

SPECIFICATIONS AND REQUIREMENTS

LOST AND FOUND MANAGEMENT SOFTWARE

1. Introduction: The County seeks to procure Lost and Found Management Software to improve recovery rates, customer service, and accountability for the Broward County Aviation Department (BCAD) to replace the current system, 24/7 Software.

The software shall include operations modernization through secure online claims, mobile access, automated notifications, inventory reports, barcode workflows, dashboards, AI assisted matching, Optical Character Recognition (OCR), image recognition, and stronger least privilege security controls. Software subscription shall include maintenance and support.

2. Core Requirements

- a. Keep track of found items, lost claims, claimed items, destroyed items, and inventory records.
- b. Audit trail of changes made to claims or items.
- c. Recover deleted records.
- d. Add notes and comments stamped with date, time, and user.
- e. Multi facility support and unique ID numbers.
- f. Printer support for 8.5x11 and receipt printers.
- g. Barcode for receipts and rapid retrieval.
- h. Customizable categories, locations, sections, storage locations, and statuses.
- i. Automatic expiration based on item type and retention rules.
- j. Advanced search by first name, last name, item name, location, notes, lost date, lost claim entry date, category, and facility.
- k. Mass edit and delete functions.
- l. Upcoming expiration alert at 15-day mark.
- m. Alerts to possible match when a lost claim is submitted.
- n. Export reports to Excel, Word, Power BI.
- o. Export possible match to email format for passenger notification.
- p. Export confirmed match to email format for passenger notification.
- q. Upload attachments such as images or video.
- r. Column filtering, sorting, resizing, and customizable layouts.
- s. Web based access.
- t. Record claimant signature when releasing an item.
- u. Unlimited users preferred.

3. Reporting

- a. Count of Lost Claims by Category
- b. Count of Found Items by Category.
- c. Domestic Currency Category within the item claim
- d. Foreign Currency Category within the item claim
- e. Domestic and Foreign Currency Categories

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- f. Found Items Added Daily.
- g. Lost Claims Added Daily.
- h. Items Claimed Daily.
- i. Deleted Lost Claims.
- j. Deleted Found Items.
- k. Found Items.
- l. Lost Claims.
- m. Claimed Items.
- n. All Expired Items
- o. Accounting/tracking of US Currency

4. Security/Permissions

- a. Users may be granted specific permissions for viewing, adding, editing, deleting, matching, claiming, and reporting functions.
- b. Users Password shall be prompted for change every 90 days

5. Modern Enhancements

- a. AI assisted matching with confidence scoring
- b. OCR extraction from labels and documents.
- c. Image recognition for common articles.
- d. Duplicate claim and anomaly detection.
- e. Natural language search.
- f. Public online and mobile claim portal with status lookup.
- g. Email and SMS notifications.
- h. Role based least privilege access control.
- i. MFA and SSO via Entra ID, SAML, or OAuth.
- j. Encryption in transit and at rest.
- k. Comprehensive audit logs.
- l. Dashboards for recovery rate, aging inventory, top categories, locations, and productivity.
- m. REST API and Microsoft 365 / SharePoint / Power Platform / Power BI integration options.
- n. Configuration, migration, training, go live support, uptime SLA, backups, and disaster recovery.

6. Implementation Services

- a. Requirements validation workshop.
- b. Configuration and security setup.
- c. Data migration from current platform (24/7 Software).
- d. Testing and user acceptance.
- e. Training for staff and administrators.
- f. Go live support and stabilization.
- g. Quarterly KPI reviews.

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7. Contractor Responsibilities

- a. The Contractor must be either the manufacturer of the product or an authorized reseller or distributor at the time of bid submittal and shall remain authorized throughout the contract term.
- b. Capacity/Delivery: Contractor must possess the ability to directly interface with the manufacturer for registry of all software subscriptions and maintenance support plans.
- c. The Contractor shall provide the County Pre-Sales consultation on product selection by either telephone, website, or chat. Support required from Contractor includes the following:
 - i. Account Representative. The Contractor shall provide, an account representative able and authorized to quote, recommend, and resolve all account-related issues.
 - ii. Delivery: Electronic deliveries (licenses or maintenance) should be complete within five (5) business days; physical deliveries (if any) should be complete within twenty-one (21) calendar days after receipt of Purchase Order. The Contractor shall notify the contact listed on the Purchase Order of any delays, in writing, immediately upon determination of shipment delay.