

**Town of Manchester, Connecticut
General Service Department**

**Request for Proposal
Fire Department Records Management Software
RFP No. 12/13-13**

Proposals Due:

August 2, 2012 @ 4:00 p.m.

**General Services Department
494 Main St.
Manchester, CT 06040
(860) 647-3031
Fax (860) 647-5206**

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1. INTENT

Manchester Fire Rescue EMS (MFRE) has identified a need to replace their existing Records Management Software with a product that provides more functionality. The increased functionality should allow for better record keeping, scheduling and a more efficient use of staff time. MFRE is seeking proposals for a complete system with a target implementation time frame of late summer 2012.

2. BACKGROUND INFORMATION

Manchester Fire Rescue EMS is currently using Firehouse software for record keeping. The software is interfaced with the dispatch software. The interface includes incident information that allows the call to be established in the record keeping software and completed at a later time by staff members. Manchester Fire Rescue EMS includes five stations and approximately 80 employees. They respond to about 8800 number of calls each year.

3. SUBMISSION DEADLINE

All proposals must be received by August 2, 2012 @ 4:00 p.m. Five (5) hard copies and one electronic copy shall be placed in a sealed envelope and clearly marked **"FIRE DEPARTMENT RECORDS MANAGEMENT SOFTWARE", RFP NO. 12/13-13**. Proposals shall be submitted to the Director of General Services as indicated:

HAND DELIVERY

Town of Manchester, Connecticut
Mr. Gerald R. Dupont
Director of General Services
Lincoln Center
494 Main Street
Manchester, CT 06040

U.S. POSTAL SERVICE MAIL DELIVERY

Town of Manchester, Connecticut
Mr. Gerald R. Dupont
Director of General Services
Lincoln Center
494 Main Street, P.O. Box 191
Manchester, CT 06045-0191

All proposals shall be opened publicly and recorded as received. There will be no public reading of Proposals. Proposals received later than time and date specified will not be considered. All proposals shall remain firm and cannot be withdrawn for a period of 90 days after receipt of proposals.

4. QUESTIONS AND ADDENDA

Questions regarding this RFP may be directed to Gerald Dupont, Director of General Services, via email gensvcs@manchesterct.gov or by fax (860) 647-5206 no later than five (5) days prior to the date proposals are due. All information given by the Town except by this RFP, and written addenda (if necessary) shall be informal and shall not be binding upon the Town nor shall it furnish a basis for legal action by any Proposer or prospective Proposer against the Town. Answers to questions, if appropriate, will be addressed in an addendum which will be issued by the Town of Manchester.

This Request for Proposal and any addendum shall only be issued on the Town web page www.townofmanchester.org/Genlsvce/default.htm. It shall be the responsibility of all interested firms to check the website for addenda prior to submitting a response to this Request for Proposal. No addendum shall be issued less than 2 calendar days before the due date unless it is to postpone the due date.

5. ORGANIZATION AND CONTENT OF PROPOSALS

In order to facilitate the analysis of responses to this RFP, vendors are required to prepare their proposals in accordance with the instructions outlined in this section. Each vendor is required to submit the proposal in sealed packages. Vendors whose proposals deviate from these instructions may be considered non-responsive and may be disqualified at the discretion of the Town.

Proposals should be prepared as simply as possible and provide a straightforward, concise description of the vendor's capabilities to satisfy the requirements of the RFP. The requirements response section of the proposal should be submitted on compact disk AND in hard-copy as part of the submitted document. Expensive bindings, color displays, promotional material, etc., are not necessary nor desired. Emphasis should be concentrated on accuracy, completeness, and clarity of content. All parts, pages, figures and tables should be numbered and clearly labeled. The proposal should be organized into the following major sections.

A. SUBMITTAL LETTER

Respondents shall submit a cover letter addressed to Gerald Dupont, signed by an authorized principal or agent of the respondent which provides an overview of the respondent's offer, as well as the name, title, and telephone number of the person to whom the Town of Manchester may direct questions concerning the proposal. The letter should also include a statement by the respondent accepting all terms and conditions contained in this RFP, signed by an officer or other individual with authority to negotiate and contractually bind the firm.

B. COMPANY BACKGROUND

Vendors must provide the following information about their company so that the Town can evaluate the vendor's ability to support the commitments set forth in response to the RFP. The Town, at its option, may require a vendor to provide additional support and/or clarify requested information.

The vendor should outline the company's background, including:

1. How long the company has been in business.
2. A brief description of the company size and organization.
3. The number of software installs and size of each (number of users).

C. RESPONSES TO THE SYSTEM REQUIREMENTS

Vendors must provide responses to each of the requirements outlined in Section 8. Vendors should use the format provided and add explanatory details as necessary. If the item requires customization, please clearly indicate extent and cost in your response.

D. IMPLEMENTATION PLAN, SUPPORT AND TRAINING

Vendors must provide a detailed plan for implementing the proposed system and for providing training and ongoing support. The project plan must include:

1. Detailed implementation plan
2. Overview of proposed training, including options for on-site or training center services, super users, and end users.
3. Implementation and training plan, including estimated time-frame and deliverables for each stage of the project
4. Expected number of Town Employee hours required at different stages/modules of the implementation process and for ongoing support

E. COST PROPOSAL

Provide a detailed cost proposal which shall include all costs for the proposed system.

1. Costs shall be itemized for each module
2. Licensing and users costs
3. Start up, implementation and training costs
4. If vendor offers both hosted and on-site systems, please specify the costs separately.
5. A listing of all services included in price
6. Costs for any available service not included in annual costs
7. Anticipated 5 yr maintenance and support costs
8. Cost for any annual updates
9. Cost for any third party software required or recommended
10. Any other cost to the Town not itemized above

F. EXCEPTIONS

Vendors taking exceptions to any requirement in this RFP shall state and explain such exceptions. The Town may accept proposals which take exception to any requirements in this RFP, or which offer any alternative to a requirement contained herein. Any exception or alternative must be clearly delineated and cannot materially affect the substance of this Request for Proposal.

G. DRAFT AGREEMENTS

Provide samples of proposed software agreement, support and service agreement and implementation agreement.

6. SELECTION PROCESS

The Town will evaluate all proposals deemed responsive to this request by a committee selected by the Town of Manchester. If deemed necessary by the committee, the Town of Manchester reserves the right to shortlist the proposals received and arrange for interviews/ oral presentations to the committee as part of the selection process. Discussions, requests for additional information and negotiations may take place with the short list vendors to ensure clarification and to obtain a system that meets the requirements of this RFP.

Proposals will be evaluated by the Town based on the following criteria:

- Quality, clarity and responsiveness of proposal.
- Functional and Technical capabilities.
- Installation, implementation and training plan.
- Demonstrated performance of proposed system elsewhere, system maintenance, updating and ongoing technical support and references.
- Cost of software/and support.

The Town of Manchester shall select the responsible and responsive Proposal which is determined by the Town to be the best suited, most advantageous, and provides the greatest overall benefit to the Town on the basis of the criteria and evaluation factors included in this Request for Proposal. Cost shall be only one factor in the award decision. The Town expressly reserves the right to negotiate with the selected vendor prior to an award of any contract pursuant to this Request for Proposal.

7. GENERAL PROVISIONS

- A. The Town reserves the right to reject any and all proposals in whole or in part and to waive any informalities or technical defects in any proposal. Non selection of any proposal will mean that another acceptable proposal was deemed to be more advantageous to the Town of Manchester or that no proposal was accepted.
- B. The Town of Manchester is an equal opportunity employer, and requires an affirmative action policy for all of its Contractors and Vendors as a condition of doing business with the Town, as per Federal Order 11246. By submitting a Proposal for this Request for Proposal, all vendors and contractors agree to this condition of doing business with the Town and should the Town choose to audit their compliance, the vendor agrees to cooperate fully.
- C. Any act or acts of misrepresentation or collusion shall be a basis for disqualification of any proposal or proposals submitted by such persons guilty of said misrepresentation or collusion. In the event that the Town enters into a contract with any bidder who is guilty of misrepresentation or collusion and such conduct is discovered after the execution of said contract, the Town may cancel said contract without incurring liability, penalty or damages.
- D. All deliveries of commodities or services hereunder shall comply in every respect with all applicable laws of the Federal Government and/or the State of Connecticut. Purchases made by the Town of Manchester are exempt from payment of Federal Excise Taxes and the Connecticut Sales Tax and such taxes must not be included in bid prices.
- E. Assignment by the successful respondent to a third party of any contract based on the Request for Proposal or any monies due is prohibited and will not be recognized by the Town of Manchester unless approved by the Town in writing.
- F. The Town will not be liable for any costs incurred in the preparation of the response for this Request for Proposal. All proposal submissions and materials become property of the Town and will not be returned. Respondents to this RFP are hereby notified that all proposals submitted and information contained therein and attached thereto shall be subject to disclosure under the Freedom of Information Act after evaluation and award decisions have been made.
- G. The contractor shall indemnify and hold harmless the Town of Manchester and their agents and employees from and against all claims, damages, losses, and expenses, including attorney's fee of counsel selected by the Town of Manchester, arising out of or resulting from the performance of the work, and/or the supplying of materials, provided that any such claim, damage, loss

or expense (a) is attributable to bodily injury, sickness, disease, or death, or to injury to or destruction of tangible property including the loss of use resulting therefrom and (b) is caused in whole or in part by any negligent act or omission of the Contractor, any Subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, regardless of whether or not it is caused in part by a party indemnified hereunder.

Records Management RFP

The Fire Department is interested in what functionality is available for Fire Records Management software. Listed below are functional items that would be desired but necessarily required. Please indicate either Y (Yes) or N (No) for each item. If needed, you can add a separate explanation at the end. For each explanation, please reference the item number.

1	<u>Technical Requirements</u>	<u>Response</u>
1.1	Does the Town have the option of having the application and data stored on a server located in the Town's data center? If yes, provide hardware and software requirements.	
1.2	Do you offer a hosted solution? Provide details.	
1.3	If the system is hosted, does the Town have access to the database?	
1.4	Does your system run on Windows 7 Professional, 64 bit? If yes, provide hardware requirements.	
1.5	Does your system run on Windows XP Professional? If yes, provide hardware requirements.	
1.6	Does your software run on Windows Server 2008 R2?	
1.7	Can the server run in a Microsoft Hypervisor environment?	
1.8	Does your system use Microsoft SQL Server for the database?	
1.9	Does your system have the ability to interface with the Town's CAD system. The Town is currently using Tiburon's IQ Cad.	
1.10	Does your system require individual logins?	
1.11	Can your system integrate with Active Directory	
1.12	Does your system allow the administrator to restrict access for individuals?	
1.13	Does your system have an audit trail that administrators can easily access?	
1.14	Does your system integrate with email? We are currently using Exchange 2010.	
1.15	For property information, can your system link to GIS for accurate address information?	
	<u>Functionality</u>	
2	Incident Reports	
2.1	Is your product NFIRS certified / compliant?	
2.2	Do you provide NFIRS updates as needed?	
2.3	The following information should be imported from CAD. Please indicate if your system is able to import all of these items. If not all, clearly state the items that can be imported. 1. Fire Department ID (FDID) 2. Alarm Date 3. Alarm Time 4. Incident Number 5. Station 6. Address	

	7. Longitude and Latitude 8. Dispatch Notify Time 9. First Arrival on scene 10. Last Cleared scene 11. Units Dispatched 12. Unit Notified Time 13. Unit Enroute Time 14. Unit Arrival Time 15. Unit Cleared Time	
	Does your system provide fields for the following data elements:	
2.4	Aid Given or Received	
2.5	Specific Property Use	
2.6	Incident Type	
2.7	Actions Taken	
2.8	Shift	
2.9	District	
2.10	911 Used (yes or no)	
2.11	Type of Alarm (911, non-emergency phone line, Walk-in, Fire personnel, etc.)	
2.12	Unit Response Code (emergency, non-emergency) (medical, fire, other)	
2.13	Personnel who responded	
2.14	Incident Narrative	
2.15	Report Authorizations	
2.16	Does your system allow system administrators to decide which fields are mandatory when Completing a report?	
2.17	Does your system's include all reports required by the State of Connecticut?	
3	Scheduling	
3.1	Does your software have a scheduling module?	
3.2	Does your software allow for managing five stations with four shifts each?	
3.3	Does your software have rules that help ensure that minimum staffing requirements are Met at all times?	
3.4	Does your system have accrual balances that prevent personnel from taking time off when They do not have the time available?	
3.5	Does your system have rules to assist with hiring in accordance with union contracts and Department regulations?	
3.6	Does your system have a web interface? If yes, please respond to the items below.	
3.6.1	Can personnel view their schedules?	
3.6.2	Can personnel submit for time off (vacation, sick, etc)?	
3.6.3	Can personnel trade shifts?	
3.6.4	Explain how the supervisor fills vacancies.	
3.7	Does your software have a roster that is easily distributed to personnel via email or printing?	

3.8	Is the roster automatically updated as scheduling changes are made?	
4	Personnel	
4.1	Does your software store personal information about department personnel?	
4.1.1	Contact information	
4.1.2	Emergency Contact information	
4.1.3	Birth date	
4.1.4	Hire date	
4.1.5	Assigned station	
4.1.6	Rank	
4.1.7	Effective dates	
4.1.8	Years of service	
4.1.9	History	
4.1.10	Activity History (example: All calls that this member has responded to.)	
4.1.11	Training – including, Date of Training, Class Description, Number of hours, Status, Certification Date, Expiration Date, Hours Paid.	
4.1.12	EMS Certification Number, Initial and Expiration Dates	
4.1.13	Equipment assigned to individual	
5	Training	
5.1	Does your software have a training module?	
5.2	Does the training module allow for scheduling department training?	
5.3	Does it track training, documenting when and who attended?	
5.4	Does the training module track training hours and scores?	
5.5	Does the training module track certifications and expiration dates?	
5.6	Does the training module allow for lesson plans and course content?	
6	Equipment Inventory	
6.1	Does your software have an equipment module?	
6.2	Does your software track the location of the equipment?	
6.3	Does it track the maintenance records of the equipment?	
6.4	Will it prompt or report on equipment that is due for testing?	
6.5	Does the software track details about the equipment? Some examples are manufacturer, model, year, length, weight, material, etc.	

7	Supply Inventory	
7.1	Does your software track supply inventory?	
7.2	Does your software allow supplies to be checked in and out using a bar code scanner?	
7.3	Does your software have the ability to track the location of the supplies? (example, supplies Are stored at station 2 but have been checked out to be used at station 4.)	
7.4	Does your system allow for minimum quantities and notify staff that supplies are low? How?	
8	Misc Items	
8.1	Does your system include a department journal or daily log?	
8.2	Ability to store pre plans	
8.3	Does your system have property information? This might include construction details, hydrants, fire suppression systems, etc.	
8.4	Does your system retain Owner / Occupant History?	
8.5	Does your system have the ability to identify multi-tenant properties?	
9	Permits	
9.1	Does your software have a permit module?	
9.2	Does your software allow fees to be assigned to permit types?	
9.3	Does the software print a receipt for fees collected?	
9.4	Does the software print a report at the end of the day for all financial transactions?	
9.5	Does your software allow the permit types to be customized?	
9.6	Do the permits link to the inspections?	
9.7	Does your system print a permit? Is it customizable?	
10	Inspections	
10.1	Does your system have a calendaring function to allow for scheduling inspections?	
10.2	Does your system allow for automatically scheduling of yearly inspections or follow-up Inspections?	
10.3	Does your system provide fields for the following data elements pertaining?	
10.3.1	Inspector Name	
10.3.2	Inspection scheduled date / time	
10.3.3	Inspection completion date / time	
10.3.4	Fees	
10.3.5	Owner / Occupant / Responsible Party Information (address, phone, email, etc.)	
10.3.6	Inspection Narrative	
10.4	How does your system track violations? Is this customizable? Explain	
10.5	Does your system have a mobile inspection module?	

10.5.1	If yes, does your mobile software run on the iPad and Droid platforms?	
10.5.2	If yes, do you need to have data access in the field or is there a sync process?	
10.5.3	Can inspectors email inspection results from the field?	
10.6	Can inspectors easily print a list of inspections on a daily, weekly, monthly basis?	
10.7	Can inspectors print reports and violations letters directly from your software?	
11	Investigations	
11.1	Does your software have an investigations module?	
11.2	Can access to this module be restricted by user permissions?	
11.3	Can the investigation be linked to an Incident number?	
11.4	Does the investigation module capture the following information:	
11.4.1	Start Date	
11.4.2	End Date or Status Date	
11.4.3	Status of investigation	
11.4.4	Investigator's name	
11.4.5	Investigation details	
11.4.6	Evidence details	
11.4.7	Narrative	
11.5	Does this module allow for attaching documentation and photos?	
12	Reports	
12.1	Does your system meet all Connecticut State reporting requirements?	
12.2	Does your system allow for creating adhoc reports?	