



**LAKES REGION MUTUAL
FIRE AID ASSOCIATION**

REQUEST FOR INFORMATION

COMPUTER AIDED DISPATCH

INTRODUCTION

The Lakes Region Mutual Fire Aid Association (LRMFAA), Communications Center is seeking information from vendors that can provide an operationally proven, commercial-off-the-shelf (COTS) software solution for a computer aided dispatch (CAD) system. Vendors of interest are those capable of delivering and installing a system solution and ongoing technical support as part of a maintenance agreement. This Request For Information (RFI) represents the initial steps to identify new and innovative advances in system technology and support as it relates to CAD.

BACKGROUND

The Lakes Region Mutual Fire Aid Association (LRMFAA) is a fire and emergency medical services communications center which serves 35 cities and towns in central New Hampshire, including all of Belknap County as well as parts of Grafton, Merrimack, Carroll, and Strafford counties – an area totaling approximately 1,600 square miles with a full-time population of approximately 118,000 (2019 NH Population Estimate). LRMFAA also provides services such as a shared HAZMAT response team, radio and pager programming services, communications field training programs, SCBA fit testing, as well as a training and education division. LRMFAA routinely staffs the communications center with two (2) staff members 24/7. The center has the ability to surge up to five (5) concurrent CAD users as needed based on call volume.

LRMFAA currently maintains an on-premises CAD solution known as ccCAD. ccCAD when supported was supported by Archonix prior to being sold to its latest owner, Securus Technologies. The current CAD system manages more than 28,500 calls for service annually which averages 78.47 calls per day but spiking to over 400 calls per day during natural disaster events. It is important to note that each of the 35 cities and towns that LRMFAA services maintains their own fire and/or EMS departments.

REQUEST FOR INFORMATION

This RFI invites input and ideas on a new CAD system. The input and ideas for such a system shall include, but are not limited to:

Section 1: User Interface, Complaint Desk, Dispatcher, Vehicle

- a) Ability to send messages from within CAD from computer to computer.
- b) User interface which provides a consistent look, operation, and functionality from screen to screen, minimal keystrokes and utilization of effective screen layouts.
- c) System must provide platform independent computing capability both for the front end and the back end operating systems. CAD will be accessed from desktop and laptop computers within a closed Local and Wide Area Network (LAN-WAN) as well as laptop computers via broadband wireless, cellular or radio-based systems.
- d) It must alert users in the field of new or updated calls.
- e) Geographic Information System (GIS) to provide location information to assess dangerous sites, improve routing, and vehicle tracking, and to display other relevant neighborhood information.

Section 2: Dispatching

- a) System will be public safety mission critical and must provide 99.999 percent “up time” and operate in a 24/7/365 environment.
 - 1. Respondent shall provide cloud native, cloud hosted, and/or on premises solutions as applicable to the respondent’s company.
- b) In the event of a primary system failure a redundancy server and fail over environment is critical. Transition must be seamless and transparent, without interrupting services to the end users (i.e.: dispatchers, call takers and personnel in the field). Processor, disc storage, and power supply redundancy is required to achieve the desired availability and protection of information.
- c) System shall include an off-site backup server that will be updated in real time. The backup server will provide catastrophic backup capabilities in case the main server location becomes inoperable.
- d) System shall be optimally configured such that operating a training component and/or running reports will not affect system response time.
- e) Calls that have been dispatched will show a record of time and status of the unit(s) handling the call.
- f) Ability for the dispatcher at one of the dispatching locations to see more than one call at a time.
- g) System shall have the capability of alerting timers configurable to alert based on the resource status and elapsed time.
- h) System shall have the ability to display to the dispatcher the assigned tactical radio channel for the incident they are on.
- i) System must have the ability to dispatch from the LRMFAA main operations center as well as the backup center in Concord, N.H.
- j) Ability for another dispatching location to take over dispatching capabilities with minimal user interaction from any dispatching station, at any time.
- k) Ability to have more than one dispatch location across a WAN.
- l) Proven operation of 50 concurrent users (CAD and MDC/MDT).
- m) Scalability of system to accommodate 100 or more concurrent users (CAD and MDC/MDT).
- n) Allow users to work offline in the event of connectivity failures and the capability to continue to work offline in the event the failure occurs in the middle of a session, without data loss, and to upload saved offline data when connectivity is re-established.
- o) Ability to prioritize calls into a minimum of five (5) categories.
- p) System shall have proven and robust fire/EMS response plan / run card capabilities to include:
 - 1. Differing response plans based on the time of day and day of week.
 - 2. Escalating alarm levels.
 - 3. Ability to display to the dispatcher the next appropriate resource to dispatch.
 - 4. Ability to display to the dispatcher the assignment of the resource (RIT, station coverage, etc).
 - 5. Ability to temporarily replace one resource with another (AKA “fill in”).
- q) When a call for service is entered, an alert will notify the person entering the call for service of previous entries for the same location.
- r) System must be event-driven, with the ability to handle individual events as one event or incident, but be scalable to enter differing amounts of data, depending on the event type. For example, an event could be a low level call for service, of a basic medical aid,

that requires only a small amount of data to be entered or resources to be dispatched. Alternatively, the event could be a complex multi alarm apartment building fire in which multiple agencies and multiple resources could be dispatched and far more data is to be collected and stored.

- s) System must provide historical information on calls for service and self-initiated observations.
- t) System must
- u) System should have a tool, or set of tools, for auto archiving, purging, and retrieving historical data.
- v) System must have the ability to generate visual and audible alerts for locations and persons, with safety information generated as data is entered.
- w) System must have the ability to back enter calls for service in a manner that allows for accurate resource and times.
- x) Status codes and commands in the system can be configured by the LRMFAA CAD System Management Team.

Section 3: External Systems and Hardware

- a) Real time interface with external applications and data sources including, but not limited to, Firehouse, Emergency Reporting, FirstDue, I Am Responding, Active911, eDispatches, ImageTrend, and RapidSOS.
- b) Integrate with New Hampshire E-911 Public Safety Answering Point (PSAP).
- c) Ability to display parsed out data, in real time, on public facing webpage. Visit <http://lrmfacommcenter.no-ip.biz> for an example.

Section 4: Reporting

- a) System shall have the ability to provide efficient call center management, which includes but is not limited to: automated data collection, call routing, and ability to view call history.
- b) System shall include an archival CAD database to allow for the searching and reporting of historical CAD data, without impacting live system operations. System shall be capable of exporting data in the following formats: XML, CSV, HTML, XLS, DSV, PDF.
- c) Ad-hoc reporting capability, with dynamically-generated reports.
- d) Contain and/or support a wide variety of reports and statistical information, for analysis and management reporting, and/or reporting requirements, in real time.
- e) System must have capability to enter, track, and fully report on incidents (times, locations, and units), and other personnel, and property within each call for service or observation.
- f) System must have the capability to allow each dispatched agency to access their historic call data and run reports from outside of the CAD network.

Commercial vendors who may have an interest in providing a system solution are requested to submit relevant information about their system. A point of contact for each respondent should be provided including name, address, and phone number. Responses should contain the following information, as appropriate.

COVER LETTER

Provide a cover letter indicating respondent understands the requirements relating to this submission. The letter must be brief and formal from the respondent that provides information regarding the firms' interest in and ability to perform the requirements in the RFI.

ACCEPTANCE OF CONDITIONS

Indicate any exceptions to the specifications, terms, and/or conditions of this RFI, including the scope of services. Provide any exceptions or concerns within the response.

DESCRIPTION OF SYSTEM FUNCTIONALITY

Documentation should be provided that is descriptive of the functions supported by the system, with a focus on the specific functional areas identified in this document. Existing product literature and prepared marketing materials may also be included; however, this information is less useful than more detailed user and technical documentation.

DESCRIPTION OF TECHNICAL ARCHITECTURE

Respondents should provide information about overall system architecture including, as applicable, the following items:

- a) Is the system cloud native, cloud hosted, on-premises, or a hybrid solution?
- b) Hardware requirements
- c) Operating system/software environment with minimum requirements
- d) Detailed network requirements and protocols
- e) Database environment and storage requirement
- f) Description of the user interface, including browser-based screens for all functions of the system, such as dispatch, vehicle, and complaint desk screens
- g) Description of the installation process
- h) Description of security and auditing features
- i) Capability to configure and customize the application, including reference tables, screen displays, and reporting tools, both ad-hoc and canned reports
- j) Application scalability
- k) Technical approach to system interfaces

DESCRIPTION OF PRODUCT SUPPORT AND MAINTENANCE

Respondents are requested to comment on the following:

- a) Manuals
- b) Online documentation and/or help
- c) Onsite and offsite training
- d) Helpdesk operations, including staffing and hours of availability
- e) Frequency of upgrades and acquisition of upgrades
- f) User feedback procedures
- g) 24/7 and 365 support procedures

ESTIMATED COSTS

As this document is an RFI, costs can only be estimated. Information on cost will be used for budgeting and planning purposes only – this is not a bid opportunity. Your response should describe costs in subcategories of:

- a) One time hardware cost
- b) One time development/customization cost
- c) Software licensing costs
- d) Upgrade/enhancement costs
- e) Ongoing maintenance support costs
- f) Implementation and training
- g) Technical training (estimated cost per student training)
- h) End user training (estimated cost per student training)

CORPORATE INFORMATION AND REFERENCES

The following information is also requested about commercial vendors responding to this RFI:

- a) At least two fire/EMS references that are currently using the system and/or have used the system within the last five years
- b) Information on single largest concurrent user installation
- c) Description of business experience
- d) Number of years in business
- e) Size of fire/EMS customer base
- f) Number and type of employees, such as development programmers, support technicians, etc.

RESPONSES

Responses and questions regarding this Request for Information (RFI) should be labeled as

“Response to RFI Computer Aided Dispatch” and addressed to:

Lakes Region Mutual Fire Aid Association
62 Communications Drive
Laconia, NH 03246

Attention:
Jonathan Goldman, Chief
Phone: 603-528-9111
Email: jgoldman@lrmfa.org

Responses to this RFI will be accepted by email, private messenger, delivery service, or United States Postal Service (USPS), through **February 11, 2022, 4 p.m. (Eastern Time)** at the address listed above.

OTHER INFORMATION

Responses to this RFI shall become the exclusive property of the LRMFAA. Respondents should be aware that the information provided will be analyzed and may appear in various reports and/or requests, with the exception of those parts of each submission which meet the definition of "Trade Secret" and are plainly marked as "Trade Secret" or "Proprietary".

The LRMFAA shall not, in any way, be liable or responsible for the disclosure of any such record, or any parts thereof, if disclosure is required or permitted by law. A blanket statement of confidentiality or the marking of each page of the submission as confidential shall not be deemed sufficient notice of exception. Respondents must specifically label only those provisions of the submission which are "Trade Secrets" or "Proprietary" in nature.

LRMFAA will review the responses to this RFI which may subsequently lead to further investigation. **This is a request for information ONLY; this is not a solicitation.** Information received in response to this RFI may be used in the preparation of a Request for Proposals (RFP), an Invitation for Bids (IFB), or another method for solicitation of services. Respondents to this RFI will be notified by the LRMFAA of a future solicitation as it relates to this RFI.