Attachment C must be included with the RFP Proposal. It assists the committee in quickly determining which protocols are standard with the CAD/RMS product.

# ATTACHMENT C: CITY OF LAGUNA BEACH CAD REQUIREMENTS

| COMPUTER AIDED DISPATCH and MOBILE SYSTEMS | Response/Comments |
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| Are all of the CAD commands customizable | |
| Is the CAD User's Manual available electronically and via handbooks | |
| How are the officer/unit recommendations set up | |
| Does it show the closest unit | |
| Is this customizable for Fire and Marine Safety | |
| How does the messaging work (Dispatch to MDC and MDC to MDC) | |
| Does the CAD have the ability to dispatch to other terminals | |
| Are messages logged and retrievable by the dispatcher and officers? Or does it have to be retrieved by a supervisor? | |
| Can CAD send out group messages? | |
| Do we have the ability to force a call to be verified prior to closing it out? Or can we verify a call after the call is closed? | |
| Do you have canned reports for unit history and incident history? What do they look like? | |
| Can we cross reference calls?  Cancel or duplicate? | |
| Do you have any info or scratch pad files we can enter information that can be viewed by all users?  For example, gate entry codes, lists of schools, personnel, I.D.'s, etc. | |
| Are you able to explain how our mapping works on the CAD screens? Can we scan location maps as attachments into CAD for mobiles to view also? | |
| Do you have canned CAD reports which detail "Calls for Service" and "Response Times" | |
| Do we have the ability to attach multiple hazards to one location | |
| Common Places:  How do you enter a common place location and additional information such as contacts or phone numbers and how does it look on the event entry screen.  Who can view it? | |

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| How do units display on the map if they don't have an MDC?  For example Motors or Detectives that are not equipped or if their MDC is not working. | |
| Are all comments/information entered by the dispatcher permanent in the call or can they be deleted after the fact. | |
| Is there a reverse notification for pending calls and/or updates on calls | |
| Can the Command Line be automatic caps lock default | |
| Can emergency notifications be audible or not audible when MDC's are alerting when the results of warrants are sent to the officers | |
| Is the CAD user preference customizable | |
| Is there an ability for the user to define hot keys for various functions | |
| Is there an ability to cut and paste responses from inquiries into different formats | |
| Are there automatic updates in regards to a call when the dispatcher is updating it in the call history | |
| Freeform CLETS inquiries? | |
| Ability for officers, firefighters or Marine Safety Officers to change statuses from laptop (put oneself out on a call, assign oneself to a call, etc.) | |
| Provide monitor feature in the field that gives you calls pending and unit status | |
| Support of a sticky key function | |
| Access to records management from the field | |
| Is the mobile application browser or client based | |
| Must be able to run on a Windows 10 machine using T-Mobile as the carrier | |
| Is the application 2-factor compliant | |
| Does the mobile device display updated GPS locations of all units | |
| When running a 968, does the system query the local names file | |

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| When in route to a call and dispatch send an update, does the mobile hold that information in a que and not clear the screen | |
| Does it have the ability to cut and paste from one screen to another | |
| Does it have the ability to run information (such as a name, location, or vehicle) from a return | |
| Voice activated commands? | |
| Ability to run a query in ELETE/Visions from inside the application | |
| Does the messaging feature display ongoing conversation or only the most recent message | |
| Does it provide in call hyperlinks to recognized names, locations, vehicles, etc. | |
| Ability to search on any field with wildcard characters | |
| Jail Management System (JMS) tied into a call for service?  For instance, if I run a 968 on someone and then arrest them can that info be transferred into JMS? | |
| Is there tablet compatibility with the system | |
| Is there Field Based Reporting | |
| Can we change how calls are displayed? For instance, a constant feed of updates (rather than individual messages for each update) and not having new dispatch calls clearing out the original call on the MDC screen. | |
| Integration between the mobile and RMS systems.  The ability to open reports, photos, etc, with a hyperlink. | |
| Integration with FI/ticket-writing devices | |
| Is there integration with Vision (Court Records and District Attorney) and Cal Photo (DMV) | |
| Is there a simplified or simplified version of reviewing printed reports | |
| Google maps? | |

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| Does the MDC display information on calls in a simple and easy to use format.  All call related info at the top of the screen and a continuous stream of narrative and updates. | |
| Is the full RMS client available on the mobile devices without using terminal services | |