcher shall activate the "AllCall" tone set for the channel being patched (39CNT AllCall CA or 39MET AllCall MA).
2. An announcement shall be made on the respective Alert channel advising all departments the operations channel is out of service until further notice and all further radio traffic will occur on the Alert.
3. When the patch to the operations channel is removed, the respective fire dispatcher shall activate the "AllCall" tone set for the channel that was patched (same as step 1) and advise all departments the operations channel is available; resume normal operations.

NOTE: Two encrypted talkgroups/channels, with or without the same encryption, shall NOT BE PATCHED. Patching two encrypted talkgroups forces the system and user devices (primarily Michigan State Police) into a super key mode. This super key is different for MSP than any other agency resulting in MSP units not being able to hear any transmissions.

The following are encrypted law enforcement talkgroups included in the Primary Dispatch Zone templates and shall not be patched:

499DISP	39TAC1	39TAC5
39P911	39TAC2	39TAC6
39LEIN	39TAC3	39TAC7
395P911	39TAC4	

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KALAMAZOO COUNTY GOVERNMENT

JOINT AND SEVERAL REQUEST FOR PROPOSAL FOR

INTEGRATED COMPUTER AIDED DISPATCH AND MOBILE COMPUTING SOFTWARE SYSTEM (CAD/MC SYSTEM) FOR THE KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY (KCCDA)

and

INTEGRATED LAW ENFORCEMENT RECORD MANAGEMENT SYSTEM (RMS) FOR THE KALAMAZOO COUNTY SHERIFF'S OFFICE (KCSO), KALAMAZOO DEPARTMENT OF PUBLIC SAFETY (KDPS) AND WESTERN MICHIGAN UNIVERSITY DEPARTMENT OF PUBLIC SAFETY (WMUDPS)

and

INTEGRATED JAIL MANAGEMENT SYSTEM (JMS) FOR KCSO

REQUEST FOR PROPOSALS KAL-RFP-2023-025

RELEASE DATE – MONDAY, SEPTEMBER 18, 2023

Required Pre-Proposal Meeting Date:
Thursday, October 12, 2023 at 9:00 AM Eastern

Deadline for Written Questions:
Monday, October 23, 2023 at 3:00 PM Eastern

Written Responses to Questions:
Monday, November 6, 2023 at 3:00 PM Eastern

Proposals Due
Monday, December 11, 2023 at 3:00 PM Eastern

SUBMIT PROPOSALS TO:

KALAMAZOO COUNTY DISPATCH AUTHORITY
7040 STADIUM DRIVE
KALAMAZOO, MICHIGAN 49009

DRAFT

REQUEST FOR INDIVIDUAL OR MULTIPLE SYSTEM PROPOSALS

I.   INTRODUCTION:

1.1   Purpose:

The County of Kalamazoo (hereinafter referred to as the "County") on behalf of the KCSO, the City of Kalamazoo (City) and KDPS, Western Michigan University (University) and WMUDPS and/or KCCDA is seeking individual proposals to furnish, install configure, implement, certify system performance, service and maintain:

A.   An integrated and multi-jurisdictional <u>for KCCDA</u> which meets the stated purposes, requirements, specifications, and functionality as set forth in <u>Exhibit A</u> entitled Kalamazoo County Consolidated Dispatch Computer Aided Dispatch and Mobile System specifications and functionality specifications).

B.   Integrated and multi-jurisdictional **RMS** for <u>KCSO, KDPS and WMUDPS</u> (and which is scalable and expandable to be potentially utilized by other municipalities within the County in the future) which meets the stated   purposes, requirements, specifications, and functionality as set forth in <u>Exhibit B</u> entitled Kalamazoo County Sheriff Office, Kalamazoo Department of Public Safety, Western Michigan University Department of Public Safety joint Law Enforcement Management System specifications and request matrix specifications specifications).

C.   An integrated **JMS** for <u>KCSO</u> which meets the stated purposes, requirements, specifications, and functionality as set forth <u>in Exhibit C</u> entitled Kalamazoo County Sheriff Office Jail   Management System specifications and functionality specifications).

As set forth below and in Exhibits A, B and C, Respondent must submit an individual and separately delineated cost proposal for each system in which the Respondent elects to submit a proposal (i.e. CAD/MC SYSTEM, RMS and/or JMS) A Respondent is permitted to submit a proposal on one, multiple, or all of the systems set forth above (i.e. CAD/MC SYSTEM, RMS and JMS).

Proposals relating to the CAD/MC SYSTEM will be reviewed and evaluated individually by KCCDA, and an individual contract will be awarded, approved, and executed only upon authority of the KCCDA Board of Directors.

Proposals relating to the JMS will be reviewed and evaluated individually by the County, and an individual contract will be awarded, approved, and executed only upon authority of the County Board of Commissioners.

The RMS shall be reviewed and evaluated jointly by the County, City and University, and individual contracts by the County, City and/or University will be awarded, approved, and executed only upon approval of the governing boards of the County, City and/or University.

If a Respondent submits multiple proposals for more than one system set forth above, the Respondent shall delineate an applicable percentile discount which will be applied to the proposed price of each system if Respondent is awarded two systems, and an applicable percentile discount if Respondent is awarded all systems. The multiple and all systems percentile discount will appear at the bottom of each system's cost proposal worksheet.

1.2   Background

The background applicable to the individual systems and the respective municipal body(ies) under this RFP are set forth in Exhibits A, B and C.

The successful Respondent shall coordinate work through designated employees of the applicable County, City, University and/or KCCDA.

1.3   Minimum Qualifications

The Respondent will be deemed non-responsive and rejected without any further evaluation if the Respondent does not meet the following minimum qualifications in the sole discretion of the County, City, University or KCCDA:

A. Significant experience, competence and reputation of the persons assigned to provide the system or systems described in the Scope of Work;

B. Satisfactory client references (as applicable);

C. Pricing acceptable to each of the applicable controlling boards of each individual municipal entity/authority;

D. Availability to provide the System in a convenient and timely manner; or

E. Any specified further or additional background and/or qualification criteria delineated in the applicable Exhibit A, B and/or C.

1.4.   Funding.

Any contract or contracts awarded as a result of this RFP is contingent upon the availability of funding, as determined by the applicable governing board (or – as to the RMS – boards) of the applicable above-designated County, City, University and/or KCCDA.

1.5   Period of Performance

Unless otherwise provided in Exhibits A, B or C, the period of performance of any contract resulting from this RFP is tentatively scheduled to begin upon award of and execution of a contract. The following are deadlines for completion (implementation, training and go-live for all services within each contract):

- CAD/MC System – On or before 730 calendar days from execution of the individual contract.
- RMS System – On or before 500 calendar days from execution of the individual contract
- JMS System – On or before 500 calendar days from execution of the individual contract.

II.   GENERAL INFORMATION FOR CONTRACTORS

2.1   Project Administrator for Each System

The following persons are designated as Project Administrator and System Point of Contact Person for the following systems included in this RFP:

CAD/MC SYSTEM
Project Administrator and System Point of Contact Person for KCCDA:
 Jeff Troyer, KCCDA Executive Director
 Phone: (269) 488-8911
 7040 Stadium Dr. Kalamazoo, MI 49009
 Email: JTroyer@kccda911.org

RMS
Project Administrator for the County:
 Sheriff Richard Fuller
 Phone: (269) 385-6167
 1500 Lamont Ave Kalamazoo, MI 49048
 Email: rcfull@kalcounty.com

System Point of Contact Person for the KCSO:
 Steven Stryd, Kalamazoo County Sheriff's Office
 Technology Sergeant, MBA, COML, COMT
 Phone: (269) 385-6178
 1500 Lamont Ave, Kalamazoo, MI 49048
 Email: smstry@kalcounty.com

And
Project Administrator for the City:

James K. Ritsema, Kalamazoo City Manager
Phone: (269) 337-8000
241 W South Street. Kalamazoo, MI 49007
Email: citymanager@kalamazoocity.org

System Point of Contact Person for the KDPS:
Christopher Franks, Captain, KDPS
Phone: (269) 488-8911
150 E Crosstown Pkwy # A, Kalamazoo, MI 49001
Email: franksc@kalamazoocity.org

And
Project Administrator for the University:
Scott Merlo, Chief of Police
Phone: (269) 387-5573
511 Monroe St., Kalamazoo, MI 49006
Email: scott.merlo@wmich.edu

System Point of Contact Person for the WMUDPS:
Dustin Hubbell, Sergeant
Phone: (269) 387-5573
511 Monroe St., Kalamazoo, MI 49006
Email: dustin.hubbell@wmich.edu

JMS
Project Administrator for the County:
Sheriff Richard Fuller
Phone: (269) 385-6167
1500 Lamont Ave Kalamazoo, MI 49048
Email: rcfull@kalcounty.com

System Point of Contact Person for the KCSO:
Steven Stryd, Kalamazoo County Sheriff's Office
Technology Sergeant, MBA, COML, COMT
Phone: (269) 385-6178
1500 Lamont Ave, Kalamazoo, MI 49048
Email: smstry@kalcounty.com

Pre-proposal technical questions are to be submitted in writing, on or before the date set forth in this RFP, and questions are restricted to the to the Point-of-Contact person. All communication between the prospective proposers or Respondents after a submission of a proposal, or the established proposal submission deadline (whichever is earlier) shall be restricted to the applicable Project Administrator(s).

In preparing proposals, prospective proposers and Respondents are to rely only upon the contents of this RFP, accompanying Exhibits and documents, and any written statements issued by the respective system's Project Administrator. Any other communication will be considered unofficial and non-binding on the County, City, University and/or KCCDA. THE APPLICABLE COUNTY, CITY, UNIVERSITY AND/OR KCCDA IS NOT RESPONSIBLE FOR ANY ORAL INSTRUCTIONS.

If a prospective proposer or Respondent find a discrepancy, error, or omission in the RFP, or require any written addendum thereto, the prospective proposer or Respondent is requested to notify the applicable Project Administrator in writing, so that written clarification may be sent to all prospective proposers and Respondents as to the applicable system. Communications directed to parties other than the applicable Project Administrator or Point-of-Contact person may result in disqualification of the prospective proposer or Respondent.

2.2   Mandatory Pre-Proposal Meeting

A mandatory pre-proposal meeting will be held on Thursday, October 12, 2023, at 9:00 a.m. (Eastern). The mandatory pre-proposal meeting shall be attended in person at Kalamazoo County Dispatch Authority, 7040 Stadium Drive, Kalamazoo, Michigan.

All Respondents submitting a proposal _must attend_ the mandatory pre-proposal meeting at the scheduled time either in person or virtually. This meeting will afford Respondents opportunity to obtain information about this project and ask any questions directly related to this solicitation. An attendance sheet will be provided and shall serve as the official document verifying attendance. Failure to attend this meeting shall result in disqualification of a Respondent's proposal.

2.3   Estimated Schedule

The currently anticipated schedule:

RFP Release Date	Monday, September 18, 2023
Mandatory Pre-Proposal Meeting	Thursday, October 12, 2023, at 9:00 a.m. Eastern
Written Questions Due	Monday, October 23, 2023, at 3:00 p.m. Eastern
Written Responses to Questions	Monday, November 6, 2023, at 3:00 p.m. Eastern
Proposals Due	Monday, December 11, 2023, at 3:00 p.m. Eastern

Each respective system proposal review and selection process, including estimated schedule of events and timelines, are further defined in each applicable system – Exhibits A, B, and C.

2.3   SUBMISSION OF PROPOSALS

Individual proposals shall be submitted by Respondent for each system. Respondents are required to submit twelve (12) identical copies of each individual proposal and one (1) electronic version in PDF format. One (1) copy must have original signatures and the other copies can have photocopied signatures. Each copy of the proposal should be printed on letter-size (8-1/2" x 11") paper and bound or contained in a single volume spiral-type binding or with staples.

Proposal materials must be enclosed in a sealed envelope (box or container) addressed to the Project Administrator for the applicable system. The sealed envelope or package should clearly identify the NAME of the applicable individual System which is the subject of the proposal; must clearly identify the submittal deadline; and must clearly identify he name and return address of the Respondent.

A proposal or proposals, whether mailed or hand delivered, must arrive at the Kalamazoo County Dispatch Authority no later than 3:00 p.m., Eastern, on Monday, December 11, 2023. The address is:

> Kalamazoo County Dispatch Authority
> 7040 Stadium Drive
> Kalamazoo, MI 49009

Respondents who mail proposals should allow normal mail delivery time to ensure timely receipt of their proposals to the Purchasing Office. Respondents assume the risk for the method of delivery chosen. The County, City, University and/or KCCDA assume no responsibility for delays caused by any delivery service. _Proposals may not be transmitted using electronic media such as facsimile transmission or electronic mail._ The Purchasing Department will not acknowledge or receive proposals that are delivered by telephone, facsimile (fax), or electronic mail (e-mail).

Late proposals will not be accepted and will be automatically disqualified from further consideration. All proposals and any accompanying documentation become the property of the appliable County, City, University and/or KCCDA and will not be returned. The opening and reading of a proposal does not constitute the acceptance of the Respondent as a responsive and responsible Respondent.

A list of timely-submitted Proposals for each system will be read aloud at the time and location described below:

> Tuesday, December 12, 2023, at 2:00 p.m. (Eastern)
> Kalamazoo County Dispatch Authority
> 7040 Stadium Drive
> Kalamazoo, MI 49009

Submission of a proposal establishes a conclusive presumption that the Respondent is thoroughly familiar with the RFP specifications and terms, the System(s) specifications and the terms, and supplementary terms or conditions for each identified in Exhibits A, B and C, and that the Respondent understands and agrees to abide by each, and all the stipulations and requirements contained therein.

2.4   Proprietary Information and Public Disclosure

Materials submitted in response to this RFP shall become the property of the County and the municipality/authority responsible for the system(s) being proposed. All proposals received shall remain confidential until the deadline for submission of proposals has expired, as defined by MCL 15.243(i), the Freedom of Information Act.

2.5   Revisions to the RFP

In the event it becomes necessary to revise in whole or any part of this RFP including any applicable specific System Exhibit, an addendum will be reduced to writing and submitted to all prospective proposers and Respondents known to the County. For this purpose, the published questions and answers and any other pertinent information will be considered an addendum to the RFP and will be provided to prospective proposers. All such changes or addenda shall become part of the contract and all prospective proposers and Respondents shall be bound by such changes and addenda. The County, City, University and/or KCCDA reserves the right to cancel or to reissue the RFP in whole or in part, prior to execution of a contract.

2.6   Acceptance Period

The County, City, University and/or KCCDA individually and collectively reserves the right to postpone the proposal review and/or contingent award deadlines for its convenience and in its individual discretion. Respondents must provide 182 calendar days for acceptance by the applicable County, City, University and/or KCCDA from the due date for receipt of proposals.

2.7   Responsiveness

All proposals will be reviewed by the Project Administrator(s) or designees of the appliable System to determine compliance with administrative requirements and instructions specified in this RFP. Failure to comply with any part of the RFP base terms and conditions and/or the terms and conditions identified in the applicable system may result in rejection in whole or in pertinent part of the proposal as non-responsive. The County, City, University and/or KCCDA also reserves the right, at its sole discretion, to waive irregularities.

2.8   Most Favorable Terms

As applicable, the County, City, University and/or KCCDA reserves the individual or collective right to make an award without further discussion of the applicable proposal submitted.

Therefore, the proposal should be submitted initially on the most favorable terms which the Respondent can propose. As applicable, the County, City, University and/or KCCDA also reserve the individual or collective right to contact a Respondent for clarification of its proposal. The Respondent should be prepared to accept this RFP for incorporation into a contract resulting from this RFP. Contract negotiations may incorporate some or the Respondent's entire proposal. It is understood that the proposal will become a part of the official procurement file on this matter.

2.9 Costs of Proposal

The County, City, University and/or KCCDA will not be liable for any costs incurred by a Respondent in preparation of a proposal submitted in response to this RFP, in conduct of a presentation, or any other activities related to responding to this RFP.

2.10 No Obligation Contract

This RFP does not individually or collectively obligate the governing board of the County, City, University and/or KCCDA (as set forth in paragraph 2.13) to award a contract for services specified herein.

2.11 Rejection of Proposals and Reservation of Right to Negotiate

The County, City, University and/or KCCDA individually and/or collectively reserves the right at each entity's sole discretion to reject any and all proposals received without penalty and not to issue a contract as a result of this RFP. The County, City, University and/or KCCDA individual and/or collectively also reserves the right to waive any informalities or irregularities in proposals, and/or negotiate separately the terms and conditions of all or any part of the proposals as deemed to be in the County, City, University and/or KCCDA individual best interests at each municipality/authority's sole discretion even though not the lowest cost. No proposal shall be accepted from any party who is in default on the payment of taxes or other liability due the County or City.

2.12 Failure to Comply

The Respondent is specifically notified that failure to comply with any part of the RFP may result in rejection of the proposal as non-responsive.

2.13 Commitment of Funds

The Board of Commissioners, acting as a body, or its delegate(s) are the only individuals who may legally commit the County to the expenditure of funds for a contract resulting from this RFP. No cost chargeable to the proposed contract may be incurred before receipt of a fully executed contract.

The City Commission, acting as a body, or its delegate(s) are the only individuals who may legally commit the City to the expenditure of funds for a contract resulting from this RFP. No cost chargeable to the proposed contract may be incurred before receipt of a fully executed contract.

The University Board of Trustees, acting as a body, or its delegate(s) are the only individuals who may legally commit the University to the expenditure of funds for a contract resulting from this RFP. No cost chargeable to the proposed contract may be incurred before receipt of a fully executed contract.

The KCCDA Board of Directors, acting as a body, or its delegate(s) are the only individuals who may legally commit KCCDA to the expenditure of funds for a contract resulting from this RFP. No cost chargeable to the proposed contract may be incurred before receipt of a fully executed contract.

2.14   Signatures

The Letter of Submittal and the Certifications and Assurances form must be signed and dated by a person authorized to legally bind the Respondent to a contractual relationship, e.g., the President or Executive Director of a corporation, the managing partner of a partnership, or the proprietor of a sole proprietorship.

2.15   Rejection and/or Re-solicitation

The County, City, University and/or KCCDA individually and/or collectively reserves the right to reject any and all proposals relating to a System or Systems which are the subject for this RFP without penalty and re-solicit, in whole or in part, for new proposals, and temporarily or permanently abandon, in whole in in pertinent part, the appliable project. The County, City, University and/or KCCDA individual and/or collectively makes no representations, written or oral, that it will enter into any form of agreement with any Respondent to this RFP for any project and no such representation is intended or should be construed by the issuance of this RFP. The County, City, University and/or KCCDA individually and/or collectively reserves the right to waive any informalities or irregularities in proposals, and/or negotiate separately the terms and conditions of all or any part of the proposals as deemed to be in the County's/City's/KCCDA's best interests at its sole discretion even though not the lowest cost.

2.16   Failure to Perform

For failure to deliver or perform in accord with the accepted bid, the applicable County, City, University and/or KCCDA may consider the Respondent in default and take steps to protect the municipality's/authority's interest.

2.17   Non-Collusion Clause

By signing and submitting a proposal(s), the Respondent states that Respondent's proposal is genuine and not collusive or sham; such Respondent has not colluded, conspired, connived, or agreed, directly or indirectly, with any other Respondent or person, to put in a sham bid, or that such other person will refrain from proposing and has not in any manner, directly or indirectly, colluded, conspired, connived, or agreed, with any person, to fix the price of affiant or any other proposer, or to fix any overhead, profit or cost element of said bid price.

2.18   Withdrawal

Proposals may only be withdrawn by Respondent by written notice prior to the date and time set for the opening of proposals. No proposal may be withdrawn after the deadline for submission.

III. PROPOSAL CONTENT

3.1   Individual System Proposal Submission

An individual submission, including the individual cost proposal, letter of submittals, signed certifications and assurances and all other individual requirements of the applicable Exhibits A, B and/or C- must be submitted for each system for which Respondent is submitting a proposal (i.e. individual proposal for CAD/MC SYSTEM, RMS and JMS).

Each submission should include the required Qualifications, Experiences and Requirements; Reference Worksheet; Related Information and History; Cost Proposal and Compensation; Identification of Anticipated and/or Potential Project Problems; Signed Certificate of Compliance with Public Act 517 of 2012 Form; Optional Applications, Equipment, and/or Licensing form; and any other required responses set forth in each Exhibit.

A Respondent who elects to submit a proposal on multiple systems (or all of systems) set forth in this RFP, shall also specially delineate in each individual proposal any applicable percentile discount/reduction which will be applied to the proposed contract price each proposal if Respondent were to be awarded multiple or all systems.

Proposed discounts attributable to the County, City, University and/or KCCDA making payments within a specified period of time will not be considered in evaluating RFP's for award. Such discounts will be taken if payment can be made in that period, even though they are not considered in the evaluation of the bid.

The County, City, University and/or KCCDA when purchasing equipment directly, is exempt from Federal excise and State sales taxes, except as the law allows, and such taxes shall not be included in bid prices. Equipment provided by a contractor as a part of this contract may subject to taxation to the contractor.

3.2   Letter of Submittal

The Letter of Submittal, the attached Certifications and Assurances form, and all RFP required forms and amendments must be signed and dated by a person authorized to legally bind the Respondent to a contractual relationship, e.g., the President or Executive Director of a corporation, the managing partner of a partnership, or the proprietor of a sole proprietorship. Along with introductory remarks, the Letter of Submittal is to include by attachment the following information about the Respondent and any proposed subcontractors:

A. Full official legal name of Respondent's firm.

B. Names; addresses; telephone numbers; e-mail addresses; and fax numbers, if applicable, of legal entity or individual with whom contract would be written.

C. Name, address, and telephone number of each principal officer(s) (President, Vice President, Treasurer, Executive Director, partners, owner of sole proprietorship).

D. Legal status of the Respondent (sole proprietorship, partnership, corporation, LLC, etc.) and the year the entity was organized to do business as the entity now substantially exists.

E. Federal Employer Tax Identification number or Social Security number.

F. Location of the facility from which the Respondent would operate.

G. Identify any County, City, University or KCCDA employees or former County, City, University or KCCDA employees employed or on the firm's governing board as of the date of the proposal. Include their position and responsibilities within the Respondent's organization. If following a review of this information, it is determined by the County, City, University or KCCDA that a conflict of interest exists, the Respondent may be disqualified from further consideration for the award of a contract.

H. A representation that the Respondent is in good standing in the State of Michigan and in the state in which it is located and will have all necessary licenses, permits, certifications, approvals, and authorizations necessary to perform all of its obligations in connection with this RFP.

3.3   Scope of Work

The applicable scope of work for each individual system is set forth in the appliable Exhibits A, B and C which are incorporated into this RFP as if fully set forth here.

3.4   References

The Respondent must grant permission to the County, City, University and/or KCCDA to contact the references include in the submission.

3.5   Identification of Anticipated and/or, Potential Project Problems

If in review of the RFP or submittal of a proposal the Respondent identifies an anticipated or potential problem, the Respondent's proposal shall identify and describe any anticipated and/or potential project problems, the Respondent's approach to resolving these problems, and any special assistance that will be requested.

3.6   Acceptance of Conditions

Provide a definitive statement of intent to comply with the Contractual Terms and Conditions as delineated in this RFP. If proposed terms and conditions are not acceptable as described, note and explain any exceptions; however, failure to agree to the terms required by law or County/City/University/KCCDA purchasing and contractual requirements may be grounds for disqualification of the applicable individual system proposal.

IV.   CONTRACTUAL TERMS AND CONDITIONS

Any contract arising out of this RFP shall contain provisions that include, but will not be limited to, the following:

4.1   Nondiscrimination Clause

The Respondent who is selected as the Contractor, as required by law, shall not discriminate against an employee or applicant for employment with respect to hire, tenure, terms, conditions or privilege of employment, or a matter directly or indirectly related to employment because of race, color, religion, sex, national origin, disability that is unrelated to the individual's ability to perform the duties of a particular job or position, height, weight, marital status, age or political affiliation.

The Contractor shall adhere to all applicable Federal, State and local laws, ordinances, rules and regulations prohibiting discrimination, including, but not limited to, the following:

A. The Elliott-Larsen Civil Rights Act, 1976 PA 453, as amended.

B. The Persons with Disabilities Civil Rights Act, 1976 PA 220, as amended.

C. Section 504 of the Federal Rehabilitation Act of 1973, P.L. 93-112, 87 Stat. 355, as amended, and regulations promulgated there under.

D. The Americans with Disabilities Act of 1990, P.L. 101-336, 104 Stat 327 (42 USC §12101 et seq), as amended, and regulations promulgated there under.

Breach of this section shall be regarded as a material breach of the agreement.

4.2   Indemnification and Hold Harmless

The Respondent who is selected as the Contractor shall, at its own expense, protect, defend, indemnify, save and hold harmless the individual County, City, University and/or KCCDA and the appliable elected and appointed officers, employees, servants and agents from all claims, damages, lawsuits, costs and expenses including, but not limited to, all costs from administrative proceedings, court costs and attorney fees may incur as a result of any violations of federal or State of Michigan laws, codes, rules or regulations, willful or wanton misconduct, or negligent acts or omissions of the Contractor or its employees, servants, agents or Subcontractors that may arise out of the agreement.

The Respondent who is selected as the Contractor shall agree to defend, protect, and hold harmless the individual County, City, University and/or KCCDA , and the appliable elected and appointed officers, employees, servants and agents against any and all liability and demands for actual or alleged infringements of any patents or copyrights by reason of any use by the County, City, University and/or KCCDA of any material, machines, software, or systems furnished by Contractor under the contractual agreement.

The Contractor's indemnification responsibility under this section shall include the sum of damages, costs and expenses which are in excess of the sum of damages, costs and expenses which are paid out on behalf of or reimbursed to the County, City, University and/or KCCDA, its officers, employees, servants and agents by the insurance coverage obtained and/or maintained by the Contractor.

4.3   Contractor Insurance Requirements

The Contract will require a Respondent who is selected as the Contractor to provide the County, City, University and/or KCCDA a certificate of insurance providing for a commercial general liability insurance policy on an occurrence basis with policy limits of at least one million dollars ($1,000,000), to include but not be limited to personal injury, bodily injury, property damage, automobile liability and contractual liability. The certificate of insurance shall specifically provide that the County, City or KCCDA and its officers, agents, employees and representatives are named as additional insureds and that the insurance policy cannot be cancelled or materially altered without providing a thirty (30) day written notice to the County, City, University and/or KCCDA. The usual words in the cancellation clause of the insurance certificate which state, "endeavor to" and "failure to mail such notice shall impose no obligation or liability of any kind upon the company" shall be stricken. The bidder shall also furnish to the County, City or KCCDA a certificate of insurance covering workers' compensation for bidder's employees. Failure of the bidder to provide the certificates of insurance or receipt by the County, City or KCCDA of a notice of cancellation of the insurance policy(ies) by the bidder's insurance company(ies) shall constitute a material breach of contract and this contract may be

terminated immediately.

4.4 Applicable Law and Venue

Any agreement resulting from this RFP shall be subject to and construed according to the laws of the State of Michigan. County, City, University and/or KCCDA and the Respondent who is selected as the Contractor agree that the venue for any legal or equity action under this agreement shall be in Michigan Courts whose jurisdiction and venue shall be established in accordance with the statutes and Court Rules of the State of Michigan. In the event that any action is brought under any agreement resulting from the RFP in Federal Court, the venue for such action shall be the Federal Judicial District of Michigan, Western District - Southern Division.

4.5 Compliance with the Law

The Respondent who is selected as the Contractor shall render the services to be provided pursuant to this Agreement in compliance with all applicable Federal, State, and local laws, ordinances, rules, and regulations.

4.6 Assignments

The Respondent who is selected as the Contractor shall not assign the award of the contract or any payment without the prior written approval of the applicable County, City, University and/or KCCDA.

4.7 Independent Contractor

The Respondent who is selected as the Contractor shall be an independent contractor. The employees, servants and agents of the Contractor shall not be deemed to be and shall not hold themselves out as employees, servants, or agents of the applicable County, City, University and/or KCCDA and shall not be entitled to any fringe benefits received by the County's personnel, such as, but not limited to, health and accident insurance, life insurance, longevity or paid sick or vacation leave.

The Contractor shall be responsible for paying all compensation to its personnel for services they have performed under this Contract and for withholding and payment of all applicable taxes to the proper Federal, State and local governments.

4.8 Iran Linked Business

The Respondent who is selected as Contractor shall certify to the applicable County, City, University and/or KCCDA that neither it nor any of its successors, parent companies, subsidiaries, or companies under common ownership or control of the Contractor, are an

"Iran Linked Business" engaged in investment activities of $20,000,000.00 or more with the energy sector of Iran, within the meaning of Michigan Public Act 517 of 2012. It is expressly understood and agreed that the Contractor shall not become an "Iran linked business" during the term of this Agreement.

NOTE: IF A PERSON OR ENTITY FALSELY CERTIFIES THAT IT IS NOT AN IRAN LINKED BUSINESS AS DEFINED BY PUBLIC ACT 517 OF 2012, IT WILL BE RESPONSIBLE FOR CIVIL PENALTIES OF NOT MORE THAN $250,000.00 OR TWO TIMES THE AMOUNT OF THE CONTRACT FOR WHICH THE FALSE CERTIFICATION WAS MADE, WHICHEVER IS GREATER, PLUS COSTS OF INVESTIGATION AND REASONABLE ATTORNEY FEES INCURRED, AS MORE FULLY SET FORTH IN SECTION 5 OF ACT NO. 517, PUBLIC ACTS OF 2012.

4.9   Termination Without Cause

The applicable County, City, University and/or KCCDA   may terminate the contract in whole or in part at any time for the convenience of the applicable County, City, University and/or KCCDA with fifteen (15) days written notice. At the point of termination, any work performed and acceptable to the County, City, University and/or KCCDA is payable to the Contractor, but the Contractor will not be entitled to payment for all other contract sums, damages costs, expenses, or fees.

4.10   Termination for Breach or Default

The County, City, University and/or KCCDA may terminate any contract for cause, in whole or in part, and terminate the right to proceed if Contractor, as determined by the County, City, University and/or KCCDA (a) endangers the value, integrity, or security of any location, data, or personnel; (b) becomes insolvent,
petitions for bankruptcy court proceedings or has an involuntary bankruptcy proceeding filed against it by any creditor; (c) engages in any conduct that may expose the County, City, University and/or KCCDA to liability; (d) breaches any of its material duties or obligations; or (e) fails to cure a breach within the time stated in a notice of breach. A breach of material duties and obligations shall include, but is not limited to:

A. Contractor fails to provide a system, or the system does not comport and comply with the System Core Requirements and Contractor, after notice, fails to cure the breach within thirty (30) calendar days;

B. Contractor fails to provide a system, or the system does not comport and comply with the System Functionality Specifications and Contractor, after notice, fails to cure the breach within sixty (60) calendar days: or

C. Contractor fails timely meet milestones and deadlines established by the contract or any extension thereof.

Any reference to specific breaches being material breaches within the contract will not be construed to mean that other breaches are not material.

If the County, City, University and/or KCCDA terminates or partially terminates for cause, a termination notice will be issued to the Contractor specifying whether Contractor must: (a) cease performance immediately, or (b) continue to perform for a specified period. If it is later determined that Contractor was not in breach of the Contract, the termination will be deemed to have been a Termination Without Cause, effective as of the same date, and the rights and obligations of the parties will be limited to those provided Termination Without Cause.

If terminated for cause, the County, City, University and/or KCCDA will only pay for amounts due to Contractor for contract services performed by Contractor on or before the date of termination, subject to the County, City, University and/or KCCDA's right to set off any amounts owed by the Contractor for the costs incurred in terminating the contract. The Contractor will be responsible all costs incurred by the County, City, University and/or KCCDA in terminating the contract for cause, including administrative costs, attorneys' fees, court costs, transition costs, and any costs the County, City, University and/or KCCDA incurs to procure the contract from other source.

Upon termination or expiration of the contract for any reason, Contractor must, for a period of time specified by County, City, University and/or KCCDA (not to exceed 90 calendar days), provide all reasonable transition assistance requested by County, City, University and/or KCCDA to allow for the expired or terminated portion of the contract services and systems to continue without interruption or adverse effect, and to facilitate the orderly transfer of such services or systems to County, City, University and/or KCCDA or its designees.

Upon termination or expiration of a contract for any reason, Contractor must take all necessary and appropriate steps, or such other action as the County, City, University and/or KCCDA may direct, to preserve, maintain, protect, or return to the County, City, University and/or KCCDA all materials, data, property, and confidential information provided directly or indirectly to the Contractor by any entity, agent, vendor, or employee of the County, City, University and/or KCCDA.

4.11   Criminal Background Check of Contractor's Employees and Security Awareness Training

4.11.1 Criminal Background Check.
The Contractor's or subcontractor's employees will have potential access to criminal justice information, secured and/or sensitive system data and/or to County, City, University and/or KCCDA facilities. Therefore, ALL assigned Contractor/subcontractor employees shall be required to consent to and undertake a required criminal background check conducted by KCSO, KDPS, WMUDPS and/or KCCDA, or its respective designee(s). Employees shall provide any information required in the discretion of KCSO, KDPS, WMUDPS and/or KCCDA to conduct

such a background check which shall include, but is not limited to, provision of accurate biographical information, completion of a criminal background disclosure form and certification, and be subject to local fingerprinting.

The Contractor is responsible for any additional costs associated with the requested background checks.

Contractor or subcontractor employees with a reportable criminal felony or misdemeanor conviction history, and/or a history of reportable criminal felony arrests or charges, and/or pending a pending criminal charge, and/or which in the sole opinion of the KCSO, KDPS, WMUDPS and/or KCCDA pose an unacceptable risk may NOT be assigned to the project by the Contractor/subcontractor without the express prior authorization of the applicable County Sheriff, City Chief of Police, University Director of Public Safety, and/or KCCDA Director. The Contractor shall immediately remove from the project any personnel which -- in the sole opinion of the KCSO, KDPS, WMUDPS and/or KCCDA -- has falsified any information required for the background check, or who failed to disclose a criminal conviction or pending criminal charge.

Breach of this section by the Contractor shall be regarded as a material breach of the agreement.

4.11.2 Security Awareness Training

Agents or employees of a Contractor or Subcontractor with access to Criminal Justice Information Systems (CJIS) must undergo security awareness training within six months of receiving the information.   The Contractor, in coordination with the County, City, University or KCCDA, shall provide such training to applicable assigned employees employed by Contractor/subcontractors prior to commencing the project, and training must be repeated at least every two years to meet CJIS compliance standards. Individual training and topics covered are based on the access and interaction the individual has to the criminal justice data.

V.   EVALUATION AND CONTRACT AWARD

5.1   Award of Contract

Individual contracts will be awarded to those responsible Respondents whose proposal, conforming to this solicitation and in sole discretion of the individual County, City, University and/or KCCDA   will be most advantageous to the applicable County, City, University and/or KCCDA, price and other factors considered. In addition, the County/City/University and/or KCCDA will consider if the proposed system can integrate current data and/or will be capable of handling anticipated growth and possible adoption by other municipal entities in the County within two (2) years of implementation of the system. The applicable County, City, University

and/or KCCDA reserves the right to make such additional investigations as it deems necessary and may require the submission of additional information.

5.2. Local Reinvestment and Regional Partnership Policy

Local ties to the community, including a physical presence and employment of county/regional residents, is one criterion on which companies will be evaluated in determining their suitability to perform a job in the competitive bidding process. Furthermore, all reasonable effort will be made to include local participation in the competition for County, City, University and/or KCCDA contracts and purchases.

APPENDIX 1
CERTIFICATIONS AND ASSURANCES

THIS FORM MUST BE COMPLETED AND RETURNED WITH YOUR PROPOSAL. FAILURE TO SUBMIT THIS COMPLETED FORM MAY RESULT IN DISQUALIFICATION.

Firm Name:

I/we make the following statement of assurances as a required element of the proposal to which it is attached, understanding that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions precedent to the award or continuation of the related contract(s):

1. The prices and/or data have been determined independently, without consultation, communication, or agreement with other proposers for the purpose of restricting competition. However, I/we may freely join with other persons or organizations for the purpose of presenting a single proposal.

2. The attached proposal is a firm offer and valid for a period of not less than of 182 calendar days after the proposal due date (contained herein), and it may be individually or collectively accepted by the County/City/University/KCCDA without further negotiation (except where obviously required by lack of certainty in key terms) at any time within this 182 calendar days period.

3. In preparing this proposal, I/we have not been assisted by any current or former employee of the County/City/University/KCCDA whose duties relate (or did relate) to this proposal or prospective contract, and who was assisting in other than his or her official, public capacity. Neither does such a person nor any member of his or her immediate family have any financial interest in the outcome of proposal. (Any exceptions to these assurances are described in full detail on a separate page and attached to this document.)

4. I/we understand that the County/City/University/KCCDA will not reimburse me/us for any costs incurred in the preparation of this proposal. All proposals become the property of County/City/University/KCCDA, and I/we claim no proprietary right to the ideas, writings, items, or samples, unless so stated in this proposal.

5. Unless otherwise required by law, the prices and/or cost data which have been submitted have not been knowingly disclosed by the proposer and will not knowingly be disclosed by him/her prior to opening, in the case of a proposal directly or indirectly to any other proposer or to any competitor.

6. No attempt has been made or will be made by the proposer to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition, nor have I/we made any agreement with, nor offered or accepted anything of value from, an

official or employee of County/City/University/KCCDA that would tend to destroy or hinder free competition.

7. I/we agree that submission of the attached proposal constitutes acceptance of the solicitation contents and the attached sample contract and general terms and conditions. If there are any exceptions to these terms, I/we have described those exceptions in detail on a page attached to this document.

8. I/we acknowledge communication of any kind regarding my/our proposal directed to parties other than the identified Project Administrator and/or Point-of-Contact may result in my/our disqualification.

9. I/we warrant that no conflict of interest knowingly exists (as defined in County Purchasing Policy 5.05 J) for any member of the project team that contributed to this proposal or prospective   contract.

10. I/we, the undersigned, understand that the   above   information,   along   with   any additionally   submitted documents, become part of any   agreement subsequently made with   County/City/University/KCCDA, and I/we attest to the   best   of   my/our   knowledge   to   its accuracy.

_____
_____
Signature   Date

_____
Title

APPENDIX 2

<u>CERTIFICATE OF COMPLIANCE WITH PUBLIC ACT 517 OF 2012 FORM</u>
(Please type or print clearly in ink only)

I certify that neither _____ (Company), nor any of its successors, parent companies, subsidiaries, or companies under common control, is an "Iran Linked Business" engaged in investment activities of $20,000,000.00 or more with the energy sector of Iran, within the meaning of Michigan Public Act 517 of 2012. In the event it is awarded a Contract as a result of this solicitation, Company will not become an "Iran linked business" during the course of performing the work under the Contract.

NOTE: IF A PERSON OR ENTITY FALSELY CERTIFIES THAT IT IS NOT AN IRAN LINKED BUSINESS AS DEFINED BY PUBLIC ACT 517 OF 2012, IT WILL BE RESPONSIBLE FOR CIVIL PENALTIES OF NOT MORE THAN $250,000.00 OR TWO TIMES THE AMOUNT OF THE CONTRACT FOR WHICH THE FALSE CERTIFICATION WAS MADE, WHICHEVER IS GREATER, PLUS COSTS AND REASONABLE ATTORNEY FEES INCURRED, AS MORE FULLY SET FORTH IN SECTION 5 OF ACT NO. 517, PUBLIC ACTS OF 2012.

_____
(Name of Company)

By: _____

Date:_____   Title: _____

EXHIBIT A

Computer Aided Dispatch and Mobile System

Kalamazoo County Consolidated Dispatch Authority
Kalamazoo, Michigan

1   Declaration of Intent

It is the intention of the Kalamazoo County Consolidated Dispatch Authority (KCCDA) to procure from recipients of the Request for Proposal (herein after referred to as "Vendor"), a Computer Aided Dispatch and Mobile Application System (herein after referred to as "CAD and Mobile System") for the emergency communications center which is actively performing 9-1-1 and public safety dispatch service for the County of Kalamazoo in Michigan.

KCCDA seeks to purchase a high quality, highly efficient and resilient, and customizable turn-key CAD and Mobile System that includes software/application licensing for KCCDA's primary and disaster recovery site, and implementation and management services including end-user training. Therefore, a decision in the selection of a vendor may not rest solely on the lowest overall cost.

KCCDA reserves the right to reject any CAD and Mobile System proposals or parts of proposals. The KCCDA also reserves the right to waive any irregularities, inconsistencies, negotiate or take additional appropriate action as determined by the KCCDA to be in the best interest of the KCCDA which may include a decision not to procure but rather continue using the existing CAD and Mobile System.

Questions regarding the scope of the CAD and Mobile System, the selection process, or other procedural requirements specific to the CAD and Mobile System, shall be directed to Jeff Troyer, Executive Director, KCCDA, at (269) 488 6616 or via email at jtroyer@kccda911.org.

2   Background Information

2.1   OBJECTIVE

The objective for KCCDA is to obtain a fully integrated, multijurisdictional computer aided dispatch and mobile system using a single vendor who provides all services, including software, installation, training, conversion, and other services as required herein. The proposed software must be capable of satisfying the increasing demands of KCCDA through incremental upgrades and expansion of the system.

2.2   KCCDA PROFILE

KCCDA is a public body governed by a thirteen (13) member Board of Directors with input and advisement from four standing committees: Executive, Personnel, Technical Advisory and Finance. KCCDA's primary purpose is providing 9-1-1 public safety answering point (PSAP) and public safety dispatch services to all law enforcement, fire and EMS agencies, the municipalities, and citizens of Kalamazoo County. Kalamazoo County is located in Southwest Michigan and is the home to 261,663 residents (2020 census).   Services provided by KCCDA are funded by the following sources:

2023 OPERATIONAL FUNDING - $8,534,610

- 911 Millage — $6,249,500
- Local 911 Fees — $1,120,000
- Local Community Stabilization Share — $596,400
- State 911 Fees — $529,000
- Other — $39,710
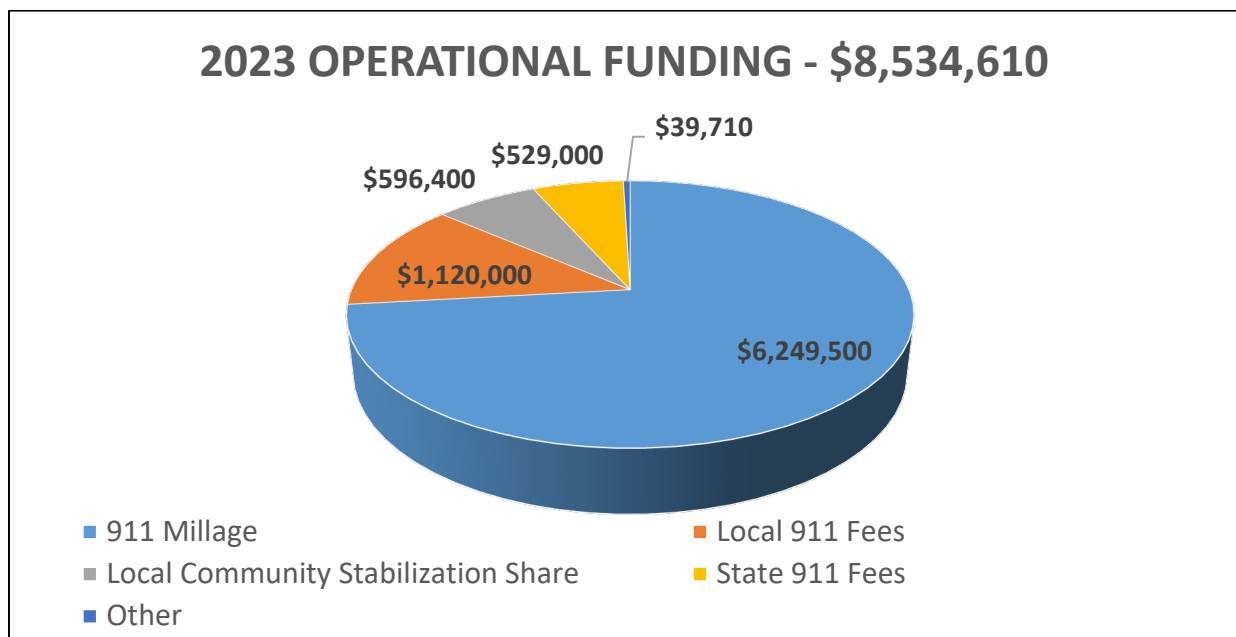
The primary emergency communications center (ECC) is located at 7040 Stadium Drive in Kalamazoo, Michigan and consists of 19 workstations – 10 Dispatch, 8 call-taker and 1 Supervisor. Organizational staffing includes the following positions:

12 – Emergency Communications Officer I	1 – Executive Administrative Assistant
36 – Emergency Communications Officer II	2 – Systems Support Specialist
4 – PT Emergency Communications Officers	1 – Network and Systems Administrator
6 – Dispatch Supervisors	1 – Deputy Director
1 – Administrative Assistant	1 – Executive Director

2.3   WORKLOAD VOLUMES

KCCDA receives both 9-1-1 (emergency) and non-emergency calls for service. The ECC averages 461 9-1-1 and 802 non-emergency calls per day. Below is a monthly comparative of all incoming voice calls answered by KCCDA for calendar years 2021 and 2022:

CAD and Mobile System

Exhibit A – Page 2

9-1-1 & Non-Emergency Calls Received

Legend: 2021 911 Calls · 2022 911 Calls · 2021 Non-Emergency Calls · 2022 Non-Emergency Calls
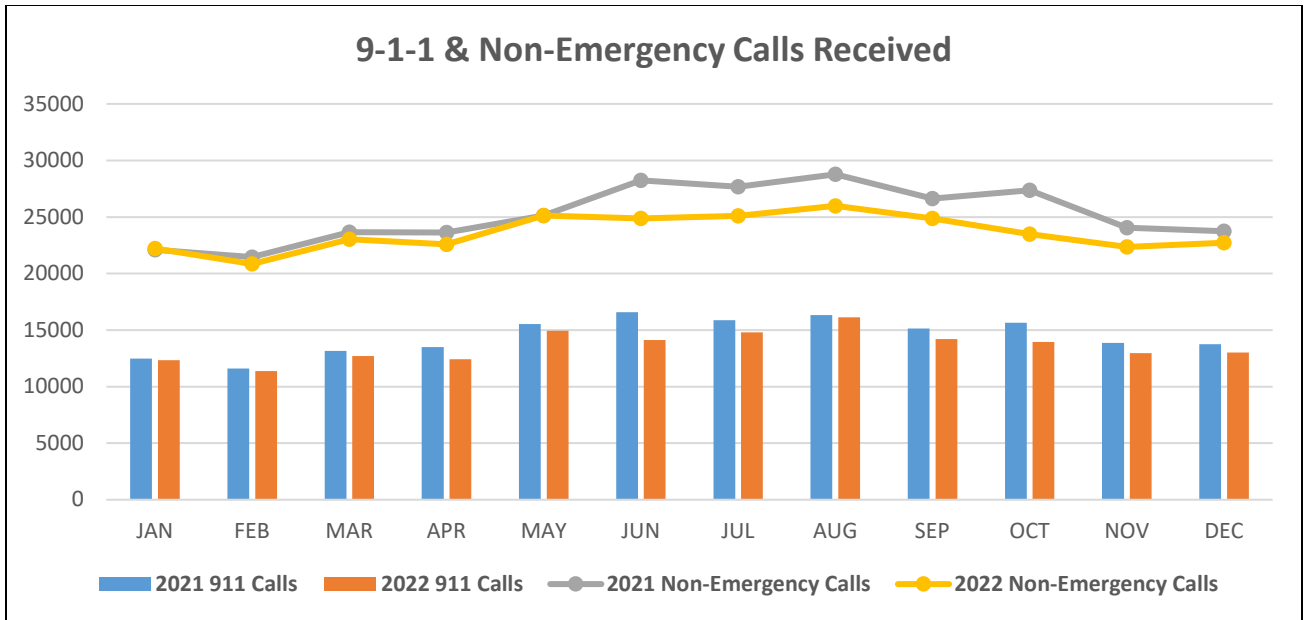
The ECC provides direct dispatch service to thirteen (13) law enforcement agencies (including Michigan State Police and Michigan Department of Natural Resources), fifteen (15) fire departments, and EMS Physician Units. In addition, KCCDA provides relay/transfer dispatch service to two (2) EMS/ambulance companies. In 2021, KCCDA dispatched 284,156 CAD calls for service and 286,095 in 2022. Of these calls for service, 89.5% are law enforcement related while 10.5% are fire and emergency medical service incidents.

The following is a breakdown of the top twenty-five (25) call for service types KCCDA handled during calendar year 2022. This does not include officer initiated or incidents found on patrol:

Incident Type/Nature Code	2022 Call Count	% of Total Calls
911 Hangup/Misdial	20,488	9.75%
Suspicious	15,531	7.39%
Trouble with Subject	14,142	6.73%
Rescue-Medical P1	12,887	6.13%
Rescue-Medical P3	9,264	4.41%
Check Welfare	9,092	4.33%
Assist Person	7,379	3.51%
PD Accident	7,190	3.42%
Alarm	7,127	3.39%
BOL	6,080	2.89%
Rescue-Medical P2	5,449	2.59%
Assault/DV	4,238	2.02%
Follow-Up	4,225	2.01%
Trespassing	4,094	1.95%

Larceny	3,678	1.75%
Disturbance/Fight	3,658	1.74%
Noise Complaint	3,240	1.54%
Abandoned Vehicle-Private Prop.	3,038	1.45%
Traffic Hazard	2,725	1.30%
Assist Other Dept	2,665	1.27%
Special Service	2,635	1.25%
Motorist Assist	2,555	1.22%
Assist Fire Dept	2,519	1.20%
Peace Officer	2,265	1.08%
Hit & Run Accident	2,245	1.07%

3 System Core Requirements

The following items are considered system core requirements that vendors must meet to submit a proposal for the CAD and Mobile system. Each vendor must acknowledge each core requirement in their proposal (see section 5 for details). Any vendor who does not meet one or more of the system core requirements may not be considered.

3.1 SYSTEM SERVER ENVIRONMENT

The system must include specifications for a primary and an alternate or disaster recovery server environment. All servers shall be able to operate in a virtual environment, preferably VMware. All server security and data stored in the environment must always adhere to CJIS Security Policy (data encryption at rest, passwords, etc.) and the Michigan Addendum.

3.2 APPLICATIONS

All applications must operate using up-to-date software. No primary or sub-application shall be permitted at any time if it relies on un-supported software that is end-of-life.

3.3 MULTI-AGENCY/MULTI-JURISDICTIONAL CAD SYSTEM

The CAD system must consist of two environments: Production/Live and Training/Test. It must be capable of handling multiple law enforcement, fire, emergency medical service, and other support agencies with multiple and sometimes overlapping jurisdictions. This shall include multiple dispatch center permissions and a site license granting KCCDA as many CAD workstation licenses as the operation requires. While KCCDA has 19 CAD workstations, during certain emergency operation modes, KCCDA relies on end-user agencies to assist in dispatching lessor priority incidents.

3.4 INTEGRATED MAPPING SYSTEM

The system must have an integrated mapping solution that uses ESRI based shape files or the ability to convert the same, to be used in the CAD and Mobile System. The integrated

mapping solution must have the ability to overlay aerial imagery from another source (google maps, bing, etc.) or upload aerial images provided by KCCD that is available as a map layer. NOTE: KCCDA maintains GIS files using ESRI and no other application.

3.5   INTEGRATED MOBILE APPLICATION

The end-user agencies directly dispatched by KCCDA supply their own end-user devices so there is a mix of mobile computing terminals (MCT's) and various smartphones and tablets in use throughout the County. Therefore, the system must have a mobile application(s) that operates on Windows, iPhone, and Android operating systems, and includes Automatic Vehicle Locater functionality. This shall be interchangeable licenses for up to 300 devices.

3.6   CAD WEB VIEWER/DASHBOARD

The system must have a Web Viewer, Dashboard, or other application that can be configured to provide individual user View Only Access to incidents based on agency and user security permissions.

3.7   LAW ENFORCEMENT INFORMATION NETWORK (LEIN) INTERFACE

The system must include an interface to the State of Michigan's LEIN system so queries can be processed from CAD workstations and the Integrated Mobile Applications for users with the appropriate permissions.

3.8   9-1-1 INTERFACE

The system must have an interface to KCCDA's 9-1-1 telephony system so location information and callback number can auto-populate a CAD call for service.

3.9   TEXT/PAGING AND RIP-N-RUN INTERFACE

The system must be capable of sending a configurable text (page) message and/or a Rip-n-Run report to a defined cellular/mobile device, email address or network printer based on predetermined criteria specific to each individual agency, incident type and the call for service geo-verification in the agency's jurisdiction. After a call for service is entered, the text (page) message and/or Rip-n-Run report must be distributed without further dispatcher or call taker interaction.

3.10   PHOENIX G2 STATION ALERTING INTERFACE

The system must have an interface to the Phoenix G2 Station Alerting System.

3.11   CALL FOR SERVICE GENERIC EXPORT

The system must include a call for service generic data export that can be configured by KCCDA for agency specific exports to an undefined number of Records Management Systems. The exports must be available in TXT, CSV, and XML formats and configurable to

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CAD and Mobile System   Exhibit A – Page 4

export a record when multiple CAD functions are completed - CAD Call for Service Created in jurisdiction/area, Agency First Unit Dispatch, Agency First Unit On-Scene, and/or CAD Call for Service Clear.

3.12   **TRAINING**

Training for all components/applications shall be included in the vendor's proposal. This shall include, at a minimum, the following:
- ONE (1) – CAD System Administration (Build Team) Training Session
- THREE (3) – CAD System User Training Sessions (approximately 20 to 24 hours each)
- TWO – Mobile Application User Training Sessions (Train-the-Trainer format)

The location of the training sessions shall be at KCCDA's facility or another facility within Kalamazoo County as determined by KCCDA. KCCDA will determine the maximum number of participants for each of the above training sessions based on accommodations and equipment availability.

4   System Functionality Specifications

The system functionality specifications are a separate document in Microsoft Excel format. Each specification has functionality details, an assigned priority, an answer or response, and a column for comments/notes.   If a vendor selects "partial" as the response, it must be accompanied by comments/notes further explaining the partial functionality. The completed system functionality spreadsheet shall be included in Section 5 of the proposal format.

NOTE: The response column has conditional formatting that will auto-fill color in the cell if No or Partial is selected.

5   Vendor Response and Cost Information

5.1   **PROPOSAL RESPONSE AND FORMAT**

Each CAD and Mobile System proposal shall include the following items in the order listed below:

Cover Letter
Table of Contents
       Section 1 – Executive Summary
       Section 2 – Vendor Background and Qualifications
       Section 3 – Customer References
       Section 4 – Project Management and Implementation
       Section 5 – System Core Requirements and Functionality Specifications
       Section 6 – Server/Hardware Environment
       Section 7 – Maintenance and Support
       Section 8 – Cost Proposal

Section 9 – Proposed Optional Applications, Licenses, and/or Equipment
Section 10 – General RFP Appendices I and II

5.1.1 Executive Summary

This section should be limited to a brief narrative highlighting the vendor's proposal including a concise overview of the system. The summary should be free of technical language and should illustrate the benefits and possibilities offered by the vendor.

5.1.2 Vendor Background and Qualifications

Provide narrative responses to the following items and include any necessary supporting documentation:

- Specify the number of years the vendor has been in the public sector software business and number of public safety clients, as well as revenue percentage comparisons.

- Provide a chronology of the company's growth, heritage, staff size and ownership structure.

- Indicate whether the business is a parent or subsidiary in a group of companies.

- What percentage of revenues does the proposed system represent versus other products/ services the company provides?

- Provide a brief statement of the company's background demonstrating longevity and financial stability.

- Include the company's past three (3) years of audited Financial Statements.

- Indicate if the company incurred an annual operating loss in the last five (5) years.

- Has the company had a workforce reduction during the past five (5) years?

- If yes to the above, provide details regarding workforce reductions: percentage or workforce, areas affected, senior management team changes, etc.

- Describe the seniority, tenure, and background of the senior management team.

- Total number of customers operating the proposed system in the United States.

- List all customers in Michigan operating the proposed system.

5.1.3 Customer References

Please provide five (5) completed Customer Reference Worksheets (CAD and Mobile System ATTACHMENT A). Customer references should be representative of the vendor's proposed system and should be comparable in size to KCCDA. Vendors are *not permitted* to participate in customer reference checks nor any additional customer discussions resulting from initial contact with a Customer Reference.

5.1.4 Project Management and Implementation

KCCDA will provide a designated project team and expects the vendor to do the same. The proposal shall include multiple project manager resumes (highly recommended the project managers be near KCCDA's location). This section shall include the vendor's estimated timeframe from the time of contract execution to go-live.   Please include the following:

- Attach a proposed implementation schedule with key activities and estimated milestones.

- Describe the approach and resources needed to implement the proposed software.

5.1.5 System Core Requirements and Functionality Specifications

Respond to each System Core Requirement listed in Section 3 and the System Functionality Specifications identified in Section 4 (Microsoft Excel Spreadsheet included).

5.1.6 Server/Hardware Environment

Vendor shall provide a summary and diagram of the Server/Hardware Environment that will operate the proposed system. This shall include a primary operational site (at KCCDA) and an alternate or disaster recovery site (location to be determined). The server/hardware environment configuration must meet the needs of this RFP. Call volumes and statistical transactions should be referenced for proposing adequate equipment configuration to accommodate KCCDA's current and future needs. All components, including third party licensing, must be identified but *is not to be included in the cost proposal*.

The Vendor agrees to assist KCCDA IT in obtaining a quote to expand the existing Dell VxRail virtual server room environment to meet the needs of the proposed system.

5.1.7 Maintenance and Support

This section should provide an overall summary of the vendor's maintenance and support model. The summary should include a minimum of the following:

- Hours of availability and means of accessibility to support (telephone, web site, email, etc.).

- Average customer hold time for the last six months before a live person from support is reached.

- What call/ticket tracking system is used?

- Priority code system used to distinguish the level of urgency for each support call/ticket.

- Summary for the highest priority tickets for the last six months including the date and time the ticket was opened and the date and time the ticket was closed.

- How are customers notified of urgent software upgrades or issues and how to resolve them?

- Provide information about periodic system enhancements and software updates that are included with maintenance.

- Describe the process and down-time required to deploy system hot fixes, updates and/or version upgrades.

- Describe how your company measures customer satisfaction for software applications and customer service and support.

- Describe internal performance metrics used to quantify key customer support responsiveness, such as: Issues resolved on first call, average call duration, average time to reach issue resolution, etc.

- Describe the company's commitment to research & development for the specific public safety application being proposed; include development staff size and percentage of annual revenue invested in application development of solution proposed.

- Provide information regarding your organized national users group, including frequency and location of meetings.

5.1.8 Cost Proposal

All Vendors must submit the CAD and Mobile System Cost Proposal worksheet (ATTACHMENT B). This worksheet includes component pricing for the following:

- Required Core System Software and Maintenance and Support for the first 24 months.

- Optional CAD Call for Service Data Conversion.

- Requested Optional Software Items and Maintenance and Support for the first 24 months.

- Maintenance and Support percentage increase for years three, four and five.

- General RFP Multi-Systems Percentile Discount

5.1.9 Proposed Optional Applications, Equipment and/or Licensing

Vendors proposing additional optional applications, equipment and/or licensing must complete ATTACHMENT C. Please include specific detailed costs for the optional equipment and or licensing. These prices are to be inclusive of maintenance and support terms as included in section 5.1.8. All proposed optional applications, equipment or licensing shall meet the same specifications and requirements listed in section 3 of the CAD and Mobile System.

5.1.10 General RFP Appendices I and II

Vendors must execute and include the Certifications and Assurances (Appendix I) and Certificate of Compliance with Public Act 517 of 2012 (Appendix II) forms identified in the general RFP.

5.2 PROPOSAL EXPIRATION

Proposals submitted for the CAD and Mobile System shall be valid for a minimum of 182 calendar days after the proposal due date (contained herein).

5.3 INCLUSIVE UNIT COST INFORMATION

Vendor's proposal shall be inclusive of all costs including delivery, installation, implementation, and training for all requested components. Failure to provide this information may cause the Vendor's proposal to be eliminated from consideration. All costs including materials, warranty, freight, installation, and any miscellaneous items must be listed.

5.4 PAYMENT POLICY

Vendor's proposal must recommend a payment policy and progress payment schedule. The payment policy will state any applicable discounts for early payment and penalties for late payment. This is only a recommendation, and the final payment policy will be subject to contract negotiations.

5.5   TAX EXEMPT

Sales taxes is not to be included in unit or overall pricing. KCCDA will provide tax exemption certificate to selected Vendor.

6   Miscellaneous

6.1   PROPOSAL REVIEW PROCESS

The primary criteria for CAD and Mobile System proposal evaluation and consideration will be the following items:

- System core requirements
- System functionality specifications
- Vendor background and qualifications
- Customer references and additional contacts
- Customer service and support
- Ability to manage and implement a comprehensive solution
- Cost and Multi-System Discounts (Law Enforcement Records Management System and Jail Management System)

KCCDA will establish a CAD Review Team consisting of Emergency Communications Officers, Communications Training Officers, Dispatch Supervisors, and administrative team members. The CAD Review Team will evaluate proposals and will schedule electronic meetings with individual vendor(s) if clarifying questions arise. KCCDA's Executive Director will schedule the meetings at a time mutually agreed upon with the vendor. After the initial evaluation, the CAD Review Team will select the vendor finalists.

Vendor finalists will be expected to travel to KCCDA and provide two and a half (2 ½) consecutive days of demonstrations. The tentative schedule will consist of two full days demonstrating the CAD and Mobile system functionality (proposed system) for the CAD Review Team, KCCDA's Technical Advisory Committee (TAC), and KCCDA end-user agencies.   The additional half day will cover CAD Administration (the back end of the system – user and permission configurations, agency configurations, run cards, GIS/mapping, etc.) with KCCDA's Administrative Team. KCCDA's Executive Director will schedule the demonstration dates with the Vendor finalists. The CAD Review Team will gather and consider feedback from end-users attending the demos.

The CAD Review Team will make a recommendation on Vendor and corresponding contractual terms to KCCDA's TAC. The TAC will then take appropriate steps to make a recommendation to the KCCDA Board of Directors for their consideration. The KCCDA Board of Directors will make the final decision on Vendor selection and contract approval.

6.2   <u>STATUS OF VENDOR</u>

The Vendor and its employees shall be considered as independent contractors and not as KCCDA employees. In delivering services, the Vendor shall exercise all supervisory control and general control over all day-to-day operations, including control over all workers' duties, payment of all wages to its employees, and the right to hire, fire, and discipline all employees. As an independent contractor, payment to the Vendor under this contract shall not be subject to any withholding for tax, social security, or other purposes, nor shall the Vendor or employees of the Vendor be entitled to any KCCDA fringe benefit programs.

6.2   <u>EMPLOYEES OF THE VENDOR</u>

The Vendor shall always be responsible for the conduct and discipline of its employees and/or any subcontractor or persons employed by the Vendor. All workers must have sufficient knowledge, skill, and experience to properly perform the work assigned to them. Any worker employed by the Vendor, who in the opinion of KCCDA's Executive Director, does not perform work in a skilled manner, or acts in a disorderly or intemperate manner, or engages in sexual harassment or other forms of inappropriate behavior as defined by the KCCDA's Executive Director, shall, at the written request of KCCDA's Executive Director, be removed immediately from the project and shall not be utilized again in any portion of the work without approval of KCCDA's Executive Director

6.3   <u>LAWS AND MUNICIPAL ORDINANCES</u>

The Vendor shall keep fully informed of all laws and regulations in any manner affecting those engaged or employed in the work, or the equipment and materials used in the work, and all orders and decrees of bodies or tribunals having any jurisdiction or authority over the same. The Vendor shall always observe and comply with all such existing laws, codes, ordinances, regulations, orders, and decrees. All work shall be in compliance with State of Michigan laws, Kalamazoo County ordinances, and all other bodies having jurisdictional authority.

6.4   <u>SUPERVISION BY VENDOR</u>

The Vendor will supervise and direct the work of its employees. The Vendor will be solely responsible for the means, methods, techniques, sequences, and procedures of the professional services performed. The Vendor will appoint a Project Lead who shall have been designated in writing by the Vendor. The Project Lead shall have fully authority to act on behalf of the Vendor and all communications given to the Project Lead shall be as binding as if given to the Vendor. The Project Lead shall be present to the extent necessary to perform adequate supervision and coordination of the work.

6.5   ASSIGNABILITY

The Vendor agrees that the work proposed shall be accomplished by the Vendor. The Vendor agrees that any work under the contract to be assigned to another Vendor, and/or subcontractor shall be done only with the prior written approval of the KCCDA's Executive Director.

6.6   TECHNICAL SUPPORT AND MAINTENANCE SERVICES

The Vendor shall provide ongoing maintenance and technical support services for the System for the duration of this Agreement or a supplemental services agreement.   Vendor will perform all services in a timely, professional and workmanlike manner with a level of care, skill, practice and judgment consistent with generally recognized industry standards and practices for similar services, using personnel with the requisite skill, experience and qualifications, and will devote adequate resources to meet Vendor's obligations under this Agreement, the specifications and/or a supplemental services agreement.

6.7   PUBLIC RECORD

Vendors are advised that all responses are deemed a public record and open to public scrutiny after the evaluation and selection (or no selection) of a Vendor by KCCDA.

6.8   OWNERSHIP OF BIDS

All materials submitted in response to this request shall become the property of KCCDA and for the selected Vendor, will become part of the contractual agreement. Award or rejection does not affect this right.

6.8   CONTRACT

The contents and terms of this request and the Vendors' response to the same, shall be included in any contractual agreement for system and services between KCCDA and the Vendor.

CAD and Mobile System – ATTACHMENT A

CUSTOMER REFERENCE WORKSHEET

Please fill out this form completely and be as detailed as possible. Use a separate form for each reference listed. Submit a minimum of three references.

Project Name

_____

Primary Customer Contact

    Name: _____

    Address: _____

    _____

    Telephone Number: _____

    Email: _____

Description of Project
(Include contract execution and go-live dates)

CAD and Mobile System – ATTACHMENT B

COST PROPOSAL

REQUIRED CORE SYSTEM SOFTWARE	SECTION REF	COST	FIRST 24 MONTHS MAINTENANCE & SUPPORT
Multi-Agency/Multi-Jurisdictional CAD System	3.3		
Integrated Mapping System	3.4		
Integrated Mobile Application	3.5		
CAD Web Viewer/Dashboard	3.6		
Law Enforcement Information Network (LEIN) Interface	3.7		
9-1-1 Interface	3.8		
Text/Paging and Rip-N-Run Interface	3.9		
Phoenix G2 Station Alerting Interface	3.10		
Call for Service Generic Export	3.11		
Training	3.12		
TOTAL:			

OPTIONAL CAD CALL FOR SERVICE DATA CONVERSION	COST
KCCDA has operated the current Tyler Technologies CAD solution since October 30, 2018. This cost should include conversion of all existing CAD Calls for Service into the proposed vendor's system.	

REQUESTED OPTIONAL SOFTWARE ITEMS	COST	FIRST 24 MONTHS MAINTENANCE & SUPPORT
Priority Dispatch Emergency Medical Dispatch Interface		
Logis IDS CAD-to-CAD		
Phoenix G2 Automatic Radio Dispatch Interface		
Fusus Real-Time Crime Center CAD Interface/Integration		

	PERCENT INCREASE
Maintenance and Support: Year THREE (3)	
Maintenance and Support: Year FOUR (4)	
Maintenance and Support: Year FIVE (5)	

General RFP Multi-Systems Percentile Discount (applies to COST only; not maintenance and support):

Two Systems _____%   All Systems _____%

CAD and Mobile System   Exhibit A – Page 14

I, the undersigned, certify that I have read and fully understand all the specifications supplied for the CAD and Mobile System.

ANY AND ALL EXCEPTIONS TO THE CORE SYSTEM REQUIREMENTS AND SYSTEM FUNCTIONALITY SPECIFICATIONS ARE DOCUMENTED IN ACCORDANCE WITH SECTION 5.1.5. ANY AND ALL EXCEPTIONS TO THE SUPPLIED TERMS AND CONDITIONS OF THIS REQUEST ARE INDICATED IN AND IDENTIFIED BY NUMERICAL REFERENCE ON A PLAIN SHEET AT THE VERY END OF THE PROPOSAL.

I hereby state that I have the authority to submit this proposal which will become a binding contract if accepted by the KCCDA. I further state that I have not communicated with nor otherwise colluded with any other person or Vendor, nor have I made any agreement with nor offered or accepted anything of value from an Official or employee of the KCCDA that would tend to destroy or hinder free competition.

The contents and terms of this request and our response to the same, shall be included in any contractual agreement for system and services.   No business agreement or contract is created until the proposal is authorized by KCCDA's Board of Directors.

Vendor Name:_____

Address:_____

PERSON COMPLETING FORM:

Name:_____ Title:_____

Telephone:_____ Email:_____

Signature:_____ Date:_____

CAD and Mobile System – ATTACHMENT C

Optional Applications, Equipment, and/or Licensing

Vendors proposing additional optional applications, equipment and/or licensing must complete ATTACHMENT C. Please include specific detailed costs for the optional equipment and or licensing. These prices are to be inclusive of software and license costs and the first 24 months of maintenance and support. All proposed optional applications, equipment or licensing shall meet the same specifications and requirements listed in section 3 of the CAD and Mobile System.

Vendor proposed optional applications, equipment, and/or licensing (include all relevant material):

CAD and Mobile System Functionality Specifications

Prioirty Rating
Each functionality is provided a rating of one (1) thru three (3); One being the highest.

Responses: Yes, No, or Partial
cell will auto-fill color based on answer.

System Security and Permissions	Priority	Response	Comments
CAD administrator shall have the ability to easily create users.	1		
CAD administrator shall have the ability to easily change passwords.	1		
Passwords shall never be displayed.	1		
A user's password shall be encrypted when stored in the database.	1		
System shall include a centralized database for users and permissions to be granted at a role, group or template level and/or granular.	1		
Permissions shall be capable of limiting a CAD user from seeing calls for service for a jurisdiction/agency and/or public safety entity (law enforcement, fire, EMS, etc.) unless permission is granted.	1		
Permissions shall be configurable so Fire, EMS or Other users cannot see Law Enforcement pending calls for service while still being able to view their respective entity(ies).	1		
CAD shall provide component (e.g., modules, entry screen) and document (e.g., case documents, ticket documents) security to permit and restrict the rights of specific users and/or groups.	1		
CAD shall have the ability to set up user permissions for all components, including add, edit, view, delete, print, etc.	1		
System shall provide a detailed audit trail that documents every user(s) actions; including when a user does not perform a function but accesses/views a call for service.	1		
CAD workstations shall be capable of being either local or remote; identified by static IP address.	1		
CAD shall automatically date and time stamp all user's login and logoff times and locations.	1		
CAD and all associated compenents must meet or exceed all CJIS Security Policy requirements.	1		
System shall log and and make searchable license count use including but not limited to number of CAD and mobile (law, fire, EMS, etc) use.	1		
System shall have a single application for configuration and maintenance.	1		
System users with appropriate permissions have the ability to "restrict or lock" access to a CFS for other users.	1		
Multi-Agency/Multi-Jurisdictional CAD System - General Functions	**Priority**	**Response**	**Comments**
CAD client is installed using a "all-in-one installer"	1		
CAD system hot fixes can be deployed in a live environment with no down-time.	1		
CAD system version upgrades can be deployed with less than ten (10) minutes of downtime.	1		
System allows for adminsitrators to force CAD updates when the user logs in the next time.	1		
CAD shall provide a one-time, single-point of data entry that allows information to be accessible from other applications. All applications shall integrate tightly with each other to provide the greatest operator and system efficiency.	1		
CAD shall use consistent validation table processing.	1		
Fonts throughout the system are adjustable in all windows by a Call Taker/Dispatcher	2		
CAD shall be configurable to require minimum specified fields prior to displaying a CFS in any pending queue.	1		
CAD shall have agency specific configurations allowing different agencies to respond differently to similar/same types of calls for service (example: One agency uses AVL recommendation and another a rotation).	1		
CAD shall provide administrator(s) capability to identify the individual who last entered or updated any transaction as well as the date of the modification.	1		
CAD shall provide automatic date/time stamping and user ID tracking of all Call Taker and Dispatcher processes to track call and unit activity and all other command processing.	1		

CAD shall provide the ability for multiple users to be on CAD and in the same applications simultaneously	1		
CAD shall allow for unlimited law, fire, EMS, and Other agency set-up including agency responses, protocols, and incident/complaint numbering.	1		
CAD shall provide the ability to dispatch to a call type and create a corresponding call type for all agencies responding, including Law Enforcement, Fire and EMS.	1		
CAD shall have the ability to reactivate cleared CFS and allow additional activity/dispatching of units to the original CFS.	1		
CAD shall provide the ability to display special response information based on incident type and/or location to any call for service type desired by the agency. This information shall display when the specified call type is selected for the agency jurisdiction.	1		
CAD shall provide the ability to verify the quality of data entered into the database by performing immediate error checking and also prohibiting invalid data to be stored in the database.	1		
CAD shall provide a spellcheck functionality to free form input areas.	2		
CAD shall provide the ability to view cleared calls.	1		
Any name entered by a Call Taker/Dispatcher in a CFS shall provide the capability to be associated or added to a names/person database that can be queried.	1		
CAD shall provide the capability to add unlimited narrative to records, ensuring critical information is captured and timestamped.	1		
The CAD entry window shall indicate a clear visual and audible notification to the Call Taker/Dispatcher when alerts, hazards and/or special instructions exist for a person or location.	1		
The CAD CFS window shall show the closest cross streets.	1		
CFS and incident/complaint numbers shall be able to be closed and accessed immediately for users from that same department.	1		
All Call Taker/Dispatcher activity shall be logged and can be queried and printed.	1		
Each CAD position shall be able to define the filter for sorting and determining which CFS's appear in the pending/active CFS window and which units appear on the unit status window.	1		
The CAD CFS pending/active window shall allow for filters to be set, displaying just one type or any combination of call types (police, fire, EMS, geographical boundaries, etc).	1		
CAD allows authorized user(s) to define the screen layout (e.g., position and size of windows) and save the individual configurations based on the user's login.	1		
CAD allows for adjustable common altered variables such as codes, tables, report parameters, etc., without the services of a professional programmer.	1		
CAD allows for a sequential and non-repeating Call for Service (CFS) number to be associated to each entry into CAD .	1		
CAD recognizes the dispatch center as a separate agency from all other agencies (law, fire, or EMS).	1		
CAD shall provide the ability to directly output from a data search to a printer upon user request and schedule reports to print automatically.	1		
CAD shall provide the ability to use a command line to accomplish all primary CAD functions.	1		
All commands can be modified to follow the dispatch center naming conventions and the ability for CAD administrator to add new commands.	1		
CAD allows multiple status windows to be opened with different configurations.	1		
CAD allows users to open and use multiple (minimum of 10) child windows simultaneously and be able to tile and/or cascade the child windows.	2		
CAD provides a list of values in a drop-down box that can be used to facilitate the data entry process, such as abbreviations, status codes, incident types, etc.	1		
CAD provides command line, function key and drag and drop mouse capabilities for all dispatch functions.	1		
The toolbar shall be configurable and flexible enough to add buttons for quick access to other installed applications.	2		
The user can access a command line with one keystroke from anywhere in CAD.	1		
When a CFS is entered, CAD provides the ability to identify whether a license plate and/or person is checked locally, through LEIN/NCIC or both, and the said return can be attached to the CFS event information.	2		
CAD provides programmable function keys and function key combinations.	1		

CFS window allows for individual user design or custom design using all fields available.	2		
E9-1-1 calls shall automatically generate and populate the CAD entry window with all known data (e.g., address, registered name, phone number, latitude/longitude, etc.) from the 9-1-1 call.	1		
The CAD entry window shall capture a minimum of information, including: call type, agency, status, phone number, address, cross street, nature of call, primary comment/narrative of CFS and caller/complainant names.	1		
Once a Call Taker enters the minimal information programmed and configured by CAD Administrators for the CFS to be entered, the system shall automatically forward the CFS to the dispatch pending queue.	1		
CAD shall automatically alert the Call Taker of a possible duplicate call when two calls provide addresses that are in close proximity (configurable by the agency) to each other.	1		
The Call Taker shall have the ability to override the geo-verification process to force a CFS into the system.	1		
CAD shall visually and audibly alert all appropriate dispatchers when the Call Taker sends a call to the dispatch pending queue.	1		
Multiple call takers, dispatchers, and field personnel shall be able to work on the same call simultaneously.	1		
When a CFS type is defined, the agency shall be able to define default values for Priorities to Incident Types and Response Determinants/Plans.	1		
CAD shall have a common name/place database that maintains location information, emergency contact, and the ability to attach floor plans/drawings.	1		
CAD shall allow for agency-defined response plans for each incident type.	1		
CAD shall automatically track all activity by updating a CFS as part of the call.	1		
The Call Taker/Dispatcher/Officer working the call shall be alerted of any known hazards or alerts known for an address/name/vehicle that has been associated to the CFS.	1		
The CFS as well as agency complaint/incident number (if there is one) for all responding agencies shall be easily displayed.	1		
When the Call Taker enters additional information to a current incident, CAD shall forward the updated communication and alert (visual and audible) the dispatcher.	1		
All additional information entered into a CFS shall immediately be available to all users.	1		
CAD shall allow a CFS to be canceled prior to dispatching it, recording the activity in history.	1		
CAD shall have the ability to schedule calls for future dispatch (parades, funeral escorts, etc.).	2		
CAD shall provide the ability to exchange one unit with another, automatically recording in history that the first unit was initially dispatched and then switched with the second unit.	1		
CAD shall be able to reroute a unit from one call to another.	1		
CAD should be able to display a list of all scheduled calls.	2		
CAD should allow users to select a vehicle already entered into CAD and send that information to State/NCIC.	2		
The dispatch screen shall provide quick and easy access to all CFS information, specifically CFS type, agency, status, phone number, address, cross street, nature of call, comments/narrative and caller/complainant name(s).	1		
CAD shall provide Dispatchers with access to all unit recommendations and unit commands.	1		
CAD shall provide the ability to filter (include or exclude) types of CFS.	1		
CAD shall provide agency-defined check-in times for officers to increase safety. When an officer exceeds the allotted time based on CFS type, CAD shall visually and audibly display a warning to alert the Dispatcher.	1		
CAD shall provide dispatch timers based on CFS type and priority. CAD shall visually display and audibly warn the Dispatcher that too much time has elapsed without assigning a unit(s) to the CFS.	1		
CAD shall provide the Dispatcher with easy access to the names/persons database for additional information on the suspect or complainant; such as prior incidents, hazards, etc.	1		
CAD shall provide Dispatchers with access to all unit recommendations and unit commands.	1		

CAD shall allow for officer initiated CFS.	1		
CAD shall allow Dispatchers to override CFS priority and unit recommendations.	1		
CAD shall have the ability to sort the CFS window.	1		
Dispatchers shall be able to quickly dispatch units from a displayed list of available units either by command or "drag and drop."	1		
CAD shall be able to dispatch units and perform call-taking activities simultaneously.	1		
CAD should have the capability of putting multiple units on shift and/or off shift in a single keystroke.	2		
CAD should provide the ability to track mileage for each unit on-shift and off-shift.	2		
CAD shall provide voiceless communications through messaging between dispatchers, call takers, mobile users and other agency-defined users.	1		
Emergency messages received from the mobile application shall have an audible and visual Alert to all dispatchers at all CAD stations.	1		
CAD shall allow a CAD user to send and store messages to other users, groups, positions or MCTs.	1		
CAD shall allow a message to be sent to multiple recipients.	1		
CAD shall allow a user to store a received message and delete a message.	1		
CAD shall be able to log all sent messages.	1		
CAD messages must be stored and searchable by an adminsitrator.	1		
Law Enforcement, Fire, and EMS unit recommendations shall be configurable based on incident type, jurisdiction specific, and special response plans (geo specific).	1		
CAD shall support changing the unit's assigned primary area/beat during the shift utilizing unit maintenance.	1		
CAD shall allow the agency to define an icon for each type of unit as defined by the agency.	1		
CAD shall include a pre-defined set of common/typical unit statuses that can be modified.	1		
CAD shall allow the setup of timers specific to each agency, CFS Type, and Priority.	1		
CAD shall allow authorized users to create timers for all unit types.	1		
CAD shall allow authorized users to update timers for all unit types.	1		
CAD shall generate a unit log, showing all actions that unit has taken while on duty.	1		
CAD should have the option to determine if the unit will display on the unit status monitor if the unit is not on a call.	1		
CAD should support the starting and ending odometer reading or total mileage of a unit for a CFS.	1		
The system shall generate unit recommendations for law enforcement, EMS, or fire events based upon preconfigured agency responses to CFS types.	1		
The dispatcher shall be able to override any unit recommendations.	1		
The system should allow for a unit to be on a call and still be recommended for a higher priority call.	1		
Fire and EMS unit recommendations should be based on each agency's response plan for the CFS type and the availability of equipment/apparatus.	1		
It should be possible to track an unlimited number of units and track activity for all units that responded to the event.	1		
The recommendation of units should be based upon the CFS type, the location of the event, the availability of units, and the number of units required.	1		
CAD shall alert the Call Taker, Dispatcher and/or Officer if a unit has gone over its allocated time, as setup for the CFS type by the agency to increase officer safety.	1		
CAD shall have the ability to set a timer for CFS types based on priority. This timer alerts the dispatcher when a CFS has not been dispatched after sitting in the pending queue for an elapsed time if a unit has not been assigned to the CFS.	1		
Each law enforcement agency should have the capability to choose at a minimum from the following for unit recommendations: an AVL option which will defer the recommendation to the AVL "closest car/unit" concept for that agency, rotational recommendations, and unit activity or longest time from last cleared CFS.	1		
CAD shall have the ability to add notes/narratives to response plans and/or recommendations	1		
CAD has the ability to add hyperlinks to CFS Narrative.	3		
CAD has the ability to configure a macro or stack commands into one command line short code.	2		

	Priority	Response	Comments
CAD has the ability to import/export response plans between the Test/Training and Live/Production environments.	2		
CAD has the ability to export response plans and assignments in a printable and readable format	2		
CAD has the ability to generate an incident number for an agency when the agency's appartus(es) are in a move-up status.	1		
CAD has the ability to use templates to create response plans/assignments	2		
CAD has the ability to log unfulfilled resources within the CFS.	1		
CAD has the ability to preview move-ups and stand-bys for the CFS's next alarm level.	1		
CAD has the ability to notify a call-taker that a Nature Code/Incident Type is not available based on the jurisdiction and context.	2		
Multi-Agency/Multi-Jurisdictional CAD System - Hazards/Alerts	*Priority*	*Response*	*Comments*
CAD shall be able to associate a Hazard/Alert to an address/location and an individual.	1		
CAD shall allow the user to create an alert with a category, description, and duration of alert to include an expiration date, and an assigned priority for the alert.	1		
CAD shall visually and audibly alert the Call Taker, Dispatcher and/or Officer of previous CFS(s) at a location.	1		
CAD shall visually and audibly alert the Call Taker, Dispatcher and/or Officer if hazardous material is stored at a location.	1		
CAD shall visually and audibly alert the Call Taker, Dispatcher and/or Officer if there is any serious medical information at a location (concerning a resident).	1		
CAD shall visually and audibly alert the Call Taker, Dispatcher and/or Officer if a building pre-plan or floor plan exists for the location.	1		
CAD shall provide the ability to reactivate an alert if CAD falsely expires that alert.	2		
CAD should allow the user to change the priority of system-generated alerts.	2		
CAD should automatically purge all expired alerts and move them to a historical alert log.	2		
Multi-Agency/Multi-Jurisdictional CAD System - Reports	*Priority*	*Response*	*Comments*
System shall produce accurate reports.	1		
The System shall have pre-canned reports that can be filtered by one or more agency(ies), venue(s), CFS activity, officer activity, response times, incident types, etc.	1		
The CAD system pre-canned reports shall be generated in PDF and csv/xls formats.	1		
The CAD system shall allow for user configured reporting based on certain search criteria.	1		
The CAD system should allow for emailing, printing, and/or faxing reports to any device preconfigured on the system.	1		
The CAD system allow for reports to be scheduled on a one-time or recurring basis and the same to be automatically sent to a preconfigured email and printer.	1		
The unit log should show date/time of entry, status, action, CFS #, CFS type, CFS location and unit location.	1		
CAD provides the ability for a user to create and store ad-hoc reports.	2		
Integrated Mapping System	*Priority*	*Response*	*Comments*
CAD Mapping shall be available in multiple/separate windows from the CAD environment.	1		
The map display shall operate within a dedicated user-navigable window that corresponds with CAD functionality.	1		
The map display shall allow for multiple map layers to be viewed and selected or deselected by the user.	1		
Layers on the map should be capable of being turned on or off based on user preference.	2		
The map display shall be able to display points.	1		
The map display shall be able to display lines.	1		
The map display shall be able to display geographic boundaries (polygons).	1		
The map display shall be able to display icons (event markers/symbols),	1		
The map display shall be capable of pan operation.	1		
The map display shall be capable of zooming into a user-selected area.	1		

The geographic display shall keep its aspect ratio regardless of the zoom window scale and method of selection.	1		
As the scale of the map display changes, different information/layers should automatically be shown or removed.	1		
The software shall plot a 9-1-1 call using a special icon on the map display when an operator answers a 9-1-1 call at his/her console.	2		
As a 9-1-1 call progresses, the map display shall update to the current location each time a rebid process is completed; updating the latitude and longitude (phase 2) coordinates.	1		
For phase 1 wireless 9-1-1 calls, the map display shall plot the tower site address and include a circle or shape outlining the tolerance buffer showing possible call location.	1		
CAD shall have the ability to plot incidents/calls and the units on a street map. The plotting of the incident/unit information shall be a by-product of normal dispatch. The Dispatcher shall be able to control the map (zoom, pan, layer control, etc) from within CAD.	1		
The map display shall show the location of events utilizing a predefined CFS icon.	1		
The system shall be able to import information from the GIS department and generate maps such as streets, boundaries, fire hydrant locations, and other geographic information needed by the CAD mapping component.	1		
The system shall allow the agency to alter, create new, and delete GIS data in house (add streets, remove streets, change the name of streets, etc.)	1		
Regardless of how the location is entered, CAD shall attempt to validate the location against the geo-database prior to accepting the CFS.	1		
It shall be possible to process the event even if the location cannot be validated against the geo-database by overriding the geo-database validation.	1		
If the street name cannot immediately be validated, CAD shall present a list of possible street names to the operator. The operator may then select, using a simple keystroke command, the desired name from the list and continue to enter data.	1		
CAD shall prefer address points before utilizing street center-line data to geo verification processes.	1		
Geo-database verification shall occur automatically at the time the location is entered for a CFS.	1		
The symbol used to show the location of an incident should be configurable.	1		
Map display should be capable of multiple views of the dispatch area and to use these as the main map or to retrieve them at will. For example, a town-wide map or a district map.	1		
Does the mapping system integrate with RapidSOS?	2		
Does the mapping system integrate with What3Words?	2		
Does the mapping system integrate with 3SI?	2		
System allows for adminsitrators to force map updates when the user logs in the next time.	1		
System has the ability to inactivate an entry in the common name/place database; not just delete.	2		
Map client allows for conditional formatting of feature labels.	3		
Integrated Mobile Application	*Priority*	*Response*	*Comments*
Mobile client is installed using a "all-in-one installer"	1		
System allows for adminsitrators to force Mobile application updates when the user logs in the next time.	1		
The mobile application shall provide multi-jurisdictional support.	1		
The mobile application shall provide AVL functionality for each mobile connected and capable of sending the device's GPS and displaying it for users of the Integrated Mapping System.	1		
The mobile application shall allow users to view pending CFS's based upon agency permissions and CJIS requirements. NOTE: Fire and EMS users shall not see pending law enforcement incidents.	1		
The mobile application shall support officer initiated calls for service.	1		
The mobile application shall visually and audibly alert field personnel when they are assigned a CFS.	1		
The mobile application shall visually and audibly alert field personnel when a CFS has been updated with additional information.	1		

The mobile application shall allow a mobile user to assign his/her own incident/complaint/case number to a CFS.	1		
The mobile application shall allow a mobile user with permission to perform general LEIN queiries from the mobile application.	1		
The mobile application shall provide an audit of all database inquiries.	1		
The mobile application shall provide security that prevents unauthorized access to restricted databases on a user by user basis.	1		
The mobile application shall prevent users from signing on without authorization from the system administrator.	1		
The mobile application shall provide in car mapping and directions to a geo-verified addresses.	1		
The system The mobile application shall be configurable to allow in car mapping to display other AVL units currently on duty.	1		
The mobile application shall allow message routing.	1		
The mobile application shall provide an audit trail of all device to device messages.	1		
The mobile application shall provide the ability to extract a mobile transaction report that can be selected by date and time of day.	1		
The mobile application shall provide the ability to extract statistical reports on usage for specific mobile applications per agency as well as specific users.	1		
The mobile application shall provide the ability to print reports for a single jurisdiction, or for all jurisdictions.	1		
The mobile application shall provide the capability for archiving, retrieval, tracking and user purge.	1		
The mobile application shall provide the capability to direct output to any printer predefined.	1		
The mobile application shall provide message routing from any device connected to the message switch.	1		
The mobile application shall have multiple modes of operation for varied levels of brightness - Day and Night mode.	1		
System Administrator has the ability to push out filter templates for mobile clients.	1		
Law Enforcement Information Network (LEIN) Interface	*Priority*	*Response*	*Comments*
The CAD software shall use KCCDA's secure tunnel connection to integrate with the Law Enforcement Information Network (LEIN).	1		
The interface shall provide access to LEIN queries within CAD.	1		
The Interface shall log all transactions into a history file for viewing, searching, and reporting purposes.	1		
The software shall only allow authorized users to setup automatic transmission of license plates and/or drivers license information that are associated to CFS.	1		
All queries automatically processed as a result of the creation of a CFS shall automatically attach to the CFS.	1		
The Dispatcher shall be notified with audible and visual alerts indicating they have received one or more LEIN messages that have not been viewed.	1		
The LEIN interface should provide user-defined format screens.	1		
The CAD entry window allows for names/persons and vehicle queries.	1		
9-1-1 Interface	*Priority*	*Response*	*Comments*
The E9-1-1 interface shall provide an interface to the ANI/ALI information from KCCDA's NG9-1-1 Service Provider.	1		
The interface shall automatically link E9-1-1 data into the CAD system.	1		
The product shall provide data mapping of ANI/ALI data into the appropriate fields within the CAD system for the CFS window and map display.	1		
The E9-1-1 data shall prepopulate a CAD CFS when one is created as a result of a 9-1-1 telephone call. This shall include a minimum of location, call back number, and caller/subscriber.	1		
E9-1-1 data automatically expires after set time period.	2		
Text/Paging and Rip-N-Run	*Priority*	*Response*	*Comments*
The product shall provide functionality that allows for paging, text messaging, or email notification based on criteria determined by each law, fire, and EMS agency's response plan for each CFS type.	1		

	Priority	Response	Comments
The text/paging and Rip-N-Run module will automatically send text/paging/email notifications to predefined recipients directly from the CAD console once a pre-defined criteria has been reached (incident type and jurisdiction) without further Call Taker/Dispatcher interaction.	1		
The text/paging and Rip-N-Run module should allow dispatchers and call takers to initiate notifications to predefined recipients directly from the CAD console.	1		
The text/paging and Rip-N-Run module should automatically send dispatch and event details to predefined recipients directly from the CAD console without any additional user interaction.	1		
Call for Service Generic Export	*Priority*	*Response*	*Comments*
The export shall be capable of being configured/programmed by KCCDA staff and for an unlimited number of interfaces.	1		
The system shall export agency CFS's and Incident Reports(Law, Fire, and EMS) to predetermined locations on the network based on indiviudal agency configurations.	1		
The export of each CAD Event shall occur at a minimum of three times throughout an event: Creation, 1st Unit Dispatch, and last unit cleared.	1		
The export shall be capable of being configured to export any and all database fields in TXT, CSV and XML formats.	1		