Technical Specifications Document for Electronic Incident Management Software

**Prepared for:** San Diego Convention Center Corporation  
**RFP #25-1063**  
**Issue Date:** May 2, 2025

**1. System Overview**

The Electronic Incident Management Software (Software) must provide a comprehensive, web-based, SaaS solution for recording, managing, and analyzing daily operations and incidents at the San Diego Convention Center. The system will support up to **60 users** primarily in the Public Safety department, with 24/7/365 uptime requirements.

**Key Technical Requirements:**

* **Deployment Model:** Cloud-based (SaaS) hosted in **North America** with data separation from other customer implementations.
* **Accessibility:** Web-based interface compatible with modern browsers (Chrome, Edge, Firefox, Safari).
* **Uptime SLA:** 99.9% availability, including during power outages or emergencies.
* **Authentication:**
  + Single Sign-On (SSO) via **Azure Active Directory**.
  + Multi-factor authentication (MFA) support.
* **Data Security:**
  + Encryption: **TLS 1.2+** for data in transit; AES-256 for data at rest.
  + Certifications : **SSAE 16 SOC 2 Type II**, **ISO/IEC 27001**.
  + Daily backups are retained for **60 days**.

**2. Functional Specifications**

**Core Modules:**

| **Feature** | **Technical Requirements** |
| --- | --- |
| **User Interface** | Intuitive UI for low-skilled users; responsive design for desktop/iPad/mobile. |
| **Permissions** | Role-based access control (RBAC) with customizable levels. |
| **Dispatch Queue** | Real-time logging of operations, calls, assignments, and incidents. |
| **Incident Reporting** | Configurable forms with fields for narratives, attachments, and dropdowns. |
| **Trespasser Logging** | Database for tracking individuals with photo storage and search functionality. |
| **Notifications** | Configurable alerts via email/SMS; API integration with third-party services. |
| **Mass Notification** | Bulk messaging to predefined groups (text/email/prerecorded voice). |
| **Automated Dispatching** | AI-driven resource tracking and call assignment rules. |
| **Analytics & Reporting** | Custom reports in Excel/PDF; dashboards for incident trends, hotspots, and audits. |
|  |  |

**3. Non-Functional Specifications**

**Performance:**

* **Response Time:** <2 seconds for most operations.
* **Concurrent Users:** Support for 60+ users with no degradation.
* **Scalability:** Ability to handle 500+ concurrent incidents during peak events.

**Security:**

* **Data Hosting:** Physically segregated servers in NA-based data centers.
* **Compliance:** HIPAA/GDPR-ready (if applicable); annual penetration testing.
* **Monitoring:** Real-time intrusion detection and audit logs.

**Integration:**

* **APIs:** RESTful APIs for integration with existing Convention Center systems.
* **Export Formats:** CSV, Excel, PDF, and direct integration with Microsoft Power BI.

**4. Implementation & Support**

**Timeline:**

| **Phase** | **Dates** |
| --- | --- |
| **Implementation** | Sep 1 – Dec 31, 2025 |
| **Training** | Jan 1 – Jan 31, 2026 |
| **Go-Live** | Feb 1, 2026 |

**Support Requirements:**

* **Hours:** 8:00 AM – 5:00 PM PST (Mon–Fri), with emergency on-call support.
* **Updates:** Included in licensing; zero-downtime patches.
* **Disaster Recovery:** RTO (Recovery Time Objective) <4 hours; RPO (Recovery Point Objective) <1 hour.

**5. Compliance & Legal**

* **Insurance:** Vendor must provide proof of:
  + General Liability ($2M/occurrence).
  + Workers’ Compensation (statutory).
* **Living Wage Ordinance:** Compliance with San Diego Municipal Code.
* **Data Ownership:** Convention Center retains all data rights.

**6. Vendor Deliverables**

1. **Bid Form** (Section 3 of RFP) with cost breakdown.
2. **Security Plan** detailing encryption, access controls, and certifications.
3. **Disaster Recovery Plan** with backup protocols.
4. **Service Level Agreement (SLA)** defining response times for issue resolution.

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**Note:** This document aligns with Sections 2 (Scope of Work) and 3 (Bid Form) of RFP #25-1063. Vendor must confirm all capabilities via the Bid Form’s "YES/NO" checklist.