

MONTGOMERY COLLEGE • OFFICE OF PROCUREMENT
REQUEST FOR PROPOSAL TITLE: Computer-Aided Dispatch System and Incident Reporting Software
RFP NUMBER: 520-034
RFP CLOSING DATE AND TIME: February 13, 2020 AT 3:00 P.M.



ADDENDUM #1
Issued: January 31, 2020

ADDENDUM FOR THE PURPOSE OF:

- To provide additional system requirements information

All other specifications, terms and conditions remain unchanged.

A handwritten signature in blue ink, appearing to read 'Patrick Johnson', written over a horizontal line.

Patrick Johnson
Director of Procurement

Please **sign** below to acknowledge receipt of this Addendum and return with the proposal. Failure to return this Acknowledgement of Addendum may deem a proposal nonresponsive.

NOTE: ACKNOWLEDGEMENT OF RECEIPT OF BID ADDENDA WILL NOT BE ACCEPTED BY FACSIMILE OR E-MAIL.

Company Name

Authorized Signature

Date

Printed/Typed Signature



Central Dispatch Proposal

REID, ADAM

Public Safety Centralized Dispatch Center Project

Intent

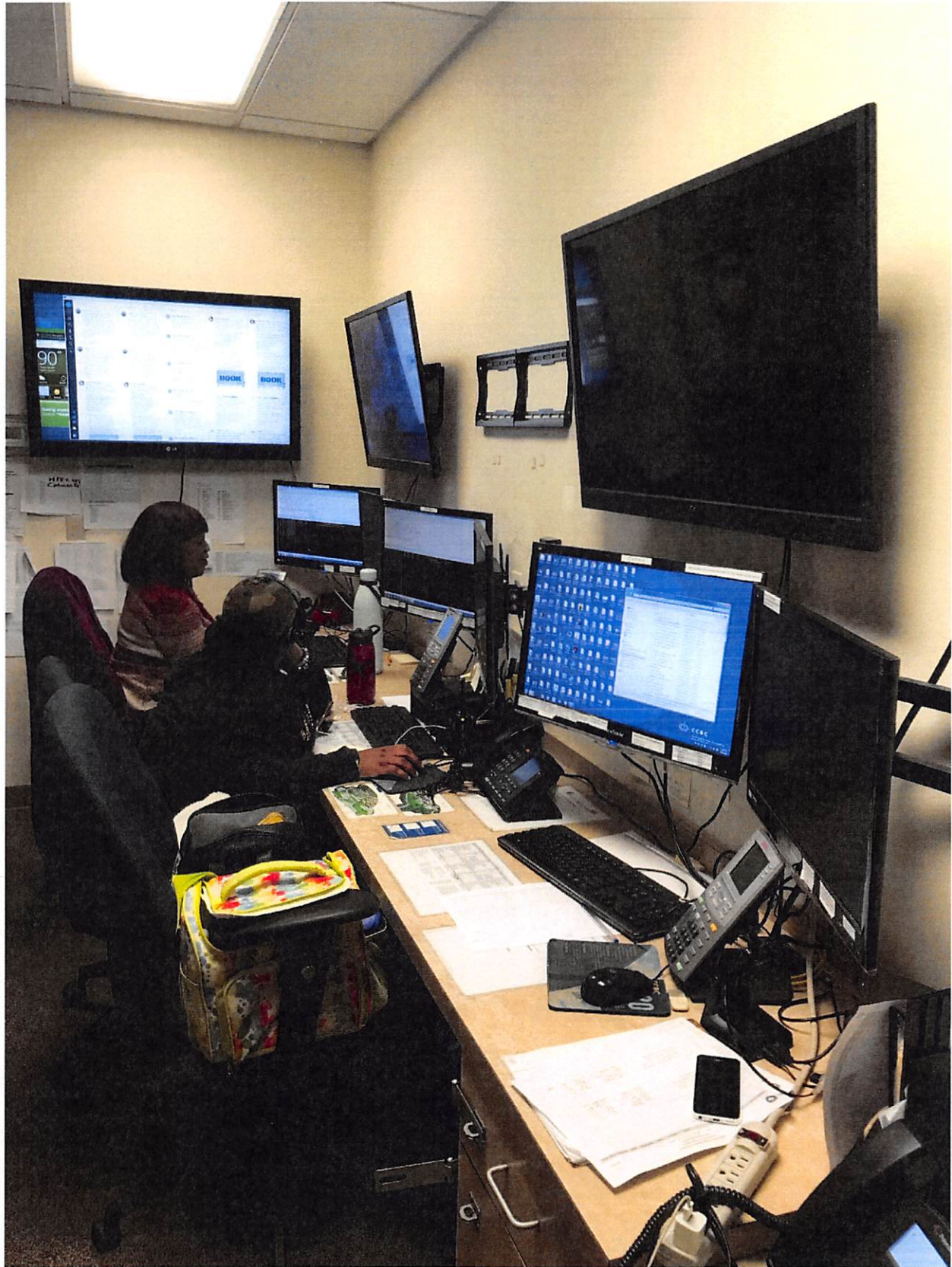
The intent of the Public Safety Central Dispatch is to upgrade and unify campus Public Safety dispatch functions by merging them into one centralized center, thereby eliminating the need for three individual campus dispatch operations. Central Services C113 will house the centralized communications dispatch center for Public Safety. The dispatch center at Central Services will provide a single location to communicate directly with all MC Public Safety officers, EMS personnel, and others to coordinate their activities for routine, urgent and emergency situations. The center will monitor life safety systems, Closed Circuit Television Cameras (CCTV) and county-wide emergency and weather-related incidents. There will be multiple call-taking and dispatch consoles, as well as computer-based communications systems to interface with the College and other Public Safety agency radio systems.

The call-taker will field incoming calls to obtain location and other incident details from the caller to make the initial determination of the level and type of service needed. The dispatcher will then assign actions to the proper staff at the appropriate campus location to respond to the scene or to contact necessary internal or external departments.

Public Safety's centralized dispatch center will provide a vital service to the College community by streamlining and professionalizing front line communications. Integration of trained, professional dispatchers, a new Computer-Aided Dispatch (CAD) system and Records Management System (RMS) will reduce liability and increase compliance through streamlined data-entry, call tracking, reporting and officer accountability. Radio linking (across all campuses), officer location tracking and radio communications recording will also provide for greater safety for officers. The center will also have the ability to function as an emergency operations center in the event of a major emergency.

Lastly, the transition will allow for better allocation of a Public Safety officer's time on each campus (9 full-time positions) to proactively patrol and respond to calls instead of being stationed at a static post on each campus, as the current model requires. Elimination of this static post will reduce full-time staffing and overtime costs as staffing minimums will be reduced on each campus.

Public Safety Centralized Dispatch Center Project



Example: CCBC's Public Safety Dispatch Center

Location

Central Services Building room C113 will be repurposed as the MC Public Safety Centralized Dispatch Center. The space was designed and used by IT services as a work room location prior to its conversion. It has all of the infrastructure and casework to support the anticipated dispatch activity. The HVAC was designed to support the heat load of occupants working at computers. Note the following features of C113:

- Central Location – midway between up-county and down-county
- Access – direct access to senior leadership and Public Safety administrators who occupy the building
- Convenience – first floor location, down the corridor from the central lobby monitored by Public Safety. Adjacent to vending and restrooms. Near the Photo ID Point of Service Station in S117.
- Casework – perimeter work surfaces designed and built to support multiple staff and their equipment along three (3) walls. Generously-sized wall-mounted cabinets for storage along one (1) wall.
- Power + Data – perimeter wire-mold cable management distributes electricity to power devices such as the dispatch consoles and distributes cabling for network connectivity.
- Natural Light – the west wall features windows, with adjustable mini blinds, which face the surface parking lot that serves the building.
- Space – C113 is approximately 353 NASF, more than adequate to support the proposed use.
- Potential – space could be used as a command center during emergencies. Additional computers, telephones and other equipment could be provided to support a rapid transition into an emergency operations center.



Public Safety Centralized Dispatch Center Project

Center Logistics

CT C113 MC Public Safety Communications Dispatch Center is a near-turnkey operation that will allow for a quick startup. There are no structural or construction changes needed. The majority of external assistance that is needed will come from IT for approving and initiating required phone and computer systems.

- Call taker terminals (3)
 - 1 computer – 2 screen
 - 1 phone with headset
 - radio accessibility
- Dispatcher main terminal (2)
 - 1 computer – 2 screens
 - 1 backup computer – 1 screen (emergency operations)
 - 1 phone with headset
 - 1 radio base dispatch terminal
- Phone system will use the 3333 number and be routed to dispatch
 - Spill over lines will be added (3334, 3335, 3336, 3337)
 - Transfer to campus phone tree afterhours
 - Access to phone line recording done via VOIP system
- Flat Screen Monitors (5)
 - 3 devices programmed to facilitate live monitoring of high-value CCTV cameras throughout campuses (cashier offices; cafeterias; student conduct; building entrances; other locations as identified)
 - 1 device programmed to monitor the National Weather Service and/or cable news in the event of a regional or national disaster
 - 1 device monitoring campus-based Simplex systems (all campuses)
 - Simplex remote monitoring implemented with the assistance of facilities

Software upgrades

It is crucial that the existing report management system be replaced with a more efficient system to reduce Clery liability and increase operational efficiencies. Integrated dispatch and report writing capabilities will eliminate the current siloed systems. The proposed Omnigo software will allow for dispatchers to create calls and records of service that can be audited and tracked. Calls for service that are created in the call-taking component are then assigned to officers not only for accurate call details, but to write reports in a records management system that allows for proper classification, supervisory action and search ability. The software also features a lost-and-found tracking-module that will centralize accountability and tracking of recovered property.

PROnet dispatch software will allow for radio recording, tracking and interoperability among all 3 campuses. This function serves a vital role for accountability along with officer safety.

- Omnigo Report Exec CAD software & RMS system implementation will allow for:
 - Centralized lost and found database repository
 - Daily Crime log accuracy and accountability (Clery requirement)
 - Call/incident log for report creation/population
 - Officer accountability and uniformed tracking of times and tasks assigned, as well as dispatch, arrival
 - Centralized dispatch of campus-specific officers
 - Vehicle information repository
 - Multi-point accessibility of call and report information across entire department regardless of campus
 - Reduced risk and increased Clery compliance through accurate classification and tracking
 - IT will vet the software and aid with implementation
 - MVA licensing and permissions for real-time vehicle registration information
- PROnet dispatch system
 - Links all campuses together (one voice channel)
 - Provides central and campus-based talk groups (channels)
 - Provides added safety and accountability via radio tracking through GPS
 - Provides radio recording coverage for emergencies and quality control
 - Allows for future interoperability with local & state first responders (police and fire)
 - IT will aid with implementation and server connection

Public Safety Centralized Dispatch Center Project

Equipment punch list

- (5) Desktop computers and monitors
- (5) 42" Flat screen TV's and wall mounts
- (5) Desktop phones, multi-line with roll-over and hold features
- RMS/CAD software (Omnigo)
- Radio linking, campus-to-campus
- Radio dispatch hardware speaker/microphone
- Phone recording software (VOIP)
- Radio recording software (PRONet)
- (4) Cell phones
- MVA records access (via Internet on standard desktop computers)
- Scanner for county and state emergency radio traffic
- NOAA Radio
- (3) Red emergency phone installation at campus office locations
- Simplex remote monitoring of fire alarm panels

Staffing

The center will be staffed by trained dispatchers instead of campus Public Safety Officers. Lead dispatchers (Dispatcher II) will oversee center operations acting in a lead-worker or supervisory capacity over the other dispatchers (Dispatcher I) who will primarily serve as call takers. The lead dispatcher will perform as the central radio operator while on shift, although all tasks will be interchangeable as circumstances require. Dispatcher positions will come from repurposing vacant officer positions (PINs) and converting them to dispatchers. This conversion will result in a significant cost saving as dispatchers are traditionally paid at a lower hourly rate than officers. The following job descriptions have been created for both positions.

Dispatcher I – Job description

Job Description

Position: Public Safety Dispatcher I

Revision Dates: 10/2019

Reports to: Central Services Public Safety Manager

Department: Public Safety

Salary Grade:

Status: Hourly / Essential

Scope: Reporting to the Dispatcher II lead worker while on shift and the CT Public Safety Manager, the Dispatcher is responsible for providing dispatch, community interface and emergency response. Maintains a working knowledge of all campuses, familiarity with campus maps. Some administrative/data entry support to the department is required as possible around primary dispatch duties.

Basic Responsibilities:

- A. Dispatch duties as required
- B. Oversee campus-wide security and fire system.
- C. Serve as initial contact for visitors and callers (call-taking)
- F. Liaison between the Department and outside agencies.

Specific Responsibilities:

- A. Dispatch duties
 - 1. Answer all telephone calls, including multiple calls concurrently
 - 2. Dispatch officers to calls for assistance.
 - 3. Create dispatch log entries for all officer duties.
 - 4. Research information for officers, other college departments.
 - 5. Track officer activities.
 - 6. Track and keep records on lost and found items.
 - 7. Ensure the accuracy of departmental records such as incident reports and logs.
 - 8. Evaluate and prioritize telephone calls.
 - 9. Maintain calm in radio transmissions during hectic, tense and dangerous situations.
 - 10. Send campus mass notification emergency alerts (RAVE) when instructed.
 - 11. Monitor and notify college administrators regarding external Police/Fire/EMS/emergency weather incidents.
 - 12. Tasks necessary to satisfy the mission of the Department not specified above.

Public Safety Centralized Dispatch Center Project

- B. Oversee campus-wide security and fire system.
 - 1. Monitor alarms: Intrusion and panic; fire; water-flow, etc. Dispatch officers to investigate as appropriate
 - 2. Remotely access buildings/classroom remote access system following a predetermined schedule or when needed
 - 3. Monitor CCTV equipment
- C. Serve as initial contact for callers.
 - 1. Respond to incoming calls for assistance.
 - 2. Calm angered, distraught, or frightened callers.
 - 3. Know where to look for information needed by Public Safety staff and community members.
 - 4. Designated as a Campus Security Authority, to report any information about crime(s) to his or her direct supervisor immediately.
- D. Liaison between department and outside agencies.
 - 1. Act as key contact between officers and external agencies during emergency situations.
 - 2. Request outside agency assistance as directed by patrol officers.
 - 3. Monitor and assist external Police / Fire / EMS response to campus locations or activity occurring around campus properties.
 - 4. Maintain a working knowledge of the campus geography and surrounding area to direct emergency personnel when needed.

Qualifications:

- A. Must have good organizational skills, excellent oral and written communication skills, and the ability to interact effectively with students, faculty, staff and community.
- B. Must be self-motivated, dependable, multitasked and work with little supervision.
- C. Working knowledge of Windows basic productivity software such as word processing, excel, spreadsheet, data base, browser, and e-mail.
- D. High school diploma or GED required with higher education in a related field preferred.
- E. Experience or training in Public Safety & Police dispatch, communications, clerical or related field preferred.

Physical Characteristics: This position requires sitting for long periods of time, as well as some bending and stooping when working with files. This position does have some limited lifting involved but not more than 10 pounds at a time. Extended periods of finger/hand dexterity is involved in regards to typing and/or filing. The overall setting of the job is in an area conducive to a normal office environment with minimal exposure to adverse conditions.

Dispatcher II – Job description

Job Description

Position: Public Safety Dispatcher II Shift Lead

Revision Dates: 10/2019

Reports to: Central Services Public Safety Manager

Department: Public Safety

Salary Grade:

Status: Hourly / Essential

Scope: Reporting to the CT Public Safety Manager, the Dispatcher II is responsible for assisting with the general oversight of daily operations of the Dispatch Center personnel. Provide training and daily direction to Dispatch Center personnel. Providing dispatch, community interface and emergency response. Maintain a working knowledge of all campuses, including familiarity with campus maps. Some administrative/data entry support to the department is required as possible around dispatch duties.

Basic Responsibilities:

- A. Dispatch duties
- B. Oversee campus-wide security and fire system.
- C. Serve as initial contact for visitors and callers.
- D. Liaison between department and outside agencies.
- E. Serve as Shift Lead

Specific Responsibilities:

- A. Dispatch duties
 - 1. Answer all telephone calls, including multiple calls concurrently
 - 2. Dispatch officers to calls for assistance.
 - 3. Create dispatch log entries for all officer duties.
 - 4. Research information for officers, other college departments.
 - 5. Track officer activities.
 - 6. Track and keep records on lost and found items.
 - 7. Ensure the accuracy of departmental records such as incident reports and logs.
 - 8. Evaluate and prioritize telephone calls.
 - 9. Maintain calm in radio transmissions during hectic, tense and dangerous situations.
 - 10. Send campus mass notification emergency alerts (RAVE) when instructed.
 - 11. Monitor and notify college administrators regarding external Police/Fire/EMS/emergency weather incidents.
 - 12. Tasks necessary to satisfy the mission of the Department not specified above.
- B. Oversee campus-wide security and fire system.
 - 1. Monitor alarms: Intrusion and panic; fire; water-flow, etc. Dispatch officers to investigate as appropriate
 - 2. Remotely access buildings/classroom remote access system following a predetermined schedule or when needed
 - 3. Monitor CCTV equipment
- C. Serve as initial contact for callers.
 - 1. Respond to incoming calls for assistance.
 - 2. Calm angered, distraught, or frightened callers.
 - 3. Know where to look for information needed by Public Safety staff and community members.

Public Safety Centralized Dispatch Center Project

4. Designated as a Campus Security Authority, to report any information about crime(s) to his or her direct supervisor immediately.
- D. Liaison between the department and outside agencies.
1. Act as key contact between officers and external agencies during emergency situations.
 2. Request outside agency assistance as directed by patrol officers.
 3. Monitor and assist external Police / Fire / EMS response to campus locations or activity occurring around campus properties.
 4. Maintain a working knowledge of the campus geography and surrounding area to direct emergency personnel when needed.
- E. Serve as Shift Lead
1. Provide daily oversight of dispatch center operations and staff.
 2. Serve as lead worker providing guidance and direction to other center staff.
 3. Scheduling of part-time and student staff under the direction of the CT Manager.
 4. Participate in hiring of new dispatch center employees.
 5. Monitor center personnel for quality assurance and integrity of information input.
 6. Prepare, update and conduct training for center staff in functions and procedures.
 7. Provide feedback to the Central Services Public Safety Manager.
 8. Troubleshoot and report malfunctions of center equipment.
 9. Assist with planning and development of enhancements for the operation.
 10. Ensure emergency communications systems are functioning and activated when instructed.
 11. Perform other clerical tasks assigned by CT manager.

Qualifications:

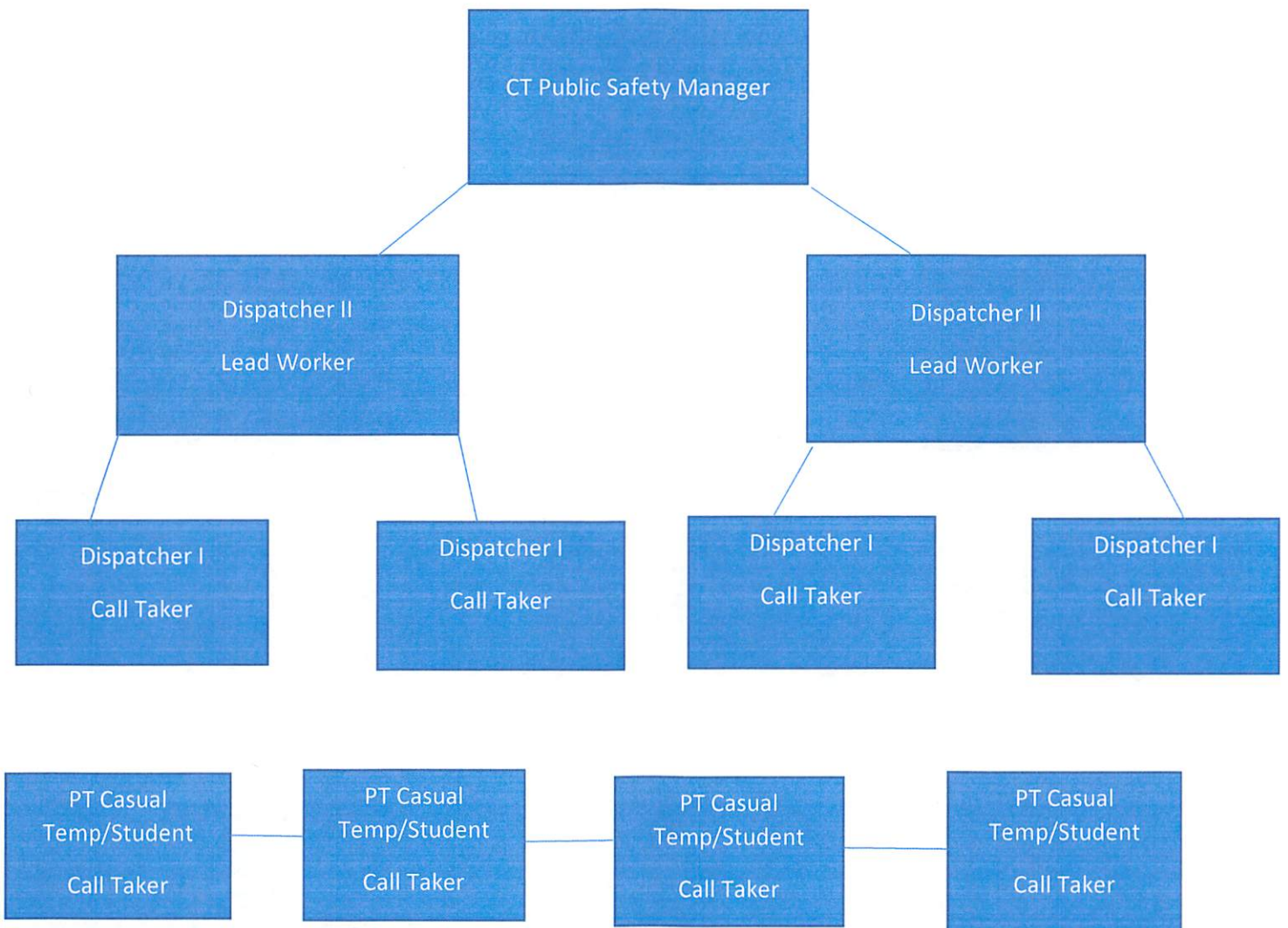
- A. Must have good organizational skills, excellent oral and written communication skills, and the ability to interact effectively with students, faculty, staff and community.
- B. Must be self-motivated, dependable, multitasked and work with little supervision.
- C. Working knowledge of Windows basic productivity software such as word processing, excel, spreadsheet, data base, browser, and e-mail.
- D. Associates degree, can be substituted with supervisor experience in dispatch.
- E. 2 years' experience in Public Safety & or Police dispatch, communications, or related field required.
- F. 2 years' supervisory experience preferred.

Physical Characteristics: This position requires sitting for long periods of time, as well as some bending and stooping when working with files. This position does have some limited lifting involved but not more than 10 pounds at a time. Extended periods of finger/hand dexterity is involved in regards to typing and/or filing. The overall setting of the job is in an area conducive to a normal office environment with minimal exposure to adverse conditions.

Organization Matrix

- Conversion of 6 full time positions
- 2 Dispatcher II
- 4 Dispatcher I
- 4 Student worker/Casual temps

Organization Matrix



Public Safety Centralized Dispatch Center Project

Operating Plan

Monday – Friday: 7AM to 11PM

Saturday: 7:30AM to 4:30PM

- Full time dispatchers will rotate through the month taking turns working one Saturday at a time. Each eight hour block the center is open during the week, three full time dispatchers will work with the assistance of a student worker or casual temp as needed.
- Maximum staffing will be three dispatchers and minimum will be two.
- Saturdays will be staffed with two dispatchers; either a combination of one full time and casual/student or two full time dispatchers.
- Day and evening shift will rotate monthly.
- The Dispatcher II will function as a lead worker and primary dispatcher overseeing center operations while on shift. Dispatcher I will function as a call taker primarily when a Dispatcher II is present. Dispatcher I and casual temps may function as the primary dispatcher when needed.
- Campus Admin Aides along with student workers will relocate and or be added to provide live presence at customer service windows at each campus Public Safety Office, day and evening shift. Any walk-up calls for service will be directed to Public Safety Dispatch.
- Proper signage at each campus location will direct people to call dispatch for assistance.
- Red phones will be placed at each existing external campus office location that will ring to dispatch or to the forwarded cell phone.

Afterhours Operations

- Phone lines will be forwarded back to the trunk number matrix.
- Campus supervisor or lead officer will answer calls that are directed to the campus via cell phone.
- Campus cell phone (duty phone) will be carried by designated supervisor or lead at all times and be responsible for keeping a record of activities and services performed during that time period. The log will be emailed to the designated dispatcher who will backlog information into the CAD system the following work day.
- Monitoring activities such as Simplex will be done via cell phone app in conjunction with facilities.