



Winston-Salem

Request for Proposals

Fire Records Management System

PROPOSALS WILL BE RECEIVED UNTIL

12:00 Noon, Wednesday, September 27, 2017

in

**Purchasing Department, City Hall Building
101 North Main Street, Suite 324 Winston-Salem, NC 27101**

ADVERTISEMENT FOR PROPOSALS

Sealed proposals endorsed **Fire Records Management System** for the City of Winston-Salem will be received by the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, NC, **until 12:00 Noon, Wednesday, September 27, 2017**. Instructions for submitting proposals and/or receiving the complete RFP document specifications may be obtained during regular office hours at the same location, or by contacting Jerry Bates via email jerryjb@cityofws.org (Email is preferred) or phone 336-747-6939. The City reserves the right to reject any or all proposals.

Jerry Bates
Purchasing Director

This document IS NOT the complete proposal. To obtain the completed proposal specifications contact Jerry Bates via email jerryjb@cityofws.org, by phone 336-747-6939, or visit the Purchasing Department, City Hall Building, Suite 324, 101 North Main Street, Winston-Salem, NC during regular office hours.

I. Purpose of Request for Proposal

The City of Winston-Salem (hereafter referred to as the City) on behalf of the Winston-Salem Fire Department (hereafter referred to as the WSFD) is requesting proposals from qualified vendors to provide a comprehensive full featured turnkey Fire Records Management System that meets the requirements of this document to replace the current Fire Records Management System. The requested system must be capable of providing a customizable Records Management System for exclusive use by the WSFD. The desired solution must have the capability to manage patient care reporting, fire reporting, inspections, investigations, training, and inventory management as detailed in **Appendix B – Fire RMS Functional Requirements Matrix.**

RFP General Information

Release Date	September 5, 2017
Due Date	12:00 Noon, Wednesday, September 27, 2017
Transmittal of Response	Jerry Bates Purchasing Director City/County Purchasing Department 101 North Main Street STE 324 Winston-Salem, NC 27101 (336) 747-6939 jerryjb@cityofws.org
Electronic File Format	Microsoft Word and/or Adobe PDF
Questions/Inquiries	Proposer Questions and Inquiries relative to this RFP must be submitted <u>in writing only</u> by 12:00 Noon, Tuesday, September 19, 2017 , to Jerry Bates, City/County Purchasing Director, 101 North Main Street, Winston-Salem, NC 27101 or e-mail: jerryjb@cityofws.org (Email is preferred), Fax: (336) 727-2443. The City will provide written responses to all inquiries received by this date, and responses will be made available to all recipients of this RFP. Any oral responses made by any representative of the City may not be relied upon. Any supplements or amendments to this RFP will be in writing and furnished to potential bidders.
Responsibility for Ensuring Receipt	Responders are responsible for ensuring receipt of questions and of information.
Evaluation Criteria	Responses to this RFP will be evaluated based upon the following criteria: <ul style="list-style-type: none"> • Functional compliance to business requirements • Customer service • Vendor’s experience and financial stability • Satisfaction of existing clients with similar solutions • Comprehensibility of response, including clarity, precision and lack of ambiguity • Cost
Planned Schedule:	September 5, 2017 – RFP Released 12:00 Noon, Wednesday, September 27, 2017 – Request for Proposal Response Due

October – Evaluation of Responses
October – Product Demonstrations
October – Product Selection
November – Project Implementation Starts

II. Background

Winston-Salem is located in Forsyth County, North Carolina. With an estimated population of 241,218, it is the second largest municipality in the Piedmont Triad region and the fifth largest city in the state. The WSFD is responsible for emergency response, including fire suppression, medical incident stabilization, vehicle extrication, and hazardous materials mitigation. Fire personnel are trained and equipped to provide multiple technical rescue services, including confined space, water, structural collapse, high angle, and trench. The Winston-Salem Fire Department is the sole hazardous materials and structural collapse resource in Forsyth County.

The WSFD utilizes a three-platoon shift system and is staffed 24/7/365. There are approximately 353 personnel who operate 18 engine companies, five ladder companies, a Haz-Mat company, and a rescue company from the City's 19 fire stations. The City is sectioned into three battalions, each commanded by a battalion chief. Each platoon has 2 safety/training captains.

The past three years have seen an increase in the number of building fires, and medical responses have nearly doubled. The local trend in medical response in Winston-Salem mirrors the national trend that is reflective of an aging and increasingly unhealthy population. Winston-Salem continues to make the "best of" lists, and North Carolina is a top destination for retirees; it is unlikely that call volume will decrease in the foreseeable future. Beyond emergency response, the WSFD conducts daily training evolutions, prepares pre-incident analyses, enforces the Fire Code, engages the community in risk reduction education, and inspects approximately 11,000 fire hydrants to ensure operational readiness.

The current Records Management System is Visual Fire by ESO Solutions and was purchased in 2003. The system manages the patient care reporting, fire reporting, hydrant information, inspection, investigations, public education and training.

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III. Solution Objectives

General

The desired system should provide a unified and integrated Fire/EMS solution to manage the business needs of the WSFD. The system should follow all laws and regulations for the State of North Carolina and nationally accepted business practices in use. The system should be web based with centralized database management and have the capability to operate on a desktop and a mobile platform. The City will consider a cloud based or on-premise solution. During the implementation phase, if the proposed solution is cloud based, the City will require bandwidth and traffic analysis based on our data reporting needs.

The new system should be intuitive with user friendly features. The drop down boxes and fields should be customizable so the data entries represent what is needed in the field. Data validation is very important

to help eliminate data entry error. The new system should provide the ability to create custom reports for any data requested and the ability to run reports on an automatic basis as determined by WSFD. Being able to customize canned reports is highly desirable. A master names file of all contacts should be maintained and auto-populated to eliminate erroneous entries. The ability to close an incomplete record and reopen it at a later time for completion is desired. Fields for mandatory entry should be highlighted and edit checks should force data entry before the record is considered complete.

Patient Care Reporting

The Electronic Patient Care Reporting system should be able to collect, store, and process all aspects of a patient care report. The information captured within CAD will be used to fill the appropriate fields within the EMS report. Information entered into the patient care report should provide, at a minimum, the fields required by the North Carolina Office of EMS and NEMESIS. The system should adhere to all current Health Insurance Portability and Accountability Act (HIPAA) rules and regulations. The system should share information with the fire report when both reports must be completed.

Fire Reporting

The Fire Reporting system should be able to collect, store, and process all aspects of a Fire report. The base information from the report should be collected from the CAD program in use and mesh this information in the report seamlessly. Information entered into the fire report should provide, at a minimum, the fields required by NFIRS and utilize information with the Patient Care Reporting system when a patient care report and NFIRS report must be completed.

Fire Inspections

The system should be able to schedule, catalog and track on-going inspections and re-inspections. It should provide for tracking of scheduled inspections, violations tracking and resolution, and follow-ups with the ability to print the notice of violation forms on site. Violations recorded in an inspection module should link the inspection to the premise and a non-compliant inspection should be generated to schedule a recheck to ensure violations are corrected. A “hot list” of common violations along with an online NC Fire Prevention Code is desired to enter violations. The system should be capable of including the code references in the notice of violation form. The City currently utilizes the International Fire Code, Statewide Fire Prevention Code and amendments, and County Specific Codes and ordinances. The tracking of building owner information should include but not limited to name, address, phone number, and email address. The tracking of permit information should include type of permit, date issued, fees due, date paid, expiration of permit, and name of permit holder at a minimum. The system should be able to generate reports by inspection date, inspection due date, violation type, business name, owner name, address, and inspector.

Fire Investigations

A desired system will provide a means of documenting an investigation from the initial incident to the conclusion of the case. All information related to the investigation from other modules is able to be linked to the case. This includes the original incident information, buildings, businesses and persons. Other cases related to the investigation should also be able to be linked. Access to the investigative files in the system is strictly controlled through comprehensive permissions. Reports reflecting investigative progress, damage, location, cause and means of ignition should be able to be generated. The system should include user defined fields and include large free form narrative fields

Inventory Management

The desired solution should be a cradle to grave inventory management program for capturing all items ordered and delivered within the organization. The data from the current inventory to the new system

should be imported. The new system should include all equipment needed for firefighting, EMS care, uniforms, and office supplies. The new system should capture item name, price, order date, expiration date, lot numbers, date shipped and to whom, quantity available in the fire stations. Minimum quantities should be tracked and the logistics supervisor should be automatically notified when an order is needed. Pricing for all items should be tracked as well as price changes over time.

Fleet Management

The desired system will provide a means to manage the maintenance of the apparatus fleet of the department. The system will track all apparatus from purchase to surplus and record the assignment of the vehicle, all preventative maintenance, repairs, scheduled and unscheduled down time and fuel consumption. Costs of parts, materials and labor should also be recorded. Daily and weekly apparatus checks should also be attached to the apparatus and deficiencies noted in the checks should generate a warning for the maintenance supervisor. The system should be able to generate management reports regarding costs, labor, and availability of the fleet.

Training

The desired system would provide a comprehensive tool to manage the delivery of internal and external training, schedule classes, monitor certifications, and record details of all training. The system should be able to capture essential data regarding the subject, instructor and students attending a class or series of classes. Certifications and licenses should be a part of each employee's profile and expiration dates and required continuing education to maintain the certification or license should be tracked in this module. The system should generate reports to assess the certification status of employees, records state and federal mandated training, completion status of training or certification programs, and schedules for future training. Data entry for training records should have a user-friendly interface that allows for the batch entry of students by selection or exclusion from units, stations or shift.

IV. Turnkey Implementation Services

The solution provider will be responsible for providing project management based on proven methodologies for project planning, resource management, project monitoring, configuration management, test planning and execution, training plan, implementation, post-implementation support and documentation.

The solution provider will lead the City through testing of the proposed solution. Including certification in writing to the City that the system is completely installed, meets all requirements, the data conversion and migration is complete and accurate, and the total system is ready for operation and production. All functions of the system will be demonstrated prior to the start of the user acceptance testing. The vendor must provide the City with appropriate documentation that includes all functions and features, as well as, on-line help and training material.

V. Interfaces

The City uses Microsoft Active directory for user authentication and Active Directory as its standard for user authentication into applications. The proposed solution must fit within the WSFD's **existing computing environment**. Please reference the standards listing in **Appendix A – Systems Operating Environment**. The City has the following application interface requirements:

CAD

OneSolution CAD is used by the WSFD to manage and dispatch emergency calls. The City requires the new RMS system to be integrated with CAD which includes any number of data elements together with location, responding units, personnel, response times, etc. Currently, the transmission of data is one-directional (CAD->RMS) but a bi-directional or query interface will be needed to display RMS data on CAD/MCT.

Application	ONESolution CAD by Superior (formerly SunGard)
Version	17.1
Platform	Windows
Database Engine	SQL
License Type	Enterprise
Transmission of Data	Bi-directional or query interface for display in CAD/MCT (currently one-directional which is pulled from CAD by RMS)
Examples of Data from CAD to RMS currently	Date, incident #, business name, address, address2, city, zip, jurisdiction code, call type, call time, dispatch time, enroute, arrive, clear, caller name, caller address, station, units assigned.
Examples of Bi-directional or query interface from RMS for display in CAD/MCT (not currently implemented)	Prefires, occupancy data, structure data, premise hazmat, premise hydrants, premise contacts, fire flow requirements hydrant status, alarms, AED locations, contacts; automatic visual alert to responders of available Fire RMS data for the dispatched incident location; data is displayed from within the MCT and not covered up by a 3 rd party product; one click access within MCT; current assigned units and personnel assigned to the apparatus as stored in the RMS roster system; out of service hydrant listing; automatic plot on map of hydrants as stored in RMS system; display of MSDS data for a specific site location, last known inspection history.
IT Support	Public Safety IT
Interface Developer	Superior
Interface Technology	Web Service

ESRI GIS

The WSFD uses ESRI ArcGIS to provide spatial analysis of historical response data and assist in planning station locations. A Fire Demand Zone polygon feature class is used to determine assigned areas. The City requires RMS to be fully compatible with ArcGIS Web Services secured with token-based authentication. This will allow us to use maps for the purpose of displaying information such as Fire Demand Zone, Fire Home Territory, properties and incident data on a map to spatially see combined resources, zoning, aerial photographs, topographic data, etc. In addition, the system must be able to validate addresses either via a composite locator or directly to specific feature classes (i.e. address points, centerlines, and parcels). The ability to our local data projection system Lambert Conformal Conic Projection with NAD 83 State Plane NC FIPS 3200 Feet is desired. Once an address has been validated, key index data from GIS (i.e. address point id key, latitude, longitude and projected NC State Plane feet x,y coordinates) will be stored in the RMS.

Application	ESRI ArcGIS
Version	ArcGIS 10.3

Platform	Microsoft Windows Server 2008 R2
Database Engine	Oracle 11g SDE
License Type	Enterprise Concurrent User
Transmission of Data	One Direction (GIS to RMS)
Examples of Data Fields	Geocode Address and pull Address ID
IS Support	MapForsyth
Interface Developer	MapForsyth
Interface Technology	Web Service

CityWorks PLL

CityWorks PLL is a building permit application is used to manage the building permit process. Each premise record in the Fire RMS will support multiple building inspection records. Once the inspection has been completed by Fire staff, they will post the result in the RMS and the system will automatically send the result and associated details to CityWorks PLL using the building permit number. If the inspection failed, then CityWorks will automatically create another inspection task. If the update to CityWorks fails, RMS will retry at least 5 times to send the update before logging an error.

Application	Cityworks PLL
Version	2014 SP10
Platform	Microsoft Windows 2012
Database Engine	Oracle 11g
License Type	Enterprise (Unlimited User)
Transmission of Data	One Direction (RMS to Cityworks PLL)
Examples of Data Fields	Inspection Result, Notes, Date, Time Stamp
IS Support	City's Information Systems Department
Interface Developer	3 rd Party Vendor
Interface Technology	Web Service

IDT Electronic Plan Review

IDT Electronic Plan Review, EPR, is used by the WSFD for all new or up-fitted commercial, multi-family, and industrial building projects within the city limits of the City of Winston-Salem, as well as fire protection systems (Fire Alarm, Automatic Sprinkler, Standpipe, Clean Agent, etc.), tanks and access control. The WSFD is responsible for ensuring compliance with the Fire Code and reviews the electronic plans for completeness, assigns building permit number, and verifies that fees are paid. The address is then validated in RMS and an inspection number is given. The plan review inspection is created in RMS and placed in an Active status and a Plan Reviewer is assigned. If a plan review fails, the comments are transferred from EPR to RMS and placed in a Non-comply (Failed) status. When the plan is approved, the electronic plan set and plan review comments are transferred from EPR to RMS in PDF format as well as the plans and other applicable attachments and placed in a Complete (Approved) status. The City is considering storing a permanent document link to the drawings (PDF) instead of saving the PDF within the RMS system.

Application	idtPlans
Version	2017
Platform	Amazon Web Services (AWS)
Database Engine	ODBC Access Available
License Type	Enterprise (Unlimited Users)
Transmission of Data	One Direction (idtPlans to RMS)

Examples of Data Fields
IS Support
Interface Developer
Interface Technology

Review Result, Notes, PDFs
City's Information Systems Department
3rd Party Vendor
Web Service

Kronos Workforce Telestaff

This application is used by the WSFD to manage adequate staffing levels and create schedules that align with qualifications, certifications, availability, and time-off such as sick and vacation while following WSFD and HR predefined rules and policies as well as over time management. The transmission of data should be automatically updated at a predefined time of no more than an hourly basis.

Application	Kronos Workforce Telestaff
Version	5.4.0
Platform	Microsoft Windows Server 2008 R2
Database Engine	Microsoft SQ Server 11.00.6020
License	Enterprise for 375 users
Transmission of data	One Direction (Telestaff -> RMS)
Example Data Fields	Employee Name, Employee Number, Qualifications, Hours Available, Unit assigned,
IS Support	City's Information Systems Department
Interface Developer	Kronos
Interface Technology	Kronos Workforce TeleStaff Gateway Manager and Workforce Integration Manager

Web Payment Reception

The City of Winston-Salem uses in-house written software, Web Payments Reception (WPR), between online payment forms (RMS) and our credit card processor Trust Commerce. RMS Public Access portal will be replacing the existing Fire Web Payments page. The City only allows for payments in full, so all fees presented to the user must be paid in the same transaction. WPR accepts a request to make a payment and will redirect the user's browser to Trust Commerce to input their credit card information. Once the credit card payment has been approved by Trust Commerce, WPR will then post the payment to RMS. To do this, RMS will need to setup a page that will accept a payment transaction from WPR and update the appropriate fees in RMS. After the process has been completed the user will have an option to return to the online RMS page.

Application	WPR
Version	V2.0
Platform	Microsoft Windows ASP
Database Engine	Microsoft SQL 2012
License Type	N/A – In-House Application
Transmission of Data	Two Directions (RMS to WPR and WPR to RMS)
Examples of Data Fields	Amount Due, Permit Number, Type of Permit
IS Support	City's Information Systems Department
Interface Developer	City of WS
Interface Technology	ASPX.NET

FMS

All Financial transactions are logged in the City's Financial Management System (FMS). Fire RMS fees are associated to a financial account code. One option to accomplish this is for the Fire RMS system to interface with FMS via a web service and send summary totals for each account code on a daily basis.

Application	Mitchell Humphrey Financial Management System (FMS)
Version	V3.4
Platform	Microsoft Windows 2008 R2
Database Engine	Microsoft SQL 2012
License Type	Enterprise Concurrent User
Transmission of Data	One Direction (RMS to FMS)
Examples of Data Fields	Amount, Account Code
IS Support	City's Information Systems Department
Interface Developer	3 rd Party Vendor
Interface Technology	Web Service

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VI. Proposal Format

The City of Winston-Salem requires that the Vendor's proposal shall be submitted in the format outlined in this section. The City of Winston-Salem reserves the right to require additional information or materials after the proposals are submitted. Keep responses simple and economical, providing a straightforward and concise description of the proposed solution to satisfy the requirements of this request. Display the Vendor's name in a prominent location on all submitted materials. Describe all products and services unambiguously and with precision. Costs incurred preparing and submitting a response to this request are entirely the Vendor's responsibility and not chargeable to the City of Winston-Salem.

Proposals must be submitted in a **sealed container/envelope** containing **one original (please mark document as original)** proposal showing original signatures and seals, **and two (2) copies** of the complete proposal. **In addition to the two (2) paper copies, the Proposer must also include one USB flash drive** containing only the information included in the hard copy version of the proposal in a pdf format and the disc must be clearly labeled with the Company Name and RFP name. Submittals **will not be accepted by fax or electronic mail.**

1. Provide an executive summary of the RFP response with a component summary including summary total costs for the hardware, software and services for which you are proposing.
2. Provide a description of the proposed solution with a focus on superior features or documented benefits that distinguish your solution from your competitors.
3. What is total number of active hosted customers currently supported by your company? What is total number of active on-premise customers currently supported by your company?
4. Provide a list of references that have implemented a similar solution that are approximately the size of the City of Winston-Salem (125,000 – 249,999). The reference list must include the following:

- Name of client, address, telephone number, and point of contact
 - Date work was performed
 - Brief description of work performed
 - Software version
5. Describe the software maintenance update/upgrade processes?
 - When are these scheduled?
 - How often do upgrades occur?
 - If proposed solution is cloud based, does the customer schedule the upgrade or does the upgrade occur at same time for all customers?
 - Who is involved in the testing and acceptance process?
 - Who performs the actual update/upgrade?
 6. Provide a summarized list of milestones necessary and sufficient for the entire project lifecycle to implement the vendor's proposed solution with a summary project schedule or timeline based upon the vendor's best judgment and experience with an implementation beginning with the earliest date that you can begin implementation. The vendor should clearly identify all significant assumptions and all tasks, equipment, labor and associated costs that are necessary to implement the solution.
 7. Provide a clear description of roles and responsibilities that the vendor expects of the City.
 8. What is your process for monitoring, escalating, and resolving issues that will arise during the project?
 9. List in detail all hardware, software licenses and services for the solution(s) for which you are proposing and the fixed cost price for each. Please use the following example format to present the costs for the proposed solution:

	FY 17/18	FY 18/19	FY 20/21	FY 21/22	FY 22/23	Total
One-time Project Costs						
Software	\$0					\$0
Services	\$0					\$0
Implementation	\$0					\$0
Data Migration for 3 years of data	\$0					\$0
Optional Data Migration for additional 2 years of data	\$0					\$0
Application Interfaces	\$0					\$0
Training	\$0					\$0
Other Costs	\$0					\$0
Total One-time Costs	\$0					\$0
Ongoing Costs if Cloud Solution						
Software Maintenance		\$0	\$0	\$0	\$0	\$0
Hosting/Cloud		\$0	\$0	\$0	\$0	\$0
Support Services		\$0	\$0	\$0	\$0	\$0
Other Costs		\$0	\$0	\$0	\$0	\$0
Ongoing Costs if On-Premise Solution						
Software Maintenance		\$0	\$0	\$0	\$0	\$0

Support Services		\$0	\$0	\$0	\$0	\$0
Turnkey Services (full support)		\$0	\$0	\$0	\$0	\$0
Server Hardware		\$0	\$0	\$0	\$0	\$0
Server Software		\$0	\$0	\$0	\$0	\$0
Backup Hardware & Software		\$0	\$0	\$0	\$0	\$0
Installation Costs		\$0	\$0	\$0	\$0	\$0
Software Upgrades		\$0	\$0	\$0	\$0	\$0
Proactive Maint/Monitoring		\$0	\$0	\$0	\$0	\$0
Other Costs to Fully Support		\$0	\$0	\$0	\$0	\$0
Total Recurring Costs		\$0	\$0	\$0	\$0	\$0
Total Costs	\$0	\$0	\$0	\$0	\$0	\$0

10. List any third party application software or services that are needed for the proposed solution to operate and define their function. Please include all applicable version numbers and describe the overall software licensing requirements for which the City would be responsible.
11. Describe your on-site and online training including one example class syllabus for each type. Please include a training price for classes not included in the proposed solution.
12. Describe your process for data migration from the WSFD’s current ESO Visual Fire RMS to your system. WSFD requires a minimum of 3 years of data to migrate to new system but may opt to migrate 5 years of data.
13. How do we access our raw data for the purpose of building a data warehouse?
14. Please provide a product roadmap of your proposed solution which at a minimum includes the following:
 - High-level overview of the architecture of the solution including which open standards technology or language the solution uses (i.e., .NET, Java, etc.).
 - Capacity management planning process for future data storage requirements (such as drone video, helmet cameras, etc.), additional users and new application interfaces
 - Strategic decisions or direction your firm is taking or making related to the product being proposed
 - Timeline for the next 2-3 releases for both major and minor releases
15. Provide system requirements for proposed on-premise or cloud based solution for the following:
 - Provide minimum **client** system requirements and optimal **client** system requirements for proposed on-premise or cloud based solution.
 - Provide minimum **server** system requirements and optimal **server** system requirements if on-premise server solution.
 - If the proposed solution is on-premise, the City reserves the right to implement on our standard server infrastructure.
 - Provide minimum and optimal bandwidth recommendations for system and remote field access.
 - If the proposed solution is cloud based, the selected vendor shall be prepared to perform a bandwidth and traffic analysis based on our data reporting needs.

16. Is your product based on Microsoft SQL database and/or Oracle database? How many customers are on SQL vs. Oracle?
17. The City must adhere to the North Carolina Public Records Law which states that every public agency shall create an index of computer databases. Are you willing to provide the database schema for your solution to the City?
18. Please provide a copy all agreements that will be required. For example:
- Service Level Agreement (SLA)
 - Software Licensing Agreement
 - Support and Maintenance Agreement
19. Complete the requirements matrix listed in Appendix B.

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