EXHIBIT 5 – OPERATIONAL SCENARIOS AND INTERROGATORIES

Respondent should provide a full and complete response to each scenario and question listed below. Respondent should reiterate each question prior to the response. For your convenience, Exhibit 5 has been included with this solicitation as a Microsoft Word file.

1. Back Up and Fail-Over

The current CAD system runs on a virtual environment using VMware vSphere with three two-node clusters using HP servers and a HP-UX operating system. There are currently three operational environments available for use by the City; testing, training, and production. The automatic fail-over process requires no manual user intervention and it takes approximately 50 to 60 seconds to complete. The City has a backup center that serves as the disaster recovery and off-site data storage. This fully functional disaster recovery site has been installed at O’Hare international Airport.

Respondents must:

1. Describe the automatic fail-over process they are proposing and verify if that process is automatic.
2. Detail the time needed to complete the fail-over process.
3. Describe the availability for a geo-diverse and fully functional disaster recovery site at O’Hare.
4. What tools are used for backup and recovery? Describe what can be backed up and recovered (i.e., data, configuration settings, etc.).
5. Describe how you would maintain a solution consisting of multiple physical locations for both data storage and CAD workstation operators as well as CAD mobile users. How would data be networked, synchronized, and protected?
6. Have you ever activated a disaster recovery procedure for your application? Please describe.
7. Describe any additional security or back up functionality or features available with the proposed solution environment.
8. Hardware and Server Environment

The OEMC performed a hardware refresh in 2015. As part of this upgrade, additional capacity was acquired for future expansion and potential applications. For storage, a Dell Compellent Flash Optimized system with 48TB is in use. This system can support up to 72TB. A Dell PowerEdge M1000E enclosure housing 16 nodes is in use. This system can support up to 32 nodes. The table below summarizes the current server hardware capabilities.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Environment | Blades | CPU per Blade | Total CPU | CPU | Memory per Blade | Total Memory |
| Production | 4 | 8 | 32 | Dell M620 Xeon E5-2667V2 | 256 GB | 1024 GB |
| VM Production | 8 | 16 | 128 | Dell M620 Xeon E5-2667V2 | 256 GB | 2048 GB |
| VM Test | 4 | 16 | 64 | Dell M620 Xeon E5-2667V2 | 256 GB | 1024 GB |

Table 1: Existing Server Hardware

It is preferred that the Contractor’s system be compatible with existing hardware. Additionally, it is recommended that any necessary hardware expansion be compatible with existing hardware.

During the implementation phase, existing unused hardware resources may be available for use by the Contractor. Within this scope of hardware, the OEMC has the following resources available:

|  |  |
| --- | --- |
| Component | Availablity |
| CPU | 32 CPU |
| Memory | 3080 GB |
| Storage | 28 TB |

Table2: Available Server Resources

1. The Respondent shall propose a hardware solution that addresses the following major scenarios. In each case describe physical requirements and technical requirements. Cost shall be articulated in the cost proposal form.
* Implementation – It is anticipated that existing and new CAD systems will be operational concurrently.
* Post-cutover – The post go-live operations of the Respondent’s system only.

The Respondent’s proposed solution shall minimize procurement of new hardware solely for the Implementation phase, especially if that hardware is likely to be unused after the new system goes “live”. Utilization of currently available hardware resources, as well as temporary hardware resources provided by the Contractor for implementation, are recommended.

1. The Respondent should describe:
* How their proposed solution will provide a similar virtual environment using multi-node clusters.
* How the servers will be set up and configured (as-built diagrams).
* The operational environments that will be available to the City (e.g. production, testing, training, etc.).
1. The Respondent should review the current additional City hardware specifications, determine whether the current equipment can be utilized during implementation and post cutover, and to specify any additional hardware or system software that would be necessary in order for the proposed solution to work within the performance standards. Any new hardware or system software that is required by the Respondent’s solution should be priced appropriately within Exhibit 6 – Cost Proposal Form.
2. Handheld Devices

The respondent should describe the functionality their system provides for end users utilizing handheld devices such as smartphones or tablets.

1. Explain whether the functionality utilizes an independent web browser such as Internet Explorer or Google Chrome and if it provides the same functionality as WebCAD.
2. Describe whether the functionality can be accessed via an Android app that the user must download.
3. Describe whether the functionality can be accessed via an iOS app that the user must download.
4. Describe whether the functionality can be accessed via a Windows app that the user must download.
5. Describe whether the following functionality is available:
* Receive dispatch information
* View active events
* Access closed events
* View unit status
* Make unit status changes
* Run CAD queries
* Run reports
* Create self-initiated events
* View notes/narrative
* Add notes/narrative to an event
* Provides mapping interfaces to event locations
* Can users search for name, vehicle, property, and incidents records
* Can users see alerts and warnings
1. Describe what security and authentication features are available for user log on.
2. Describe how data is encrypted in transit and if it encrypted locally on the device at rest
3. Describe timeout and lockout features that prevent unauthorized access if a device is lost
4. Describe any limitations on the number of users that can access the system.
5. Describe how this functionality is licensed and priced (e.g., number of user IDs, concurrent users, downloaded apps)
6. Automatic Event Linking

The OEMC is a consolidated 24/7/365 operation that functions in a split operational model; communications staff are assigned to either police operations or fire operations. The 9-1-1 Center currently operates in a call taker and dispatcher operational model for both fire and police; each discipline has staff dedicated to either call taking or dispatching responsibilities.

All incoming 9-1-1 calls into the Operations Unit are answered by a police call taker, and if the event is police related, that call taker processes that event by making a police only CAD entry and then sends it over to the appropriate police dispatcher. Police call takers transfer all fire related callers to a fire call taker who then creates a fire only CAD event if the event requires fire or EMS resources.

Because two separate CAD events are being created for a single incident that require both disciplines, the current CAD system utilizes a unique number embedded in the 911 answering equipment’s ALI data to automatically ‘link’ the police event and the fire event within the CAD system. When viewing either CAD event there is a visual indication to the employees that there is a ‘linked’ event for the other discipline. They then have the ability to pull up the other discipline’s event and see units dispatched, current unit status and narrative/notes attached to that event.

The City has no current plans to change their current operational model.

Respondents must describe how:

1. Their proposed solution will provide the same type of automatic event ‘linking’ functionality that requires absolutely no manual intervention or involvement by the employees.
2. How this cross reference indication will be visible to the employees.
3. Steps necessary to view the other linked event.
4. Linked Events

Within the current CAD system, and based on current operations, both the police and fire call takers have buttons available to them to indicate whether the other agency or discipline is responding to the same event. Fire call takers have a button in which they can indicate CPD notified. Police call takers have a button to indicate that Fire Apparatus on the Way (FAOW). The same information is available to the police and fire dispatchers.

Respondents must describe how their system provides the same type of functionality for both the call takers and dispatchers.

1. Missions

Each police district is required to submit district plans that identify and prioritize chronic crime and disorder problem areas. These geographical areas vary in size and could be, but not limited to, a single street, group of streets, an intersection, a city block or multiple city blocks. They can be contained within a beat or can cross beat limits. The strategy to deter crime in these areas is to assign specific units to patrol these areas and these assignments are referred to as missions.

The missions and the assignment of officers to these unique geographical areas are causing issues for the current CAD system. Since the geographical area that a mission encompasses can’t quickly be configured in the current system for recommendations, the dispatchers must manually determine which events are within a mission area and which are outside. Units assigned within these areas should not be dispatched outside that area and all events within a mission area should be dispatched to the unit assigned within. To track the missions and the units assigned to them they are being entered into the CAD system as events. This causes another problem for the dispatchers when they need to assign those units onto another event as they are already showing busy in CAD.

It is possible that a single police zone to have multiple missions at the same time.

Respondents must describe how their proposed application has been developed and/or programmed to handle missions.

1. Describe how a unit or units can be assigned to a mission’s specific geographical area.
2. Explain how a unit or units assigned to a mission will only be recommended to events within that mission’s geographical area.
3. Explain how a unit or units assigned to a mission will not be recommended to other events within that beat or police zone.
4. Explain the steps necessary within your system to quickly configure a mission area.
5. Explain how mission areas are displayed on the map.

1. Anonymous Button/Field

The current CAD system has an anonymous button available to the call takers within the event entry screen that hides any data related to the calling party. At any time during the event entry process, if the anonymous button is activated all data related to the caller is hidden within the event record and can’t be viewed by any of the users, both CAD and mobile. This includes any data that is manually entered by the call taker or transferred from the 911 answering equipment interface. Authorized users with the proper security settings do have access to view the caller’s data.

Respondents should provide a description on how their system provides this same type of functionality so that caller information can remain anonymous.

1. Cross Street Block Ranges

In the current CAD system two cross streets are displayed for each CAD event location. Each of the cross streets includes the low block number for that street. Because of the current grid system for addressing in the City, the inclusion of the block range along with the appropriate cross street is viewed as being more critical to the responding personnel and units than just the name of the cross street.

For example:

Location: 7100 S ABERDEEN ST

Cross Street: 1101 BL W 71ST ST / 1059 BL W 72ND ST

Respondents should describe:

1. How their system can incorporate block ranges with each cross street listed.
2. How cross street block range information can be made available to CAD, mobile and fire station users.
3. Similar type of functionality provided to other agencies.
4. Fire Station Alerting Workstation

Each of the City of Chicago’s fire stations has a Fire CAD joker stand alarm terminal in which the Locution fire station alerting and CAD system have been integrated. The alarm terminal has touch screen capability only and there is no keyboard or mouse available to the users. One workstation is installed in each fire station.

The fire station alerting interface provides:

* Automated dispatch announcement over the station’s public address system
* Units due
* Event priority
* Event type
* Time/date
* Location, floor
* Cross streets
* Limited patient information
* Ability to acknowledge the event
* Rip-and-run print-out

The CAD system sends a message with the specifics of the event (assigned units, event type, location, etc.) to the alarm terminal at each fire station due on the call. The alarm terminal sends a message to the Locution Server, which performs the following:

* Assembles a spoken-word dispatch message using word “bits” stored in a pre-recorded audio database
* Activates the PA system in the fire station
* Speaks the event dispatch in a clear, accent-neutral voice over the station PA system

The left/right side of stereo audio is used to control external/internal speakers; one channel is for outside speakers, and the other channel is for inside speakers.

In addition to the voice dispatch, the alarm terminal displays the CAD event information, including location, event type, etc., on a touch screen display. There are status buttons for each unit that is housed in that station at that time. When the fire station personnel understand the location and type of event, they use the touch screen to acknowledge their response. This information is sent back to the fire dispatcher so they know personnel are gearing up to respond to the event. Function keys can be used to display the box card, location information and location history for the dispatched location. Another function key displays event summary data for active fire events that are in the on-scene status.

Administrative messaging through the alarm workstation provides notifications to the fire stations for inactive hydrants and street closures within their first due area. There is no other access to CAD within fire stations other than the alarm workstation.

Respondents must describe in detail how their proposed system can provide the same type of functionality. Describe how:

1. The workstation will display each unit assigned to the station.
2. Provide a summary of status changes that will be available for each unit displayed and assigned to the station.
3. Dispatched event information is displayed. List all data fields.
4. Patient information is displayed.
5. Premise hazard information is displayed including dangerous buildings.
6. Messages are sent to and from CAD.
7. Other CAD data, such as but not limited to, pending events, active events, available units, etc. can be accessed
8. Events will print at the fire stations.
9. Fire Station Mapping

The current CAD system is interfaced to a LED wall map that depicts the current status of all City fire stations. The map provides a visual representation for the current status of units assigned to those fire stations. For multi-alarm events, the map assists on-duty Fire Supervisors in determining where units should change quarters to other stations in order to provide more complete coverage within the City. The map system can be independently maintained via the keyboard even if connectivity to the CAD system is interrupted. The visual indications for the stations are:

* Green light indicates an engine is available for dispatch
* Yellow light indicates the truck company is available for dispatch
* Red light indicates that none of the station’s unit resources are available for dispatch or recommendation

When a unit is dispatched in the CAD system the unit’s corresponding light is changed to red indicating that it is committed to an event and not available for recommendation to another call. Another smaller map displays the location and status of Battalion Chief firehouses and there are specific lights that represent the status of the six Deputy District Chiefs. The large LED wall map serves two purposes for Fire Operations. First, it depicts on one map resource availability and utilization by station without other data noise in the background. Second, it displays that same information in a manner that the whole operations floor can see statuses at the same time.

Respondents must describe:

1. Whether and how their solution can provide functionality that serves the same purpose as the current LED map but utilize current technology to provide that functionality. This includes the ability to display the status map in a method and size similar to today (e.g. video wall, wall screen, etc.)
2. Any enhanced functionality provided by their solution along with any ability to provide additional access to view this status map to other users on the system.
3. Camera System Interface

Within the current CAD system the call takers have a CAD interface to the City’s Genetec Security Center camera feeds. When an event is entered the interface displays any cameras that are located within a150’ radius of the event. A maximum of four cameras will display on the map and the call taker has the ability to select and control those cameras via the interface.

The Operations Center also has the camera interface but their system displays any cameras within 600’ of the location of the event.

Respondents must describe in detail how their proposed system can provide the same type of camera interface functionality. Describe how:

1. Cameras are displayed on the map.
2. Camera functionality will be made available to the call takers such as, but not limited to focus, pan, left and right, tilt, up and down, zoom in, zoom out.
3. The camera interface is opened and closed.
4. Similar systems and functionality have been installed at other agencies.
5. Emergency Medical Dispatch

The City uses their own Chicago Emergency Medical Dispatch (EMD) system that has been incorporated in the current CAD system. The interface provides the ability to enter pertinent caller information along with a list of pre-configured questions that is based on the medical complaint provided by the caller. The system also provides pre-arrival medical instructions that can be provided to the caller to help the patient prior to the arrival of an ambulance or first responders. The pre-arrival questions and instructions are based on a program that has been developed with a local hospital and have been configured in the current CAD system.

Respondents must describe:

1. How their system will allow the City to configure their local EMD protocols including, but not limited to, the City event types, questions, answers and pre-arrival instructions.
2. Any similar systems and functionality that has been installed at other agencies.
3. Dangerous Buildings Notification

The term "dangerous building" is used to describe any building, shed, or other manmade structure that because of faulty construction, lack of proper repair, in poor condition, danger of collapse or because of the lack of doors or windows is accessible and frequented by malefactors or disorderly persons who are not lawful occupants of the structure. In addition, a building may be known to contain hazardous materials.

These types of buildings are maintained and available for display to CAD, mobile users and fire alarm terminals as a premise hazard. In addition, if a location has been deemed as a ‘dangerous building’ that detail is also included in the automated fire station alerting announcement.

Respondents must describe:

1. How their proposed system provides the same level of functionality.
2. How past clients have maintained their dangerous buildings database.
3. Weather

OEMC desires the ability to view weather data in real time against their CAD events. In particular, wind and precipitation expectations would assist Fire Operations decision-making. In the past an interface allowed a user to query various pre-defined locations that have been configured in the system. Weather data was stored for forty-eight hours and allowed the user to query the data by date and time. The weather locations were updated and stored every fifteen minutes.

Some of the data that was available includes:

* Date
* Time
* Temperature
* Humidity
* Wind direction
* Wind speed
* Dew point
* Precipitation levels

Respondents must describe:

1. How their solution could provide this same type of functionality so that current weather conditions can be displayed.
2. Any additional functionality that the respondent’s system can provide, such as, but not limited to additional data, ability to display weather map overlays on the CAD mapping.
3. If the system requires pre-defined locations to be built.
4. Radio Assignments Pending

Radio Assignments Pending (RAP) are periods of time when there are no available units in an individual police district to dispatch to pending events. Currently, the Dispatchers must document each time their positon depletes all their available police resources and goes into a RAP mode. The current RAP documentation procedures are cumbersome at a time when Dispatchers are already busy. Much of this documentation process requires the dispatcher to create ‘screen prints’ and cut-and-paste screen prints into other documents and then forward those documents to others. In addition to the paper trail, there are a number of other notifications they need to make such as, but not limited to, OEMC supervisors, field supervisors, etc.

Respondents should describe:

1. Any way their system can simplify the RAP documentation process and required paper trail.
2. Ways their system can alert dispatchers and field personnel that district resources have been reduced to a critical level.
3. Ways their system will alert dispatchers and field personnel that district resources have been depleted.
4. Reports that can be generated to document RAP periods. Designate whether these reports are manually generated or and whether they can be scheduled to run automatically when a RAP situation occurs.
5. Police Records Division Numbers

The current CAD system generates all police records division (RD) numbers; commonly referred to in the industry as case numbers. There is a current interface between the CAD system and Chicago Police Department’s Automated Incident Reporting Application (AIRA) that allows AIRA to pull the next due sequential RD number from CAD for use in the RMS system.

Respondents should describe:

1. How the system they are proposing will provide the same functionality. Respondents should provide sufficient detail to allow the City to have an understanding of how this interface will work.
2. Whether and how the system will notify a user if they attempt to generate a RD number in AIRA that already has a number assigned.
3. Whether and how the system will prevent a user from getting a new RD number if there is already a RD number assigned.

1. DOC Deployment Areas

The City of Chicago specifies defines geographical locations as DOC deployment areas. These areas can be updated in CAD as often as weekly basis. DOC is an acronym for Deployment Operations Center, an initiative designed to concentrate uniformed officers within specific high crime areas within the city of Chicago. There are specific CAD functions in the existing system that allow the OEMC to assist the Police Department in the analysis of their DOC initiative.

Within the CAD system the dispatcher can query a location to determine if the address is in a DOC deployment area (designated as a gang loitering hotspot) or not. If it is in a deployment area, the response back indicates such along with the appropriate DOC area. If it is not in a DOC deployment, the query sends a response back indicating the location is not in a DOC area. In addition to the command line functionality, the dispatcher can pull up a list of all DOC locations by Area loaded into the CAD system.

When a dispatcher places a unit with a specific status code utilized in logging DOC activity, the CAD system automatically verifies the location to determine if it is in an active DOC deployment area. If it is, they then receive a success message from the CAD system that the command line function was completed. If the location being used in not in a DOC area, the dispatcher will get a warning message with the option to over-ride. The dispatcher must notify the unit the location given is outside the specified area and the unit must acknowledge the out of bounds area.

Activity in these hot spots allow for “additional charges” for criminal activity. Specific CAD commands have been developed in the current CAD system for the documentation of activity within a DOC area (GL = Gang Loitering, NL = Narcotics Loitering and GN = Gang/Narcotics Loitering). Dispatchers can place units on CAD events from the Command line using those commands. School Safe Passage Zones are another geographic distinction that could be treated in this manner.

In the current CAD system the call taker can click a button in the event entry screen that checks the input location to determine if that location is in a DOC deployment area. Dispatchers have a similar button in an active event screen. If the location is in a deployment area, then a drop down box and the DOC area the input location is located in is displayed. If the entered location is not in a DOC deployment area then the drop down box will be empty. There is no indication on the map for DOC deployment areas.

Respondents should:

1. Describe how the system they are proposing will provide the same or similar functionality as that listed above. The Respondent should also list any additional functionality that would be available above and beyond that listed above.
2. Explain the steps necessary to enter the DOC areas into the CAD system.
3. Indicate if the DOC geographical areas entered into the CAD system can be displayed on the map and the steps necessary to do that.
4. Describe how a user can query a location to determine if the location entered is in a DOC deployment area. Also explain how the user is notified that it is or is not in a deployment area.
5. Identify whether and how commands can be configured to manage unit activity within these areas.
6. Describe what steps are necessary to place a unit on DOC activity from the command line. If the location is verified to be in the DOC area and, if not, if there is an over-ride option.
7. List the steps required for both call takers and dispatchers to check DOC areas.
8. Indicate whether history will be available for an entered DOC location.

1. Cell Phone Media

The existing CAD system has an interface to Agent 511 that allows wireless phone media (pictures and video) to be sent and shared with CAD workstations and mobile data users. If a wireless caller has media available, the call taker sends the caller a link to which the caller can send their media. The media sent by the caller is received by an authorized workstation and the user who reviews the media determines if the media should be attached to an existing CAD event, emailed to a user or send the media to a user via CAD messaging.

Respondents should describe:

1. How the system they are proposing will provide the same type of functionality for receiving media from wireless callers.
2. The steps necessary for the call taker to send a link to the wireless caller.
3. How the media is received and processed once the wireless caller sends the media to the link they received.
4. How the system is configured to allow only authorized workstations and users to receive and view the media.
5. The steps necessary to attach the media to CAD events.
6. The steps necessary to attach and send the media via CAD messaging.
7. How the solution secures image, audio, and video file uploads via cell phones in a way that properly accepts and validates the data while protecting the City from downloading malicious files?
8. Box Card Display

The current CAD system allows a dispatcher to view the box card assignments for a verified event address or location. This information includes:

* Box Number
* Signal
* Location
* Still Box (apparatus due orders)
	+ Engines (20)
	+ Trucks (6)
	+ Squad (1)
	+ Command Van (1)
	+ Ambulance (1)
	+ District Deputy Chief (1)
	+ Battalion Chief (1)
* Change of Quarters for:
	+ Still & Box
	+ 2-11
	+ 3-11
	+ 4-11
	+ 5-11

Respondents should describe how the system they are proposing will provide the same type of functionality to allow static assignments for specific box alarms to be pulled up and viewed.

1. Interface Experience

The City of Chicago is requiring that the Contractor develop (or provide the platform to develop) interfaces to and from many different applications.

1. Use the table below to list your experience interfacing with the following systems. Indicate whether the interface is existing (you have developed it in the past) or whether it would be a custom interface for the City of Chicago. List all of the clients/projects that use each interface.

|  |  |  |
| --- | --- | --- |
| **City Interface** | **Existing or Custom** | **Clients/Projects** **Using the Interface** |
| Alarm Receiver - King Fisher Fire Box Alarm |  |  |
| Alarm Receiver - Siemens Apogee Building Automation |  |  |
| CAD and Mobile Automatic Vehicle Location (AVL) Interface  |  |  |
| E9-1-1 (ANI/ALI) Interface - OEMC VESTA |  |  |
| E9-1-1 (ANI/ALI) Interface - Aviation Sentinel |  |  |
| Banner Board - OEMC |  |  |
| Dispatch Protocol - Internal |  |  |
| Camera Interface - Genetec Security Center |  |  |
| Camera Interface - Honeywell ProWatch |  |  |
| EMS Billing Interface |  |  |
| ePCR Interface - SafetyPad |  |  |
| LiNX Interface |  |  |
| ALPR Interface |  |  |
| Pro-Watch ID Interface |  |  |
| WebEOC Interface |  |  |
| Fire Station Alerting - Locution |  |  |
| Fire Alarm Workstations |  |  |
| Logging Recorder Interface |  |  |
| Master Clock Interface |  |  |
| NextGen 9-1-1 Interface |  |  |
| Airbag Deployment Interface |  |  |
| Agent 511 Interface |  |  |
| Pictometry Interface |  |  |
| Radio System Interface - Harris Maestro |  |  |
| LERMS Interface - AIRA |  |  |
| NFIRS Interface - First on Scene |  |  |
| Rip and Run Interface |  |  |
| Staffing Interface - Kronos TeleStaff |  |  |
| LEADS/NCIC Interface |  |  |
| TDD-TTY Interface |  |  |
| WebCAD (1,000 users & 300 concurrent users) |  |  |
| Handheld Device Interface (smart phone/tablet/PDA) |  |  |
| Alarm Receiver - King Fisher Fire Box Alarm |  |  |
| Alarm Receiver - Siemens Apogee Building Automation |  |  |
| CAD and Mobile Automatic Vehicle Location (AVL) Interface  |  |  |
| E9-1-1 (ANI/ALI) Interface - OEMC VESTA |  |  |
| E9-1-1 (ANI/ALI) Interface - Aviation Sentinel |  |  |
| Banner Board - OEMC |  |  |
| Dispatch Protocol - Internal |  |  |
| Camera Interface - Genetec Security Center |  |  |

Table 3: Respondent Interface Experience

1. Describe your interface protocols and tools used to develop interfaces.
2. Describe any other enterprise systems with which you have interfaced that may be of interest to the City.
3. Reporting and Analytics

The City currently generates numerous reports using CAD data.

1. Please list the standard reports that your system offers.
2. Please provide sample reports for:
	* Resource utilization
	* Event type summary
	* Unit history summary
	* Event detail
	* Unverified locations
3. Please describe the process for accessing and generating canned reports both from the CAD client and from and administrative CAD solution, and WebCAD.
4. From time to time the City will require ad hoc reporting. Please explain the process for generating ad hoc reports from the CAD system.
5. Data Warehousing

The City currently maintains a reporting database with four years historical data. Various investigative and reporting divisions utilize this database for reporting. Going forward, the City will want to continue to archive all CAD data (Police, Fire, and Airport) in an accessible data warehouse that can be queried and reported from.

1. Please describe how CAD data will be made available via a data warehouse for external divisions and agencies using their own reporting tools such as Business Objects.
2. How will the legacy data be transformed to synch with the data from the new system?
3. General Solution Capabilities
4. How does the proposed solution store images, documents, audio, and video files? Can these file types be associated with other entries besides CAD events (e.g., locations, alerts, BOLOs).
5. What is the storage limit for each type of allowed attachment (e.g., documents, images, audio files, video files, etc.)?
6. Describe the solution's method and capabilities to clone data and configuration settings across environments e.g. from training to production.
7. The CAD and Mobile Data software, server and network infrastructure must be designed to perform during very high volume events. Describe how the proposed solution provides capacity on demand in high load or emergency operating conditions (e.g., natural disaster, unexpected weather condition, mass casualty event, national conference, political event, etc.) that could double the everyday data traffic handled by the system. Describe how the system will be stress or load tested to emulate such high volume events to demonstrate the systems capability to perform at such peak levels for extended periods of time (i.e., 5 days).
8. Configuration Environment
9. Describe the process to rename, add, move, or delete fields on the user interface? What impact do changes like these have on the database? What impact will patches and upgrades have on the City’s personalized user configurations?
10. Please describe to what extent the proposed solution allows users and administrators to customize what appears on the screen and where it is placed. Describe how these configurations are saved, recalled, modified, and deleted.