



**QUESTIONS AND ANSWERS (Q&A)  
CITY OF FORT WORTH  
REQUEST FOR PROPOSALS (RFP) NO. 09-0055  
POLICE DASHBOARD SYSTEM**

- Q1. What are the systems' functions (e.g. CAD, RMS, etc.) that will be integrated into the dashboard application?
- A1. Dashboard will read data from CAD, RMS, and other custom applications that we have that use a SQL Server on the backend. We will also eventually integrate future personnel and budget information into the dashboard. The City will be migrating from a legacy/mainframe application to a new enterprise system; which will most likely utilize Oracle.
- Q2. What is the format for each of the systems proposed for integration into the dashboard application (e.g. flat file, Excel, Oracle, SQL Server, etc.)?
- A2. RMS utilizes Oracle, CAD-SQL Server 2005. Other custom, in-house, systems use SQL Server 2005 (web based front-ends). Some modules on the dashboard may need to read from Excel spreadsheets, XML, etc.
- Q3. Are any of the systems proposed for integration a commercial product? If so who are the vendors?
- A3. The main commercial products that will be integrated into the dashboard are Tiburon RMS & ARS and TriTech CAD. We may also provide limited Internal Affairs information through the dashboard. We currently utilize a product called "IAPro" Vendor for future budget and personnel/HR system is unknown at this time.
- Q4. Are any of the systems proposed for integration a custom development or in-house developed solution? If so, are technical specifications (data dictionary, database schema, etc.) available?
- A4. Upon awarding of RFP; dictionaries or database schemas will be made available.
- Q5. On Page 25 of the RFP, requirement number 10 reads, provide a variety of detailed reports regarding time on call, response time, hold time and other calls for service analysis. Is there a preferred format for the reports?
- A5. Web page format (HTML output, etc) with option to export to PDF, Excel, etc.

- Q6. Are these to be *ad hoc* reports or use a template?
- A6. Preferable use a template or some type of report builder that can render the output to HTML by default
- Q7. What specific data elements must be included in each report listed above?
- A7. Calls for Service data will be total calls by shift; officer; date, DOW, etc...RMS data will be offense types for a specific date range, trends, locations (FWPD beats, divisions, etc)...There will be a variety of reports that will be required. Basically a snapshot of our current Calls for Service information, call load; offenses being reported, etc; with ability to quickly and easily search various calls and offenses by a set of default parameters. This "dashboard's" primary function is to give a snapshot of current assets, activity, etc for FWPD command staff; and is not really intended as a data mining tool.
- Q8. What is meant by "...other calls for service analysis" in terms of specific reports/data elements?
- A8. This will most likely be determined at a later time. We will like the ability to create and modify reports; with the ability for in-house personnel to make new reports available. Initially we would like information such as average response times, total time on call, etc; broken down my shift; division, etc.