REQUEST FOR INFORMATION

RFI-4291-16-SH

FIRE RECORDS MANAGEMENT SYSTEM

RESPONSES DUE:

January 24, 2017 prior to 2:30 P.M. Local Time
Accepting Electronic Responses Only
Responses Only Submitted Through the Rocky Mountain E-Purchasing System (RMEPS)
https://www.rockymountainbidsystem.com/default.asp
(Purchasing Representative does not have access or control of the vendor side of RMEPS. If website or other problems arise during response submission, vendor <u>MUST</u> contact RMEPS to resolve issue prior to the response deadline. 800-835-4603)

PURCHASING REPRESENTATIVE:

Susan Hyatt
susanh@gjcity.org
(970) 244-1513

This solicitation has been developed specifically for a Request for Information intended to solicit competitive responses for this solicitation, and may not be the same as previous City of Grand Junction solicitations. All offerors are urged to thoroughly review this solicitation prior to submitting. Submittal by **FAX, EMAIL or HARD COPY IS NOT ACCEPTABLE** for this solicitation.

REQUEST FOR INFORMATION

SECTION 1.0:   OVERVIEW AND INFORMATION INTRODUCTION

The City of Grand Junction, Colorado, (Owner) on behalf of Grand Junction Fire Department is soliciting information regarding a FIRE RECORDS MANAGEMENT SYSTEM. The Owner will evaluate responses to this RFI to establish budgetary and functional requirements for an anticipated future procurement or Best and Final Offers. **Only those that respond to this RFI shall be considered for possible future procurement or Best and Final Offers on this project.**

NOTE: This is not an Invitation for Bid or a Request for Proposal.

The purpose of this Request for Information (RFI) is to gather information.

The City of Grand Junction is located in Mesa County, Colorado on the western slope of the Rockies, midway between Denver, Colorado and Salt Lake City, Utah. Grand Junction is a full service City operating under a Council-City Manager structure. It is the County Seat and is the largest city on the western slope of Colorado with a population of approximately 60,000 within City Limits and approximately 145,000 county-wide.

Mesa County lies on the Western border of Colorado and covers 3,309 square miles. Five municipalities sit within its boundaries and account for just over 40 square miles. The remainder of the land is unincorporated.

The City of Grand Junction is seeking information from qualified vendors for a comprehensive, full featured Fire Records Management System for the Grand Junction Fire Department (GJFD). GJFD provides fire and emergency medical response to a population of over 80,000 and in 2015 responded to nearly 15,000 calls for service.

SECTION 2.0:   PROJECT GOALS

1.   All 10 Mesa County fire agencies, including the Grand Junction Fire Department, currently use the same Fire Records Management vendor. Although the purpose of this RFI is to eventually replace the Grand Junction Fire Department's Fire Records Management System, there is a potential of additional Mesa County agencies joining the proposed solution depending on the outcome of this solicitation. This may include a County-wide enterprise licensing structure.

2.   The general qualifications required of the prospective Firms are depicted in Attachment A and are provided to assist in reviewing requirements for this solicitation. Please address each item in Attachment A in your response and describe your understanding of the project and how you will approach each issue.

3.   Prices submitted as a result of this Request for Information (RFI) will used primarily for budgetary purposes. However, firms are encouraged to provide accurate and complete pricing for use in the evaluation, including any licensing and pricing options.

4.   Depending on the results of this RFI, the Owner may request demonstrations, on-site interviews, and Best and Final Prices and may award based solely on the information submitted in response to this RFI.

SECTION 3.0: ADMINISTRATIVE REQUIREMENTS AND INSTRUCTIONS

1.   **Submission: Each response shall be submitted in electronic PDF format only, and only through BidNet's website, http://www.bidnetdirect.com/colorado**. This site offers both "free" and "paying" registration options that allow for full access of the Owner's documents and for electronic submission of information. *(Note: "free" registration may take up to 24 hours to process. Please Plan accordingly.)* Please view our "**Electronic Vendor Registration Guide"** at http://www.gjcity.org/BidOpenings.aspx for details. **The uploaded response to this RFI shall be a single PDF document with all required information included.** **Include the Response Form (Section 5) and Attachment A.** Submittals received that fail to follow this format may be ruled non-responsive. (Purchasing Representative does not have access or control of the vendor side of RMEPS. If website or other problems arise during response submission, vendor **MUST** contact RMEPS to resolve issue prior to the response deadline. **800-835-4603**).

2.   **Public Opening:** At the date and time specified, all information packages that have been timely accepted by the City will be formally opened and accepted for consideration. The names of the firms submitting information packages will be read aloud and recorded. No other information will be provided at the Public Opening.

3.   **Questions Concerning RFI:** Any questions concerning this project shall be directed to: Susan Hyatt at the City of Grand Junction, 333 West Avenue, Bldg C, Grand Junction, Colorado 81501, E-mail susanh@gjcity.org.

4.   **Confidential Material:** All materials submitted in response to this RFI shall become public record and will be subject to inspection after contract award. **"Proprietary or Confidential Information"** is defined as any information that is not generally known to competitors and which provides a competitive advantage. Unrestricted disclosure of proprietary information places it in the public domain. Only submittal information clearly identified with the words "***Confidential Disclosure***" and placed in a separate envelope shall establish a confidential, proprietary relationship. Any material to be treated as confidential or proprietary in nature must include a justification for the request. The request will be reviewed and either approved or denied by the City Purchasing Supervisor. If denied, the respondent will have the opportunity to withdraw its entire response, or to remove the confidential or proprietary restrictions. Neither cost nor pricing information nor the total response will otherwise be considered confidential or proprietary.

SECTION 4.0: INFORMATION REQUIREMENTS/SCOPE OF SERVICES

1.   **Specifications/Scope of Services:** The general qualifications required of the prospective Proposers are depicted in Attachment A and are provided to assist in reviewing requirements for this solicitation. Please address each item in Attachment A in your

response and describe your understanding of the project and how you will approach each issue.

2. **RFI Tentative Time Schedule:**
    - Request for Information available   November 21, 2016
    - Inquiry deadline, no questions after this date   January10, 2017 at noon
    - Addendum issued to respond to questions   January 13, 2016
    - Submittal deadline for Information   January 24, 2017
    - Owner evaluation of Information   January 25-Feb 7, 2017
    - Vendor interviews and demos (if needed)   week of February 13, 2017
    - Best and Final Pricing (if necessary)   week of February 20, 2017
    - City Council Approval (if required)   March 15, 2017
    - Contract begins   April 3, 2017

3   **Questions Regarding Scope of Services:**

    Susan Hyatt, Interim Purchasing Supervisor
    susanh@gjcity.org

4. **Prices:** Prices submitted on the Response Form are primarily for budgetary purposes. However, firms are encouraged to provide accurate and complete pricing, including licensing and pricing options. If the Owner requires Best and Final Prices after evaluation, firm numbers will be requested at that point.

5. **Response:** Include Section 5, Response Form and Attachment A, plus any other information your firm thinks is important. Combine all into a single PDF document and upload to the BidNet website as detailed in Section 3, Item 1.

Fire RMS, RFI-4291-16-SH:

1) Pricing Summary:

Description	Total Price
Software	$
Services	$
Training	$
Maintenance	$
TOTAL	$

2) Pricing Detail:

Software Modules:

Product Name	Unit Price	Qty.	Total Price

Implementation Services:

Describe Service	Estimated Hours	Duration	Fixed Price

Training Services:

Describe Training	Level of Training (ie. Admin, Power User, End User)	Duration	Fixed Price

Optional Recommended Training:

Describe Training	Level of Training (ie. Admin, Power User, End User)	Duration	Fixed Price

Annual Maintenance:

Product Name	Product Description	Start Date	Total Price
1 Year Total Cost			
5 Year Total Cost			

Be sure to include Attachment A with this Response Form.

The Owner reserves the right to accept any portion of the work to be performed at its discretion

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The undersigned has thoroughly examined the entire Request for Information and therefore submits the Information and Response Form and Attachment A attached hereto.

RECEIPT OF ADDENDA: the undersigned Contractor acknowledges receipt of Addenda to the Solicitation, Specifications, and other Contract Documents.

State number of Addenda received: _____.

It is the responsibility of the Proposer to ensure all Addenda have been received and acknowledged.

_____
Company Name – (Typed or Printed)

_____
Authorized Agent Signature

_____
Address of Offeror

_____
 City, State, and Zip Code

_____
Authorized Agent – (Typed or Printed)

_____
Phone Number

_____
E-mail Address of Agent

_____
Date

City of Grand Junction Fire Department Records Management System

Functional Requirements
Enter one of the following codes in the "Response Code" column

F = Fully provided "out-of-the-box" feature. (Note: If F is indicated, note the required software package in the Comments column. If specific requirement to be available in a future release, specify the release number and expected release date.)

CO = Configuration feature (no change at source code)

CU = Customization feature (requires a change to source code)

R = Provided with reporting tool

TP = Third party software required. (provide license information for any third party software proposed for this project)

NA = Not Available

Module No.	Requirement Description	Response Code	Comments
General Systems			
GS.1	Provides standardized menu screens with common functionality throughout system.		
GS.2	Provides data validation to assist the user in populating required fields		
GS.3	Provides validation of critical data so that invalid values cannot be entered into system		
GS.4	Ability to add user-defined validation tables.		
GS.5	Ability for the user to select text from one field or screen and paste that text to other fields or screens.		
GS.6	Provides user-defined system defaults.		
GS.7	Ability to drill down from any module to view detail.		
GS.8	Provides navigational standards across all applications, for instance an icon for filing data should not be labeled "file" on one screen and "save" on another yet yield the same results.		
GS.9	Provides an undo function for all practical modifications, deletions, additions, and processes.		
GS.10	Report must be reviewed and approved by second person before it is accepted into the database. Provide work-flow functionality with approval and rejection capabilities for quality assurance purposes		
GS.11	Multi agency database capabilities in case more than GJFD decides to go with the solution		
GS.12	Auto-populate similar or like fields in order to eliminate double or multiple entry of duplicate information (i.e name, address, DOB, etc.)		
GS.13	Spell check capabilities		
GS.14	Form creation ability with signature capture capabilities. State which signature capture capabilities you provide.		
Patient Care Reporting			
PCR.1	LifePAK 15 Integration		
	Zoll X and M series Integration		
PCR.2	Spell Check for medical terminology		
PCR.3	Automatic Narrative Generation		
PCR.4	Previous Patient Searching - ability to automatically fill in data of previous patients, such as demographic data, billing information, medications, allergies, and medical history		
PCR.5	Attachments - ability to drag and drop electronic files or images into the PCR		
PCR.6	Signature Capture in the PCR and other appropriate forms		
PCR.7	FDA Drug Reference		
PCR.8	Data Analysis - ability to query and analyze data		
PCR.9	Paperless QA - report review and approval functionality for quality assurance		
PCR.10	Template-Based Narratives – abilty to create user-defined templates to allow for pre-defined narratives that allow for faster Patient Care Report writing		
PCR.11	Patient Charge Management – schedule of charges for EMS services		

Module No.	Requirement Description	Response Code	Comments
PCR.12	EMS Billing Integration – NEMSIS file export capabilities for integration with 3rd party billing		
PCR.13	Ability to configure a schedule of charges/fees for EMS services based on patient disposition, transporting agency, level of service, response urgency, procedures performed, medications given, expendible supplies or items that are checked on a list. If the patient was transported, loaded mileage can also be charged.		
PCR.14	Ability to complete PCR's in a connected mobile environment or in a disconnected state.		
PCR.15	NEMSIS compliance and implementation plan for version 3		
PCR.16	Ability to fax Patient Care Reports to multiple locations		
PCR.17	Ability for speech to text for dictation purposes.		
PCR.18	Ability for more than one person to co-author a report simultaneously.		
PCR.19	Ability to use tablets while in the field; specify which OS supported (i.e iOS, Android, Windows)		
PCR.20	Describe the time design objective for creating a PCR start to finish.		
Life Safety			
LS.1	Occupancy Information - ability to store commerical building information, including the following:		
LS.1.1	Basic Information: Includes the address or location of the building; the name of the building and the complex; general phone numbers and email addresses; the NFPA property use and construction type; and the size of the building expressed in stories and square feet.		
LS.1.2	Owner and Contacts: Includes the real estate owner, the property manager and any number of emergency contacts.		
LS.1.3	Codes: Contains information to help you track which ICC codes apply to the structure, including the year built; the city and county; the name of the applicable codes; one or more construction classifications; and one or more occupancy classifications from the applicable code.		
LS.1.4	Construction: Contains general information about the roof, floor and wall construction.		
LS.1.5	Utilities: Includes shutoff locations for gas, electricity and water, including inside and outside valves. Vendors for each of the utilities can also be listed.		
LS.1.6	Fire Protection: Includes information about sprinkler systems, standpipes, fire pumps, hood systems, clean agent systems, knox boxes, command centers, generators and fire hydrants.		
LS.1.7	Fire Detection: Contains information about fire alarm systems, monitoring agencies, smoke control systems and smoke removal systems.		
LS.1.8	Hazardous Materials: Lists general information about the overall hazardous materials in the building, including checkboxes for common hazards and a graphical NFPA 704 symbol.		
LS.1.9	Chemical Inventories: Contains the complete chemical inventory as reported through THE SARA Title III program.		
LS.1.10	Customizable Text Fields: User-defined fields that allow for customizable data entry		
LS.1.11	Electronic Files: Ability to store digital files such as Word or Excel documents, images, photos, or drawings.		
LS.1.12	Sub-Occupancies: Displays smaller, inspectable occupancies within the base building		
LS.1.13	Confidence Test Systems: Ability to track systems and other requirements that are being tracked through confidence testing programs		
LS.1.14	Incident Responses: Displays a list of incidents that have occurred at the building and actually allows you to open the incident reports for viewing		
LS.1.15	Hazard Assessment: Allows you to survey the building and classify it by criteria such as the presence of a sprinkler system, the property use, mobility of occupants and presence of hazardous materials. This survey results in a numeric score that helps you determine the level of threat posed to the community or firefighters by this occupancy		
LS.2	Fire Inspections – ability to track of code enforcement inspections and safety checks, including the following:		
LS.2.1	Inspections of existing facilities can be assigned to a station, a specific unit or an individual member of the fire prevention staff. Inspections can be scheduled to be performed on regular intervals.		
LS.2.2	Ability to track violations and violation codes		
LS.2.3	Abilty to store electronic files and associated with the inspection or violation		
LS.2.4	Ability to schedule follow-up inspections		

Module No.	Requirement Description	Response Code	Comments
LS.2.5	Ability to generate management reports to track the progress of the inspection programs		
LS.3	Preplans – ability to store and easily access incident location preplans, including textual information maintained in Occupancy Profile and a collection of one or more digital images, such as photographs, floor plans, site plans or even architectual drawings.		
LS.4	Describe the ability to track hazardous materials.		
LS.5	Ability for property owners to update hazardous materials list via the internet.		
LS.6	Ability for property and business owners to complete and provide self-inspections of their property via the internet.		
LS.7	Ability for business owners to update their contact information via the internet.		
LS.8	Confidence Testing – ability to record periodic testing of commercial occupancy systems such as automatic sprinkler systems and fire alarms. Additionally:		
LS.8.1	Automatically notify businesses when requirement and testing deadlines are approaching		
LS.8.2	Ability to track test results		
LS.8.3	Ability to track chemical inventories		
LS.9	Construction Projects – ability to review and approve construction projects, including the following:		
LS.9.1	Ability to track projects, such as a new hospital or tenant improvements on an existing building		
LS.9.2	Ability for Plan Reviews, such as contractor plans		
LS.9.3	Ability to attach a Plan Review to a specific project		
LS.9.4	Ability to issue and track permits		
LS.9.5	Set benchmarks on permits that must be completed before the permit will be issued		
LS.9.6	Ability to schedule inspections and appointments to periodically inspect and approve benchmarks		
LS.9.7	Ability to schedule re-inspections		
LS.9.8	Ability to store documents		
LS.10	Ability to track assessment of fees and payments		
LS.11	Ability to configure and push information changes to mobile application. For example, if someone updates an occupancy's emergency contacts, it would be synced with mobile computers		
LS.12	Ability to use tablets while in the field; specify which OS supported (i.e iOS, Android, Windows, etc)		
Fire Records			
FR.1	NFIRS Fire Reporting – ability to provide NFIRS compliant incident reporting		
FR.2	Ability for Fire Investigations Reporting and Case Management		
FR.3	Ability to support, query and report for NFPA standards		
Human Resources			
HR.1	Employee Information – ability to store detailed information about employees		
HR.2	Training Records – ability to manage and track employee training		
HR.3	Certificate Management – ability to maintain copies of employee certificates		
HR.4	Personal Equipment – ability track equipment issued to employees		
HR.5	Provide activity and scheduling function for department master activity and training calendar		

Module No.	Requirement Description	Response Code	Comments
Mobile Applications			
MA.1	ePCR – mobile-friendly patient-care reports		
MA.2	Fire Reports – mobile-friendly fire reports		
MA.3	Fire Inspections - ability to perform mobile Fire Inspections in a disconnected state with the ability to upload at a later time		
MA.4	Ability to create and save Patient Care Reports in a disconnected state with the ability to upload at a later time		
MA.5	Ability to create and save all reports in a disconnected state with the ability to upload at a later time.		
MA.6	Ability to view preplan information in the field, including hazardous materials		
Records Management			
RM.1	Provide an audit trail by user by module with the ability to enable/disable by module.		
RM.2	Provide transaction date/time/user stamps for a clear audit trail for all transactions.		
RM.3	Ability to purge or archive by user-defined criteria.		
RM.4	Ability to provide reports by record for key records milestones.		
RM.5	Ability to integrate with the City's HPERMS records/document management system (formerly know as Hewlitt-Packard TRIM).		
RM.5	Workflow management including incident and report reviews		
RM.6	Inventory Management (serialized items, expired items, barcode scanning, etc)		
Report Writer			
RW.1	Support ad hoc inquiry and report generation on all records, accessible from all modules in a user friendly environment.		
RW.2	Support data filtering by user defined parameter values.		
RW.3	Allow user to send report to:		
RW.3.1	Screen (same view as printed view);		
RW.3.2	Export to Excel, Word, Flat file		
RW.3.3	Standard Windows Printer		
RW.3.4	PDF		
RW.4	Allow any sort order in any field.		
RW.5	Allow user to save reports for later printing or edit		
RW.6	Provide report templates (end of month/end of quarter/end of year activity/productivity- including numbers for both the period only and the year to date-totals by state, and/or by specified records. All reports must be capable of rolling up to comprehensive totals for the individual/entire staff and organization).		
RW.7	Ability to produce presentation quality reports.		
RW.8	Provide query and report functions based on:		
RW.8.1	Records		
RW.8.2	Boolean operators		
RW.8.3	Single and multiple character wildcards		
RW.9	Ability to schedule automated report generation by report		
RW.10	Ability to measure incident response time performance		
RW.11	Provide multiple levels of selection conditions combined and and/or conditions.		
RW.12	Provides a wide selection of canned, standardized reports for operational, financial, and efficiency purposes		
RW.13	Multi agency reporting		
RW.14	Standardized batch reporting of NFIRS and State EMS data to be submitted to the State		
RW.15	Ability to write SSRS reports		

Module No.	Requirement Description	Response Code	Comments
GIS			"
GIS.1	Describe the systems GIS capabilities		
GIS.2	Ability to track historical address, location, or parcel information		
GIS.3	Ability to integrate with the City's ESRI database		
GIS.4	Is the system ODBC and OLE compliant and able to link to both external and internal databases that are ODBC and OLE compliant.		
GIS.5	Ability to geo-verify addresses and locations		
Help			
HP.1	Provide on-line context sensitive help.		
HP.2	Provide error message, explanation, and remedy.		
HP.3	Provide on-line tutorials, training manuals, and tools?		
HP.4	Provide an on-line procedures manual.		
HP.5	Provide telephone support for user inquiries or support. List telephone support hours.		
HP.6	Provide an online help forum for support.		
HP.7	Does your proposed system provide training at various levels to Fire Department staff and stakeholders including Administrators (Advanced to Expert), Power Users (Intermediate to Advanced), and End Users(Beginning to Intermediate)?		
Security			
SE.1	Provide integrated security throughout all modules in the system (including reporting), and from remote locations, that permits administrators to control groups and/or individual access to specific records, modules, functions, fields, and types of transactions.		
SE.2	Ability to extend read permission to an individual user without being given write privileges.		
SE.3	Provide an audit trail by user by module with the ability to enable/disable by module.		
SE.4	Provide transactions date/time/user stamps for a clear audit trail for all transactions.		
SE.5	Ability to require users to change their passwords on a schedule specified by the system administrator.		
SE.6	System uses standard encryption and SSL		
SE.7	Is the system HIPAA compliant?		
SE.8	Is the system NEMSIS 3 compliant?		
SE.9	Is the system NFIRS compliant?		
SE.10	Encryption of PHI and HIPAA data in all phases of its life – in use, in motion, at rest, in destruction		
Technology			
TE.1	Is the system hosted on-premise by the client?		
TE.2	Is the system a cloud-based, vendor-hosted solution?		
TE.3	Ability to operate within a Microsoft Active Directory environment.		
TE.4	Ability to operate in a VMware virtual environment		
TE.5	Ability to operate with MS SQL Server. If so, will you make available a data dictionary.		
TE.6	Ability to operate with Office 365		
TE.7	Ability to operate on MS Windows 7 through Windows 10		
TE.8	Is the solution browser-based? List supported browsers		
TE.9	Does the system have minimum workstation requirements? If so please specify.		
TE.10	Does the system have minimum server and database requirements? Is so, please specify.		
TE.11	If cloud-based, specify historical sytem up-times and down-times.		
TE.12	Describe your conversion process for data migration from the City's current High Plains RMS to your system		
TE.13	Ability to push software upgrades, code table changes, etc without physically touching each computer		
Support			
S.1	Describe the availability of routine technical support		
S.2	Describe the availability of emergency 24-hour tech support.		
S.3	Describe company policy on providing software upgrades and enhancements		
S.4	Does your proposed system have a Service Level Agreement with guaranteed response/resolution times and a statement indicating your company will support its software under future versions of Microsoft Operating Systems for the duration of the relationship between Owner and Offeror		

Module No.	Requirement Description	Response Code	Comments
S.5	Does your proposed system have a support/ticket system that allows staff the ability to check progress of tickets online?		
S.6	Do you provide Support manuals for your system?		
Integrations			
I.1	Ability to integrate with Tyler Public Safety (formerly New World Aegis) and Tyler EnerGov		
I.2	Ability to integrate with third party EMS billing vendors (note: the City of Grand Junction curently uses Whitman for EMS billing. This vendor utilizes Zoll RescueNet)		
I.3	Ability to integrate with Kronos Telestaff		
I.4	Ability to integrate with hospital's electronic heath records software, Epic		
I.5	Ability to integrate with the City's HPERMS records/document management system (formerly know as Hewlitt-Packard TRIM).		
Other			
O.1	Identify any expenses that would not be covered through these modules and would be required in order to implement Offeror's program		