

December 17, 2012  
Haines Borough  
E-911 Communication System RFP  
Questions Received Since Pre-Proposal Meeting

**Q: Will the servers be housed in the same room as the console/PSAP?**

A: Vendors should outline space requirements. The borough has not yet determined the location of servers and other equipment. This is an internal decision that will be made in conjunction with selecting an E-911 solution. Vendors should NOT include racks in the proposals. The borough will use the existing one or purchase a new one if needed once the appropriate location is determined.

**Q: Please clarify your CAD requirements.**

A: Ideally, the CAD would include the following:

1. ANI ALI auto-population into the CAD fields when a 911 call is received.
2. Check boxes to classify the calls, i.e. alcohol-, drug-, domestic violence-, or weapons-related.
3. Easily searchable database with the capability to compile and pull up statistics very quickly.
4. New call screen that includes call received, dispatched, en route, on scene, left to secondary location and in service time.
5. Display all units in service (police/fire/EMS, public works, anyone who would be communicating with dispatch by the radio).
6. A tab to enter for each call any people or vehicles involved and what their involvement is (victim, suspect, other, parent, etc.)
7. A variety of command line codes to quickly enter in officer activity, traffic stops, extra patrols, etc.
8. Option to set up responder safety alerts if a call is received from a location that in the past has been problematic.
9. CAD and RMS could communicate with each other to alert if someone being contacted has a warrant, summons or other types of paper work or officer safety advisements to be aware of.
10. Generate cases and push over to RMS.
11. A timer that alerts the dispatcher to do a status check on responders.