



New Castle County
Purchasing Division
New Castle County Government Center
87 Read's Way
New Castle, DE 19720
(302) 395-5250

EMS/FIRE RECORDS MANAGEMENT SYSTEM
BID #10S-006

New Castle County ("County") is seeking competitive sealed proposals from qualified firms to provide an EMS/Fire Records Management System.

Interested parties are asked to submit a written priced proposal, one (1) original and four (4) copies, to the New Castle County Purchasing Division, New Castle County Government Center, 87 Read's Way, New Castle, DE 19720 (302/395-5250), **by 2:00 p.m., Wednesday, December 16, 2009** so stating their interests and qualifications.

NOTE: Bidders are responsible for obtaining the bid specifications and all addendums from the New Castle County Purchasing website at www2.nccde.org/purchasing.

Any firms having questions concerning the project should be sent in writing to Clifton Crawford, Purchasing Agent at ccrawford@nccde.org. All questions must be submitted no later than **4:00 p.m., Monday, December 7, 2009.**

INSTRUCTIONS FOR PROPOSAL

Sealed proposal envelopes will carry a clear notification in the lower left quadrant, "**Bid # 10S-006 EMS/Fire Records Management System.**"

FAX proposals **cannot** be accepted.

Minority and Woman Business Enterprises (M/WBE) will be afforded full opportunity to submit proposals, and will not be subject to discrimination on the basis of race, color, national origin, or sex in consideration of this award.

Awards, if any, will be made in conjunction with the Delaware Code, Subchapter 2, Chapter 69, Title 29; and the County Ordinance No. 83-172.

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Background Information

New Castle County, Delaware (NCC) is seeking competitive sealed proposals from vendors specializing in the Emergency Medical Services and Fire Records Management Systems. It includes the development, testing, implementation, and maintenance of fire and EMS incident reporting, patient reporting, fire investigation reporting, and hazardous materials management. Following a successful pilot, the product may be implemented in all New Castle County fire and EMS sites/locations.

A current list of NCC fire stations and EMS sites is attached.

Vendor Requirements

Preference will be given to vendors who demonstrate knowledge of and experience with the development and implementation of stable, reliable records management solutions. The vendor will develop, test, and install a product meeting the technical and functional requirements as set forth in this document. The vendor will be responsible for the maintenance of the approved product and any future changes as requested by NCC. The product should be compatible with Northrop Grumman COBAL CAD. The database must be either oracle or SQL server, preferably SQL server. It must provide the ability to support import/export of standard data formats, including XML. Specifically, it must provide an XML data feed (or other format as required by the State of Delaware) to the State of Delaware EMS Data Information Network (EDIN) system.

Preferred vendors will demonstrate their experience by providing a development and implementation plan for a records management product that meets or exceeds the requirements of fire and EMS personnel for technology needs. Preferred vendors will have a proven method for assuring the records management product is stable and reliable, and works as designed.

The preferred vendor will offer a product that does not require additional staffing. The product must not require additional hardware, nor be hardware specific, for the computer workstations.

General Requirements

1. Provide support for operation and maintenance; allow for an easy to use system restore/recovery process.
2. Compatibility w/Windows XP Operating System (Professional version), and future service packs as required.



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3. Compatible with ESET NOD and Windows Update Servers; work w/NCC personnel to ensure updates can be served from remote site.
4. Compatible with EMS VMWare ESX Server.
5. Agreed upon method and reasonable cycle for handling patches/fixes, etc., of client software.
6. User friendly desktop navigation; seamless user interfaces between applications.
7. Support multi-agency, multi-jurisdictional records operation.
8. Use a graphical user interface to add, edit, delete, print and navigate system-wide.
9. Use a relational database for all data and code table storage.
10. Support multiple date, incident, and report number formats.
11. Include date, hour, minute, and seconds on all time stamps; include date, time, and user ID stamp for all data entries.
12. Use standard database format for storing date and time, and include transfer of hours, minutes, and seconds for specific events.
13. Ability to search all tables and files using any/all fields; ability to search all tables/files using exact match and wild card.
14. Ensure data integrity through extensive use of edit checks.
15. Provide in-field help.
16. Provide pick lists for data entry.
17. Display real-time date and time constantly on screen; optional display of monthly calendar.
18. Include jurisdictional/district indicator in separate field.
19. Perform soundex searches in selected fields.
20. Ability for system administrator to reconfigure/add/delete/modify fields on screens and to change field labels.
21. Format, stage, and validate (supervisor approval) incident data prior to transmittal to the State repository EDIN System by agency.



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22. Ability to transmit NFIRS output file to the State of DE using commonly accepted formats and media transmission (email, disk, CD, FTP, etc.).
23. Ability to embed or attach objects from standard desktop applications to an incident report using OLE or similar technology.
24. Lookup values should be displayed with ID and description.
25. Auto finds enabled for lookup values; consistent display for all lookup values (dropdowns or pop-ups).
26. Ability to sort lookup tables by code or description.
27. Consistent tab order (left to right, top to bottom).
28. Real-time visual checklist showing all required forms and completed forms (EDIN, NFIRS, other operational forms).
29. Visual indication of required fields.
30. Spell check and grammar check throughout system, including Medical dictionary.
31. Ability to visually identify incidents that need to be completed based on CAD transferred information.
32. Ability to visually determine if an incident is reportable or not (Ex: false alarms, etc.).
33. Ability to show all incident resources and toggle on/off non-reportable resources.
34. Map X/Y (latitude/longitude) data for each incident location with ability to interface with ArcView GIS for activity mapping.
35. Store dispatched units to each location.

Basic Fire/EMS Incident Reporting:

1. Support entry of most recent version of NFIRS and NEMSIS required data.
2. Ability to support NFIRS type coding and agency code.
3. Ability to group NFIRS codes into user-defined categories for local reporting.
4. Display code description any time code is displayed on screen and allow access via either.



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5. Automatically create incident and populate fields with data transferred from CAD.
6. Ability to add modifications to selected date/time fields transferred from CAD and maintain a record of the original CAD data.
7. Ability to transfer all CAD data from existing CAD system.
8. Support manual entry of incident information.
9. Allow the entry of unlimited length text in comments type fields.
10. Support word wrap in narrative fields.
11. Record report information in FEMS for all units assigned to an incident, with individual date/time stamps for all status changes.
12. Automatically update FERMS with any new CAD information received.
13. Allow company officer to enter incident report for a unit as soon as it clears the incident, even if the incident is not closed.
14. Number of personnel on vehicle to include identification via departmental identification number, or free text entry for non-agency personnel riding on a vehicle.
15. Support ability to store partially completed report(s), complete another transaction, and return to the interrupted reports for completion.
16. Allow review of all partially completed report(s) by report owner; allow review of all partially completed report(s) by supervisors.
17. Allow supervisors to view incident reports assigned to their respective personnel.
18. Ability to view reports by incident, sector or date.
19. Ability to identify primary and additional resource reports.
20. Allow creator to modify previously entered incident information (before final filing): location, etc.
21. Automatically perform edit checks of field data.
22. Support ability to supplement a primary report with additional resources reports.
23. Ability to record multiple exposures as supplements to original incident.



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24. Ability to require supervisor review based on incident criteria prior to closing incident.
25. Ability to enter mutual aid reports and record outside jurisdictional unit(s) ID and involvement.
26. Ability to generate and email public information report for an incident.
27. Ability to generate standard queries and reports based upon various categories and criteria (not just NFIRS codes).
28. Ability to transfer ProQA data.
29. System to provide a quality management module that can implement the following business processes: Quality Improvement officer selects records in canned or custom queries to be distributed in an administrator-determined (blinded or un-blinded) fashion to supervisors or other designated user lists for audit; QI officer then receives comments back, with the ability to accept or modify; QI officer sends records to the provider and allows comments to be added by the providers. Any portion of the workflow may be reported until the administrator marks the process "closed."

Patient Reporting (See EDIN Interface)

1. Support ability to record patient information associated with medical-related incidents.
2. Ability to record all procedures performed upon patient, including number of attempts.
3. Ability to capture usage of supplies associated with an EMS incident (for reimbursement by EMS contractor).
4. Ability to enter agency specific patient care part of an NFIRS report simultaneously with the incident portion of the report.
5. Ability for EMS supervisor to review EMS incidents by category.
6. Ability to lock patient care narrative when completed.
7. Ability to provide an audit log of access to the report, additions, changes, or modifications, including supplemental addendum.
8. Provide on screen record of changes to medical related fields (operator, date/time of change).



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9. Ability to limit access to patient EMS data. Meet HIPPA compliant security and sensitive identity data with respect to encryption, activity/access logging and confidentiality of all data elements at rest (local or distance data storage) and in travel (data exchange by network).
10. Allow entry of unlimited number of patients.
11. Support the ability to view and print reports of patient treatments given, by category.
12. Date & time patient is transferred.
13. Date & time of injury.
14. Provide all data points specified by the NHTSA uniform EMS data element dictionary (NEMSIS standards, version 2.2.1 and above and meet NEMSIS gold credential level).

Fire Investigation (See State of Delaware Interface)

1. Allow designation of an incident as potential arson, with ability to record additional fields of associated information.
2. Investigation data could include:
 - a. Investigator name and ID
 - b. PD investigator assigned
 - c. Code violation number
 - d. Date case began
 - e. Date case closed
 - f. Suspect info (unlimited)
 - g. Witness info (unlimited)
 - h. Dollar loss
 - i. Characteristics of fire/MO
 - j. Cause of fire
 - k. Status of case
 - l. Narrative
3. Ability to attach graphic files to an investigation record (e.g., fire scene diagram).
4. Ability to attach any Windows-compliant file(s) to an investigation record.
5. Allow case status to be updated with on-going activities and notes.
6. Ability to automatically supplement initial NFIRS report with investigation results.
7. Support ability to view and print entire case report by selected personnel.
8. Support ability to view and print summary of all investigations in progress.



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9. Ability to flag a report under investigation and block selected fields from the primary report.
10. Ability to allow primary report to be closed by company officer and flag case as "under investigation" to allow update of investigation specific fields.
11. Ability to transfer NFIRS data to the Delaware Office of the State Fire Marshal, including all required data elements.

Hazardous Materials Management

1. Include hazardous materials database as part of FERMS for identifying materials contacted and recommended remedial action.
2. Hazardous material info should include:
 - a. Chemical by name, code, category
 - b. Consequences of chemical
 - c. Resource list for mitigation, including local resources
 - d. SOPS
3. Allow recordation of types and locations of hazardous materials stored at addresses within the city.
4. Hazardous material information for location should include:
 - a. Warnings
 - b. Chemicals at location
5. Allow recordation of hazardous materials permit information such as:
 - a. Purpose (e.g., fire code, etc.)
 - b. Set of standard conditions
 - c. Fee based upon permit type

FERMS Reporting

1. Create ad-hoc reports using easy, 4th generation tool.
2. Ability to export FERMS database to a separate database in a variety of standard file formats.
3. Ability to export user-selected portions of the FERMS database to a separate file, in a variety of standard file formats.
4. Provide a variety of canned reports with various sorting orders.
5. Provide year-to-year, month-to-month, and user defined period-to-period comparisons on reports.
6. Provide a variety of canned queries with various sorting orders.
7. User defined queries using a GUI.
8. User defined ad-hoc reporting using a GUI.
9. Template saving for user defined queries and reports.



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10. Incident report printing using NFIRS, EDIN, NIMS, FEMA forms, and GUI.
11. Provide an electronic patient care report in PDF format for distribution to a pre-defined location, as required.
12. Ability to create ad hoc administrative reports and forms that can be electronically distributed to predefined locations.
13. System to provide the ability to customize forms and/or reports with the appropriate County logo.
14. Have the ability to create line graphs, bar graphs, pie charts, etc., from the reporting tool, including an ability to export data into Microsoft Office (Word, Excel, PowerPoint, etc.) desktop applications.

Security

1. Ability to integrate security features with Operating System and/or Active Directory security.
2. Require user name and password to log user onto system.
3. Allow each user to have individual security profile.
4. Allow user to change own password.
5. Allow system administrator to assign new password.
6. Do not display password as visible field anywhere in system.
7. Support ability to assign expiration dates for passwords and perform forced password updates.
8. Support assigning security access by module, and within module, by function (insert, modify, delete, read-only).
9. System to have the ability to support set-up of role-based security by individuals or groups.
10. Restrict access to the operating system of the servers.
11. Restrict access to the operating system of the workstations.
12. Record unsuccessful log-on attempts and automatically notify system administrator.
13. Support ability of system administrator to remotely log-off users from any device.
14. Support assigning security access by field, and within a field, support assigning security access by function (insert, modify, delete, read-only, query).
15. Restrict access to individual database tables by security (including access from report writer).
16. Provide a toolset to support security administration.

System Administration

1. System rules and default value administration using a GUI.
2. Lookup table maintenance using a GUI.
3. Business rule maintenance using a GUI.
4. Custom error message capability.



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5. Automated task feature for scheduling recurring events.
6. User defined field capability.

Online Storage

Complete FERMS records to be available online for a minimum of 10 years.

Performance

1. Ensure that the proposed application has the ability to record database transactions within two (2) seconds or less, exclusive of network delays.
2. System and application to have unlimited number of users that can be assigned by individual identifiers.

Audit

1. Support an audit log of each transaction performed, including date, time, and user ID of person performing transaction.
2. Allow system administrator to review selected transactions online.
3. System to have the ability to report and send automatic e-mail notification on failed transactions to individuals and/or groups.

Documentation

1. Provide complete user level functional manuals in hard copy form.
2. Provide complete level functional manuals in electronic form.
3. Provide system administrator functional manuals in hard copy form.
4. Provide system administrator functional manuals in electronic form.
5. Provide system administrator technical manuals in hard copy form.
6. Provide system administrator technical manuals in electronic form.
7. System design documentation.
8. Database structure documentation.
9. Detail instructions on modifying and/or adding database tables and data elements.
10. Detail instructions on operational backup, recovery, and restart procedures.
11. System diagnostics procedures.
12. Security and control.
13. Functional specifications documentation.
14. Technical architecture



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15. Detail instructions on modifying and/or adding new modules.
16. Database design (logical and physical).
17. System processes and modules.
18. System functional design and overview.
19. System technical design and overview.
20. Installation procedures.
21. Module narratives.
22. Input form layouts.
23. Report layouts.
24. Ad-hoc and canned query instructions.

Training/Test System

1. Perform "train the trainer" training and provide necessary materials.
2. Perform on site and end user module training.
3. Perform on site system administrator training.
4. Perform on site major release/update training for end users and system administrators.
5. Support a full training mode which is independent of the live, operational system (including independent code tables and files).

Backup and Purge

1. Support purging of records in all files/tables based on date.
2. Support archiving of records in all files/tables based on date, prior to purge.
3. Write all archived records to alternative medium.
4. Support printing of any or all archived records.
5. Allow searching of archived records on alternative medium.
6. Allow backup/purge to occur without affecting FERMS operation (i.e., FERMS to remain "up" during backups).

Code Tables

1. All FERMS codes and descriptions can be entered, modified, or deleted by system administrator at any time.
2. Allow system administrator to have full security access to all relational tables.



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Employee Work Scheduling

1. System should have the ability to provide a locally customizable, web-based scheduling system.
2. System should provide a single portal (main entry dashboard) for scheduling, messaging, training, and reporting.
3. System should have the ability to track and store employee time worked by date.
4. System should have the ability to export the following scheduling data into a MS Excel 2007 format: time worked sick leave, vacation leave, holiday, premium pay, and other leave hours as defined.
5. System should have the ability to provide a customizable staffing view with roster, sign-ups and tools, based on designated staff roles and security profiles.
6. System should have the ability to generate and schedule automatic email, text message, and telephone notifications.
7. System should have the ability to track and manage leave requests (sick, vacation, etc.) to include automatic notification of the appropriate supervisor upon submission of an employee request for leave. The workflow should include customizable forms that can be routed to the appropriate supervisor(s) for approval.
8. System to have the ability for unit-based activity logs to be generated and stored with automatic transfer of CAD data into the log. Variable reports and ad hoc reporting to be available against activity log information.

Employee Credentialing and Training

1. System to have the ability to track and manage employee profile, course history, including courses completed, etc.
2. System to have the ability to generate rosters for sign-in using course and student demographics. Minimum information to include: class name, hours, location, date, instructor, topic, student/employee ID, course code, or CEU approval code. System must have the ability to enter multiple topics for a single class with the contact time for each topic.
3. System to be able to provide training records by employee, to include comparison against National Registry and Delaware Board of Medical Practice certification requirements and objectives. System to store and update required credentials and automatically generate certification expiration reports to include e-mail notification of employee and designated users.



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4. System to be able to provide entry of field training and evaluation from field training officers, to include a trend summary of current performance against previous performance. Field training and evaluation to include ability to document completion of each phase of field evaluation and release to full duties.
5. Records of Discipline.
6. Commendations.
7. Assignments and employee assignment history.

Inventory Management

1. System should have the ability to track, store and manage an unlimited number of items.
2. System should have the ability to utilize barcodes, for purposes of collecting and storing inventory data.
3. System should have the ability to configure and generate the following forms:
 - a. Master Inventory List Form
 - b. Master Stockroom Form
 - c. Unit/Station Stock Request Form
 - d. Daily Vehicle Checkoff List
4. System has the ability to store data related to Control Substance Logs, including but not limited to, station, unit, patient, employee, supervisor, date/amount utilized, case number of utilized, and balance of controlled substance stock by unit.
5. System should have the ability to store supply and daily checklists by station and unit with interface with the inventory management system.
6. System should have the ability to track items issued to individual employees and maintain a running count of issued items by employee. System must have the ability to accept entry of returned or exchanged items and update the individual inventory accordingly.

Unusual Incident or Event Reporting

1. System to provide an ability to configure customizable forms for reporting, distribution and notification of unusual incidents, whether clinical, administrative, operational or any combination.
2. System to have the ability to submit, track, and report Unusual Events.
3. System to have the ability to submit, track, and report the following types of complaints:
 - a. Patient complaints
 - b. Response Related Unusual Events
 - c. Personnel Complaints or Incidents
 - d. Dispatch Complaints or Incidents



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- e. Equipment Related Complaints or Incidents
- f. Vehicle Related Complaints or Incidents
- 4. System to have the ability to submit, track, and report motor vehicle collisions involving department vehicles.
- 5. System to have the ability to submit, track, and report injuries or potential exposures that occur while on duty.
- 6. System to have the ability to accept data, documents, and digital photos to attach to specific reports.
- 7. System to have the ability to provide notification of Unusual Incidents or Reports to appropriate users.
- 8. System to have the ability to format reports for electronic submission (i.e., MS Word, Excel, and/or PDF) of documents to appropriate locations.

Interfaces/Integration with Other Systems

CAD Interface:

- 1. Ability to access FERMS from any call taker/dispatcher position with full functionality.
- 2. Ability to receive transfer of incident information from Northrop Grumman/PSI CAD to FERMS, via TCP/IP, every 1 minute, at minimum, or in real time.
- 3. Ability to manually stop/start the FERMS to CAD interface.
- 4. Ability to automatically re-accept CAD data to FERMS and update FERMS data files/tables, whenever a change is made to the same incident or resource data in the CAD system.
- 5. Ability to process retransmitted CAD to FERMS transactions after the interface has been stopped.
- 6. Ability to accept and process manually retransmitted CAD data based on a data transmitted as follows:
 - For a single unit and incident
 - For a single unit
 - For a single incident
 - For a range of incidents based on date
 - For a range of incidents based on incident number
 - For a range of incidents based on agency and date
- 7. Produce error report for all rejected CAD data.
- 8. Ability to store an analysis of the CAD system GIS mapping files, field reporting, and hot spot ranking.



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PeopleSoft Interface:

1. Ability to receive roster information from the RMS system and populate MS Excel formatted time sheets and PeopleSoft time entry modules.
2. Ability to receive updated roster information and update during the course of a scheduled shift, as required.
3. Ability to maintain an individual attendance record for each employee, based on the daily roster entries, to include continuous tracking of available leave time (sick, vacation, comp, personal leave, etc.) balances.

EDIN Interface:

Interface for data exchange with the State of Delaware Office of Emergency Medical Services (OEMS) Emergency Data Information Network (EDIN), or other approved field operations reporting system that will capture all required EDIN fields.

Physio Control Device Interface:

System must have the ability to interface with Physio Control monitors (currently LifePak 12) for data exchange and extracts to include population and time-stamping of all vital signs fields, including the following minimum requirements: blood pressure, heart rate, SpO2, ETCO2, temperature, non-invasive blood pressure (NIBP) values, wave forms (both static and dynamic) to include EKG, ETCO2, SpO2. Trend summary data to be included in data extraction, analysis and storage.

System to have the ability to download data exchange and extract from Physio Control automatic external defibrillators (AED's) to include population and time stamping of device functions and EKG rhythms associated with respective case.

ProQA:

Ability to receive data from ProQA.

Electronic transfer of records to medical facility

System should have the ability to exchange (submit and receive) data with hospital systems in real time, to include an ability to transmit a formatted Patient Care Report to the receiving facility by SMTP and fax.



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Add Ons

1. Ensure compatibility with portable units (laptop, PDAs, etc.).
2. Internet capable (web base).

The vendor selected for this project should present and follow a proven methodology for:

- Obtaining and documenting requirements (technical, functional).
- Identifying specific hardware, software, interfaces, and systems integration for the proposed solution.
- Developing and rolling out a pilot solution (including hardware & software certification).
- Developing and implementing a quality assurance process that ensures a stable, reliable product meeting NCC's criteria.
- Providing a plan for technology transfer, staff training, and pre and post implementation support.

Methodology

Vendor must provide a design document that specifically identifies the Information System topology, architecture, applications, hardware, and software specifications, utilities, and settings for approval.

Vendor must provide technology requirements necessary for a successful rollout.

Vendor will install, configure, test, and support for 30 days, the project in pilot mode to verify all connectivity and interfaces are fully functional before project goes "live."

Vendor will provide NCC technology transfer sessions during all phases of the project. Technical personnel and end users will be invited to participate in each phase as appropriate. The vendor will document the configuration, set-up and control parameters, and system modifications. Vendor will provide full system and application documentation.

Vendor will identify the costs to roll out the workstation solution County-wide, including all equipment and software. In addition, vendor should provide detailed pricing for additional services that may be procured from the vendor (project management, technical, etc.).

Vendor will provide a timetable for updating the workstation solution for new releases, systems upgrades, new application software, and content.



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Clarification of Bids

The County reserves the right to contact vendors individually for the purpose of clarifying proposals. Clarifications may be used to evaluate the vendor's proposal, but may not in any way change the information submitted in the proposal. Clarifications will be incorporated by reference into the contract with the vendor.

Oral Presentations and Product Demonstrations

Each vendor who submits a proposal may be required to make an oral presentation to the County. Prior notice will be provided by the County to those vendors from whom an oral presentation is required. Oral presentations may not in any way change the information submitted in the proposal. All vendors will be notified of the place and time of their presentations.

Site Visits

The County may wish to conduct an on-site visit and evaluation at one or more of the vendor's local government installations. Vendors must supply, at the County's request, a list of all its local government installations and their availability for site visits. The County reserves the right to select the installation to be visited and the format for the visit.

Warranty Periods

Warranties will begin on the first County work day following acceptance of the software. Each vendor must provide full, unconditional warranties for a period of at least one (1) year for all hardware and software.

Standard of Performance and Types of Services

Warranties must guarantee the same standard of performance and types of services as required for maintenance agreements as specified in this RFP. Warranties must cover all parts, shipping, labor, transportation, and per diem.

Additions

New Castle County may require other related services, products, and/or equipment not specifically listed. Vendor may be given the opportunity to provide a quote. Should New Castle County deem the quote to be non-competitive, New Castle County reserves the right to seek proposals from other



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vendors. Additional locations may also be added throughout the term of this contract by New Castle County, state, or local governments.

Product Delivery and Maintenance

It is anticipated that this product will be delivered within one (1) year from date of award with on-going maintenance up to five (5) years after acceptance.

Implementation & Installation

The County prefers a vendor whose proposal demonstrates an understanding of the County's future technology direction, and which is able to articulate the vendor's ability to help the County achieve its goals. The County intends to contract with a vendor(s) who has a proven track record of installing and implementing Records Management Systems solutions similar to the one described in this request.

Implementation Plan Required

Each vendor must include a detailed implementation/work plan and timeline with the proposal that discusses its approach to implementing the hardware and software proposed for the County. The County would also like the vendors to recommend an implementation schedule for the proposed application. The proposed implementation/work plan should address at least the following:

- General project management approach, including the specific phases of the engagement to be executed by the vendor.
- Preliminary plan and schedule for implementing the software in both production and test environments, including parallel testing.
- Proposed training plan and schedule (including the number of hours) for County staff.
- Proposed plan for running existing and proposed applications concurrently, to include a comprehensive testing plan for the RMS system.
- Proposed plan for transfer of five (5) years of historical data and medical records from the state EDIN system into the RMS.
- County staffing required to meet the proposed dates.
- Roles of vendor staff in implementing the system, including detail of support to be provided during pilot and implementation of system.
- On-going support of the County.

The County will require the selected vendor to submit a final implementation plan and schedule (with firm dates) prior to the final award of the contract.



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The County will require the vendor to appoint a Project Manager to oversee the implementation of its proposed solution. The same Project Manager must be assigned to the County's implementation until final acceptance of the system. No substitutions or replacements of the Project Manager, or any other key vendor staff, will be made without the prior approval of the County.

Training Requirements

Proposals must include a comprehensive training plan for County personnel to properly operate all of the proposed system. Vendors should specify the nature, level, and amount of training for each application (in hours) to be conducted for each of the following categories:

- Technical staff (i.e., programming, operations, etc.)
- Applications software users
- Executives/management
- EMS, Fire Personnel

The County prefers on-site training of all personnel. The County will provide a facility for the vendor to conduct classroom training for staff. The selected vendor is expected to furnish at its own expense all training materials and special equipment that may be required.

The vendor's proposal must include all costs associated with training County personnel, including an estimate of any costs for travel.

The vendor should provide detailed pricing for additional services that may be procured from the vendor for on site and/or remote customer service/technical assistance.

Documentation Requirements

The selected vendor must furnish the County with the following documentation in the specified quantities.

Operations/reference manual - containing instructions for installing and using the software, understanding user messages, and taking corrective action. It must include description of all data files, data elements/dictionaries, and general system flow. This manual should assist technical staff in operating the software module.

User manual - including detailed instructions for navigating the module, data preparation, using screens, running processes, and information on error messages and error correction.



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This manual should assist non-technical end users in all aspects of using an application software module that captures the workflow, application configurations and customizations, as dictated by the functional and technical requirements of the project.

The documentation manuals listed above need not be provided in separate volumes. The County realizes that vendors may package their own documentation in a different manner. Vendors should provide a detailed description of the documentation to be provided to the County, including the name and description of each volume, and identify which of the above specifications each volume meets.

The County reserves the right to make additional copies of vendor supplied documentation for internal use only. Vendors should state any copyright or other restrictions that would apply.

Acceptance, Rejection, or Request for Corrections of Application Software

Notification of Installation

The selected vendor must inform Tim Westbrook, NCC's Project Manager, in writing when each software module is installed, tested, and ready to assume normal operating functions.

Performance Period and Testing

A performance period will begin on the first County workday following receipt of the notification of installation and test completion by the vendor of the software module.

Acceptance criteria and test plans will be developed in conjunction with the vendor prior to contract award. During the performance period, the software must operate at one hundred (100%) percent effective for a period of ninety (90) consecutive workdays, exclusive of any hardware problems. During this time, the application software module must be capable of running on a repetitive basis with a variety of users' data without failure, and comply 100% with all functional specifications included in the contract between the vendor and the County.

Failure to Meet the Standard of Performance

In the event that the RMS solution does not meet the standard of performance during the initial ninety (90) consecutive work days of the performance period, the standard of performance test shall continue on a day to day basis until the standard of performance is met for a total of ninety (90) consecutive days. After 180 days of unsuccessful testing, the County may reject any or all deliverables of the vendor.



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Requests for Corrections, Replacements, or Modifications

If the product fails to meet the standard of performance after one hundred and eighty (180) days from the installation date, the County may request modifications to the solution, request additional training, request corrections to erroneous documentation, or reject it in its entirety.

If the County requests any replacements, corrections, training, or documentation changes, the County will notify the vendor in writing of its requirements. If the County wants to extend the performance period to evaluate the vendor's response to its requests, the County's notification will include a definition of the length of the extended performance period.

Rejection of the Deliverables

If the County rejects the RMS solution, or any part of the solution, it will send written notice of this fact to the vendor. The vendor will be given fifteen (15) calendar days to remove the solution from the County's system. The County will return any vendor-supplied manuals and documentation once it has been removed from the County's system.

Rejection of the solution, or parts thereof, shall absolve the County of any further liability to the vendor, including its obligation to purchase the solution from the vendor, and the vendor will refund any payments received from the County for the rejected portion. If the County rejects the system, it may (1) procure replacements, including, if necessary, hardware and system software, from other sources and hold the vendor liable for any extra cost incurred, and (2) pursue any other available remedies.

Acceptance of the Application Software

Acceptance will be made in writing for each software module as it completes its acceptance test period. Acceptance will be made by NCC.

Cost Summary Worksheet

In addition to any other information all bidders must display all costs in the format drawn below.



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	Show all costs on a "per PC" basis				
	cost of equipment (if proposed)	cost of software development	cost of software license	cost of software implementation & training	annual cost of on-going software maintenance
at first location					
at second location (if different)					
at additional locations (if different)					
at locations in other systems (if different)					
other costs					

Right to Accept or Reject Any or All Proposals or Sections Thereof

NCC reserves the right to accept or reject any or all proposals or sections thereof. While NCC intends to procure as many products and services from one source, it reserves the right to select items from the various proposals and award multiple contracts accordingly. NCC also reserves the right to waive minor irregularities in so far that it is authorized to do so, when it deems it advisable in protecting the best interests of NCC. Proposals may be rejected if they show any omissions, conditional proposals, or irregularities of any kind.



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INDEMNITY

Vendor shall indemnify, defend, and hold harmless New Castle County from and against any and all claims, demands, suits, judgments, costs, and expenses asserted by a person or persons, including, but not limited to, agents, employees, or volunteers of vendor, by reason of death or injury to persons, or loss or damage to property, resulting from operations or use of services, products and/or equipment purchased hereunder, or sustained in or upon the premises of New Castle County.

NOTE

It is the intent of New Castle County that minority-owned businesses shall have the maximum feasible opportunity to participate in the performance of contracts in the capacity of prime vendor.

FUNDING OUT

The continuation of this contract is contingent upon funding appropriated by County Council.

INSURANCE

New Castle County requires proof of insurance showing automobile and general liability coverage.

BASIS OF AWARD

The award will be made to the bidder who, in the County's sole judgment, submits a proposal which best meets the terms, conditions, and required evaluation criteria set forth herein. New Castle County reserves the right to make multiple awards, partial awards, award by types, award by sections, item by item, or lump sum total whichever may be most advantageous to New Castle County.

NOTE

Pursuant to County Code, New Castle County reserves the right to purchase goods, contractual, and professional services from other governments and cooperative purchasing agreements when it is determined by the Office of Administrative Services to be in the best interest of the County.



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Proposal Evaluation and Selection

Based on the criteria established pursuant to the *New Castle County Code*, an evaluation committee will be selected to read, screen, and rank in writing all proposals. The New Castle County Chief of Administrative Services and requesting agency shall have the right to negotiate with individual offerors after their proposals are ranked. The Chief of Administrative Services shall establish procedures and schedules for conducting negotiations. Disclosure of an offeror's price(s) to another and any information derived from competing proposals is prohibited. The Chief of Administrative Services shall issue a written request for best and final offer. The request shall set forth the date, time and place for the submission of best and final offer.

At any point in the negotiation process, the Chief of Administrative Services and the requesting agency may, at his or her discretion, terminate negotiations with any and all offeror's.

Submitted proposals will be evaluated on the following criteria. A weighted average formula will be utilized.

Evaluation Criteria

- | | | |
|----|--|------|
| 1. | Quality of proposed solution | 0-30 |
| a. | Extent to which the software and services meet the requirements defined in the RFP. | |
| b. | Availability of additional software and services from the same vendor for planned and future procurements. | |
| c. | Potential of the proposed software and services to accommodate the future needs of the County. | |
| 2. | Capacity to perform the services and to meet project requirements | 0-20 |
| a. | Quality and thoroughness of the vendor's submitted work plan; demonstrated understanding of the County's needs and requirements. | |
| b. | Type and quality of implementation support, training, and documentation to be provided. | |
| c. | Ability of the vendor to deliver and install the proposed system according to the time frames specified in the RFP, to include evaluation of implementation capability and strategy submitted by the vendor. | |
| d. | On-going support services to be provided by the vendor. | |
| e. | Quality and thoroughness of the vendor's warranty coverage(s). | |



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- | | | |
|----|--|------|
| 3. | Total estimated cost of the proposed system over five (5) years | 0-15 |
| a. | including all one time and recurring costs. | |
| 4. | Record of performance | 0-10 |
| a. | Financial stability of the vendor. | |
| b. | Levels and availability of vendor staff to meet County deadlines. | |
| c. | Performance evidenced in client/user references, etc. | |
| 5. | Experience and reputation of the vendor | 0-05 |
| a. | Number of vendor installations of similar size and complexity. | |
| b. | Vendor's current customers' level of satisfaction. | |
| 6. | Expertise | 0-10 |
| a. | Previous experience with system installations in local government. | |
| b. | Expertise of proposed project staff. | |
| c. | Compliance with functional and technical requirements. | |
| 8. | Distribution of work among firms | 0-05 |
| a. | Use of contractors not currently doing business with the County. | |
| 9. | Location of the firm | 0-05 |



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Name of Company

Address

Telephone No.

Fax No.

Signature

Federal Tax I.D. No.

Printed Name

Email (REQUIRED)

Date



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NEW CASTLE COUNTY, DELAWARE
PROCUREMENT AFFIDAVIT

AUTHORIZED REPRESENTATIVE

I HEREBY AFFIRM THAT:

I am the (title) _____, and I am duly authorized to represent and bind (business) _____ (the "Business"), and that I possess the legal authority to make this Affidavit on behalf of myself and the Business for which I am acting.

I FURTHER AFFIRM THAT:

Neither I, nor to the best of my knowledge, information, and belief, the Business, nor any of its officers, directors, partners, members, affiliates, or any of its employees directly involved in obtaining or performing contracts with public bodies has been excluded from receiving Federal contracts, certain subcontracts, and certain Federal financial and non-financial assistance and benefits, pursuant to the provisions of 31 U.S.C. 6101, note, E.O. 12549, E.O. 12689, 48 CFR 9.404, and each agency's codification of the Common Rule for non-procurement suspension and debarment.

I DO SOLEMNLY DECLARE AND AFFIRM UNDER THE PENALTIES OF PERJURY THAT THE CONTENTS OF THIS AFFIDAVIT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION, AND BELIEF, AFTER DILIGENT INQUIRY.

Date: _____

By: _____

Name:

Title:

(Authorized Representative and Affiant)



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NEW CASTLE COUNTY FIRE COMPANIES – 2009 CHIEFS AND PRESIDENTS

Aetna Hose, Hook & Ladder

Station No. 7, No. 8, No. 9, and No. 10
P. O. Box 148
Newark, DE 19715-0148

Belvedere Fire Company

Station No. 30
1000 Liberty Road
Wilmington, DE

Brandywine Hundred

Station No. 11
1006 Brandywine Boulevard
Wilmington, DE 19809

Christiana Fire Company

Station No. 3,6 and No.12
2 East Main Street
Newark, DE 19702-3122

Claymont Fire Company

Station No. 13 & Sub-Station No.13
3223 Philadelphia Pike
Claymont, DE 19703

Cranston Heights Fire Company

Station No. 14
3306 Kirkwood Highway
Wilmington, DE 19808

Delaware City Fire Company

Station No. 15
150 Clinton Street
Delaware City, DE 19706



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Elsmere Fire Company

Station No. 16
1105 New Road
Elsmere, DE 19805

Five Points Fire Company

Station No. 17
209 S. Maryland Avenue
Wilmington, DE 19804

Good-Will Fire Company

Station No. 18
P. O. Box 56
New Castle, DE 19720

Hockessin Fire Company

Station No. 19
1225 Old Lancaster Pike
Hockessin, DE 19707

Holloway Terrace Fire Company

Station No. 20
P.O. Box 684
New Castle, DE 19720

Mill Creek Fire Company

Station No. 2 and 21
3900 Kirkwood Highway
Wilmington, DE 19808

Minquadale Fire Company

Station No. 22
P.O. Box 663
New Castle, DE 19720



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Minquas Fire Company

Station No. 23
P.O. Box 3073
Newport, DE 19804

Odessa Fire Company

Station No. 4 and 24
P. O. Box 81
Odessa, DE 19730

Talleyville Fire Company

Station No. 25
P.O. Box 7025
Talleyville, DE 19803-9981

Townsend Fire Company

Station No. 26
Townsend, DE 19734

Volunteer Hose Company

(Middletown)
Station No. 1, No. 27
27 W. Green Street
Middletown, DE 19709

Wilmington Manor Fire Company

Station No. 28 & 32
301 N. DuPont Highway
New Castle, DE 19720

Port Penn Fire Company

Station No. 29
26 W. Market Street
Port Penn, DE 19731



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**NEW CASTLE COUNTY DEPARTMENT OF PUBLIC SAFETY
EMERGENCY MEDICAL SERVICES DIVISION**

EMS STATION LISTINGS

EMS STATION NO. 1 – MEDIC 1

Wilmington Fire Department, Station #2
400 "A" Street
Wilmington, DE 19801

EMS STATION NO. 2 – MEDIC 2

New Castle County Conner Building
187-A Old Churchman's Road
New Castle, DE 19720-4869

EMS STATION NO. 3 – MEDIC 3

New Castle County Kirkwood Highway Library
6000 Kirkwood Highway
Wilmington, DE 19808-4869

EMS STATION NO. 4 – MEDIC 4

Brandywine Hundred Fire Company (NCC Fire Station 11)
1006 Brandywine Blvd.
Wilmington, DE 19809

EMS STATION NO. 5 – MEDIC 5

NCC Southern Patrol Unit (378-8399 Police)
605 North Broad Street
Middletown, DE 19709

EMS STATION NO. 6 – MEDIC 6

2590 Summit Bridge Road
Newark, DE 19702

EMS STATION NO. 7 – MEDIC 7

Cranston Heights Fire Company (NCC Fire Station 14)



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3306 Kirkwood Highway
Wilmington, DE 19808

EMS STATION NO. 1B – MEDIC 8

Wilmington Trust Operations Center
301 West 11th Street
Wilmington, DE 19801

EMS STATION NO. 9 – MEDIC 9

Aetna Fire Company (NCC Fire Station 8)
410 Ogletown Road
Newark, DE 19711