



City of Long Beach  
Purchasing Division  
333 W Ocean Blvd/7<sup>th</sup> Floor  
Long Beach CA 90802

## City of Long Beach

### Request For Proposal No. HE10-058

### For

## Environmental Health Data Management System

Release Date: July 15, 2010  
Opening Date: August 12, 2010

For additional information, please contact:  
**Purchasing Division, 562/570-6200**  
This RFP is available in an alternative format by calling 562/570-6200

**See Page 5 for instructions on submitting proposals.**

Company Name \_\_\_\_\_ Contact Person \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone (\_\_\_\_) \_\_\_\_\_ Fax (\_\_\_\_) \_\_\_\_\_ Federal Tax ID No. \_\_\_\_\_

Prices contained in this proposal are subject to acceptance within \_\_\_\_\_ calendar days.

I have read, understand, and agree to all terms and conditions herein. Date \_\_\_\_\_

Signed \_\_\_\_\_

Print Name & Title \_\_\_\_\_



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**The City will not be held responsible for proposal envelopes mishandled as a result of the envelope not being properly prepared. Facsimile or telephone proposals will NOT be considered unless otherwise authorized; however, proposals may be modified by fax or written notice provided such notice is received prior to the opening of the proposals.**

## **1. OVERVIEW OF PROJECT**

The City of Long Beach, Department of Health & Human Services, Environmental Health Bureau is seeking proposals for a mature, well-tested, and previously deployed information management system (System) to manage and report inspections of food facilities, hazardous waste generators, and other environmental health regulatory programs.

## **2. ACRONYMS/DEFINITIONS**

For the purposes of this RFP, the following acronyms/definitions will be used:

***Awarded Vendor*** The organization/individual that is awarded and has an approved contract with the City of Long Beach, California for the services identified in this RFP.

***Division*** Department of Health and Human Services | Environmental Health Bureau

***Evaluation Committee*** An independent committee comprised solely of representatives of the City established to review proposals submitted in response to the RFP, score the proposals, and select a vendor.

***May*** Indicates something that is not mandatory but permissible.

***RFP*** Request for Proposal.

***Shall/Must*** Indicates a mandatory requirement. Failure to meet a mandatory requirement may result in the rejection of a proposal as non-responsive.

***Should*** Indicates something that is recommended but not mandatory. If the vendor fails to provide recommended information, the City may, at its sole option, ask the vendor to provide the information or evaluate the proposal without the information.

***City*** The City of Long Beach and any department or agency identified herein.

***Subcontractor*** Third party not directly employed by the vendor who will provide services identified in this RFP.

***Vendor*** Organization/individual submitting a proposal in response to this RFP.



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### **3. SCOPE OF PROJECT**

The City of Long Beach, Department of Health & Human Services, Environmental Health Bureau (EHB), is seeking an information management system (system) to track and manage environmental health inspection, regulatory, emergency, educational, and other activities. The system should have the ability to capture inspection information in the field (i.e. point of service data capture) or be easily configurable for such activity. The business requirements for the system are described in detail in Attachment D.

Currently the EHB is using various MS Excel and Access databases to track facility and other information. These databases will be converted, imported, or uploaded into the new database system. The proposed solution should include the actual application and all hardware, software, and services required to implement the solution.



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#### 4. **SUBMITTAL INSTRUCTIONS**

4.1 The City will accept questions in writing. For questions regarding this RFP, submit all inquiries via e-mail to: [Robert.Rainey@longbeach.gov](mailto:Robert.Rainey@longbeach.gov) by July 29, 2010 at 5:00 p.m. Responses to the questions will be posted on the City's website: [longbeach.gov/purchasing](http://longbeach.gov/purchasing) under the "Bids/RFPs" tab by August 5, 2010 at 5:00 p.m.

#### 4.2 RFP Timeline

| <b><i>TASK</i></b>                           | <b><i>DATE/TIME</i></b>       |
|----------------------------------------------|-------------------------------|
| Deadline for submitting questions            | July 29, 2010 at 5:00 p.m.    |
| Answers to all questions submitted available | August 5, 2010 at 5:00 p.m.   |
| Deadline for submission of proposals         | August 12, 2010 at 11:00 a.m. |
| Evaluation period                            | August 12-31, 2010            |
| Selection of vendor                          | On or about September 1, 2010 |

***NOTE: These dates represent a tentative schedule of events. The City reserves the right to modify these dates at any time, with appropriate notice to prospective vendors.***

4.3 Vendors shall submit one (1) original proposal marked "ORIGINAL", three (3) identical copies and one (1) CD as follows:

City of Long Beach  
Purchasing Division  
Attn: Yvonne Lucas  
333 West Ocean Blvd., 7<sup>th</sup> Floor  
Long Beach, CA 90802

Proposals shall be clearly labeled in a sealed envelope or box as follows:

REQUEST FOR PROPOSAL NO. HE10-058  
FOR: Environmental Health Data Management System

4.4 Proposals must be received by August 12, 2010 at 11:00 a.m. Proposals that do not arrive by the specified date and time WILL NOT BE ACCEPTED. Vendors may submit their proposal any time prior to the above stated deadline.



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- 4.5 The proposal should be presented in a format that corresponds to and references sections outlined below and should be presented in the same order. Responses to each section and subsection should be labeled so as to indicate which item is being addressed. For ease of evaluation, proposals should be presented in the format described within this RFP.
- 4.6 Proposals are to be prepared in such a way as to provide a straightforward, concise delineation of capabilities to satisfy the requirements of this RFP. Expensive bindings, colored displays, promotional materials, etc., are not necessary or desired. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness and clarity of content.
- 4.7 Descriptions on how any and all equipment and/or services will be used to meet the requirements of this RFP shall be given, in detail, along with any additional information documents that are appropriately marked.
- 4.8 The proposal must be signed by the individual(s) legally authorized to bind the vendor.
- 4.9 If complete responses cannot be provided without referencing supporting documentation, such documentation must be provided with the proposal and specific references made to the tab, page, section and/or paragraph where the supplemental information can be found.
- 4.10 Proposals shall be submitted in two (2) distinct parts - the **narrative/technical proposal** and the **cost proposal**. THE NARRATIVE/TECHNICAL PROPOSAL MUST NOT INCLUDE COST AND PRICING INFORMATION. The narrative/technical proposal will be reviewed first and then the cost proposal. Therefore, each part should be **packaged separately, but submitted together**.



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## 5. **PROPOSAL EVALUATION AND AWARD PROCESS**

5.1 Proposals shall be consistently evaluated based upon the following criteria:

- Demonstrated competence;
- Experience in performance of comparable engagements;
- Reasonableness of cost;
- Expertise and availability of key personnel;
- Financial stability;
- Conformance with the terms of this RFP;
- Ability to Address Business Requirements;
- Level to which proposed solution is already built and used by similar clients;
- Project Implementation Schedule; and
- Customer Support.

5.2 Proposals shall be kept confidential until a contract is awarded.

5.3 The City may also contact the references provided in response to Section 8.3; contact any vendor to clarify any response; contact any current users of a vendor's services; solicit information from any available source concerning any aspect of a proposal; and seek and review any other information deemed pertinent to the evaluation process. The City shall not be obligated to accept the lowest priced proposal, but shall make an award in the best interests of the City of Long Beach.

5.4 The City reserves the right to request clarification of any proposal term from prospective vendors.

5.5 Selected vendor(s) will be notified in writing. Any award is contingent upon the successful negotiation of final contract terms. Negotiations shall be confidential and not subject to disclosure to competing vendors unless and until an agreement is reached. If contract negotiations cannot be concluded successfully, the City reserves the right to negotiate a contract with another vendor or withdraw the RFP.

5.6 Any contract resulting from this RFP shall not be effective unless and until approved by the City Council.

## 6. **PROJECT SPECIFICATIONS**

Refer to Attachment D



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## 7. WARRANTY/MAINTENANCE AND SERVICE

Please specify in detail the following:

- 7.1 The length and terms of the warranty/maintenance and service provided with each Product.
- 7.2 For each Product, vendors must specify if subcontractors will perform warranty/maintenance/service, location(s) where warranty/maintenance/service will be performed, along with contact name and phone number for each location.

## 8. COMPANY BACKGROUND AND REFERENCES

### 8.1 PRIMARY CONTRACTOR INFORMATION

Vendors must provide a company profile. Information provided shall include:

- Company ownership. If incorporated, the state in which the company is incorporated and the date of incorporation. An out-of-state vendor must register with the State of California Secretary of State before a contract can be executed (<http://www.sos.ca.gov/business/>).
- Location of the company offices.
- Location of the office servicing any California account(s).
- Number of employees both locally and nationally.
- Location(s) from which employees will be assigned.
- Name, address and telephone number of the vendor's point of contact for a contract resulting from this RFP.
- Company background/history and why vendor is qualified to provide the services described in this RFP.
- Length of time vendor has been providing services described in this RFP to the **public and/or private sector**. Please provide a brief description.
- Resumes for key staff to be responsible for performance of any contract resulting from this RFP.

### 8.2 SUBCONTRACTOR INFORMATION

8.2.1 Does this proposal include the use of subcontractors?

Yes \_\_\_\_\_ No \_\_\_\_\_ Initials \_\_\_\_\_

If "Yes", vendor must:

- 8.2.1.1 Identify specific subcontractors and the specific requirements of this RFP for which each proposed subcontractor will perform services.



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- 8.2.1.2 Provide the same information for any subcontractors as is indicated in Section 8.1 for the vendor as primary contractor.
- 8.2.1.3 References as specified in Section 8.3 below must also be provided for any proposed subcontractors.
- 8.2.1.4 The City requires that the awarded vendor provide proof of payment of any subcontractors used for this project. Proposals shall include a plan by which the City will be notified of such payments.
- 8.2.1.5 Primary contractor shall not allow any subcontractor to commence work until all insurance required of subcontractor is obtained.

### 8.3 REFERENCES

Vendors should provide a minimum of three (3) references from similar projects performed for state and/or large local government clients within the last three years. Information provided shall include:

- Client name;
- Project description;
- Project dates (starting and ending);
- Technical environment;
- Staff assigned to reference engagement that will be designated for work per this RFP;
- Client project manager name and telephone number.

### 8.4 BUSINESS LICENSE

The Long Beach Municipal Code (LBMC) requires all businesses operating in the City of Long Beach to pay a business license tax. In some cases the City may require a regulatory permit and/or evidence of a State or Federal license. Prior to issuing a business license, certain business types will require the business license application and/or business location to be reviewed by the Development Services, Fire, Health, and/or Police Departments. For more information, go to [www.longbeach.gov/finance/business\\_license](http://www.longbeach.gov/finance/business_license).



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## **9. COST**

9.1 Vendors must provide detailed, fixed prices for all costs associated with the responsibilities and related services herein including

- Implementation Cost (one time)
- Data conversion fees (one time)
- Annual license fees (ongoing)
- Maintenance fees (ongoing)
- Customization fees (ongoing)
- Interface to existing systems (one time)
- Training options and fees (ongoing)
- Hosted versus non-hosted solution (one time and ongoing)
- Purchase or licensing fees (one time)
- Technical support options and fees
- Out-of-pocket expenses (provide description and cost of each anticipated item)
- Other costs (provide description and cost of each item)

9.2 Vendors must submit a total fixed-price for each year of the contract which will be for a period of 12 months with two annual renewal options at the option of the City.

## **10. ADDITIONAL REQUIREMENTS**

10.1 Please describe the features and benefits of your solution as they apply to the business requirements and environment described in this RFP.

10.2 Please describe your approach to implementing your application.

10.3 Please provide a proposed implementation timeline.

10.4 Please provide sample resumes or experience of staff that would be working on this project.

10.5 Please provide estimated duration to implement your product.

10.6 Please specify hardware and system requirements for your application (both server and client). If your application includes mobile, field inspecting capabilities, be sure to indicate hardware and system requirements for this as well.

10.7 What type of Database can your application run on? What version(s)?

10.8 Can your application database run in a clustered environment (Oracle Rack or SQL Cluster)?



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- 10.9 Can your application run in a VM environment?
- 10.10 Do you provide database hosting? Please provide details about access and rights to the server, operating system, and database administrative functions to include but not limited to: (1) Database administration rights – who has rights; (2) Server / Operating System rights – who has rights; and (3) General accessibility and security considerations and rights – who and how.
- 10.11 For mobile computing / remote operations, do you support both real-time, remote database access using a cellular card and local database synchronization? Can your product support an entire database and/or specific dataset only on mobile computing units? Please explain.
- 10.12 Please describe the maintenance and technical support that will be provided after implementation.
- 10.13 Please include a list and brief description of all pre-defined reports included in the proposed System.
- 10.14 Describe any other software not licensed by you but required by you for the operation of the core software solution(s) (list each item separately) and the version(s) supported. Be sure to include the operating system(s) and version(s) currently supported.
- 10.15 Is your Product compatible with IE 7 / IE8 and Windows 7?
- 10.16 Is your Product compatible with XP?
- 10.17 Is your Product compatible with Office 2000?
- 10.18 Is your Product compatible with ESRI version 9.3 or higher?
- 10.19 Is your Product a Web based application or Client Server?
- 10.20 Please include an infrastructure diagram of your product in a production environment; include all application and database servers.



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## **11. TERMS, CONDITIONS AND EXCEPTIONS**

- 11.1 This contract will be for a period of 12 months with two annual renewal options at the option of the city. The contract term will not exceed 36 months total.
- 11.2 The City reserves the right to alter, amend, or modify any provisions of this RFP, or to withdraw this RFP, at any time prior to the award of a contract pursuant hereto, if it is in the best interest of the City to do so.
- 11.3 The City reserves the right to waive informalities and minor irregularities in proposals received.
- 11.4 The City reserves the right to reject any or all proposals received prior to contract award.
- 11.5 The City shall not be obligated to accept the lowest priced proposal, but will make an award in the best interests of the City of Long Beach after all factors have been evaluated.
- 11.6 Any irregularities or lack of clarity in the RFP should be brought to the Purchasing Division designee's attention as soon as possible so that corrective addenda may be furnished to prospective vendors.
- 11.7 Proposals must include any and all proposed terms and conditions, including, without limitation, written warranties, maintenance/service agreements, license agreements, lease purchase agreements and the vendor's standard contract language. The omission of these documents may render a proposal non-responsive.
- 11.8 Alterations, modifications or variations to a proposal may not be considered unless authorized by the RFP or by addendum or amendment.
- 11.9 Proposals which appear unrealistic in the terms of technical commitments, lack of technical competence, or are indicative of failure to comprehend the complexity and risk of this contract, may be rejected.
- 11.10 Proposals may be withdrawn by written or facsimile notice received prior to the proposal opening time.
- 11.11 The price and amount of this proposal must have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other contractor, vendor or prospective vendor.



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- 11.12 No attempt may be made at any time to induce any firm or person to refrain from submitting a proposal or to submit any intentionally high or noncompetitive proposal. All proposals must be made in good faith and without collusion.
- 11.13 Prices offered by vendors in their proposals are an irrevocable offer for the term of the contract and any contract extensions. The awarded vendor agrees to provide the purchased services at the costs, rates and fees as set forth in their proposal in response to this RFP. No other costs, rates or fees shall be payable to the awarded vendor for implementation of their proposal.
- 11.14 The City is not liable for any costs incurred by vendors prior to entering into a formal contract. Costs of developing the proposals or any other such expenses incurred by the vendor in responding to the RFP, are entirely the responsibility of the vendor, and shall not be reimbursed in any manner by the City.
- 11.15 Proposal will become public record after the award of a contract unless the proposal or specific parts of the proposal can be shown to be exempt by law. Each vendor may clearly label all or part of a proposal as "CONFIDENTIAL" provided that the vendor thereby agrees to indemnify and defend the City for honoring such a designation. The failure to so label any information that is released by the City shall constitute a complete waiver of any and all claims for damages caused by any release of the information.
- 11.16 A proposal submitted in response to this RFP must identify any subcontractors, and outline the contractual relationship between the awarded vendor and each subcontractor. An official of each proposed subcontractor must sign, and include as part of the proposal submitted in response to this RFP, a statement to the effect that the subcontractor has read and will agree to abide by the awarded vendor's obligations.
- 11.17 The awarded vendor will be the sole point of contract responsibility. The City will look solely to the awarded vendor for the performance of all contractual obligations which may result from an award based on this RFP, and the awarded vendor shall not be relieved for the non-performance of any or all subcontractors.
- 11.18 The awarded vendor must maintain, for the duration of its contract, insurance coverages as required by the City. Work on the contract shall not begin until after the awarded vendor has submitted acceptable evidence of the required insurance coverages.
- 11.19 Each vendor must disclose any existing or potential conflict of interest relative to the performance of the contractual services resulting from this RFP. Any such relationship that might be perceived or represented as a conflict should be disclosed. The City reserves the right to disqualify any vendor on the grounds of actual or apparent conflict of interest.



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- 11.20 Each vendor must include in its proposal a complete disclosure of any alleged significant prior or ongoing contract failures, any civil or criminal litigation or investigation pending which involves the vendor or in which the vendor has been judged guilty or liable. Failure to comply with the terms of this provision will disqualify any proposal. The City reserves the right to reject any proposal based upon the vendor's prior history with the City or with any other party, which documents, without limitation, unsatisfactory performance, adversarial or contentious demeanor, significant failure(s) to meet contract milestones or other contractual failures.
- 11.21 The City will not be liable for Federal, State, or Local excise taxes.
- 11.22 Execution of Attachment A of this RFP shall constitute an agreement to all terms and conditions specified in the RFP, including, without limitation, the Attachment B contract form and all terms and conditions therein, except such terms and conditions that the vendor expressly excludes.
- 11.23 The City reserves the right to negotiate final contract terms with any vendor selected. The contract between the parties will consist of the RFP together with any modifications thereto, and the awarded vendor's proposal, together with any modifications and clarifications thereto that are submitted at the request of the City during the evaluation and negotiation process. In the event of any conflict or contradiction between or among these documents, the documents shall control in the following order of precedence: the final executed contract, the RFP, any modifications and clarifications to the awarded vendor's proposal, and the awarded vendor's proposal. Specific exceptions to this general rule may be noted in the final executed contract.
- 11.24 Vendor understands and acknowledges that the representations above are material and important, and will be relied on by the City in evaluation of the proposal. Any vendor misrepresentation shall be treated as fraudulent concealment from the City of the true facts relating to the proposal.
- 11.25 No announcement concerning the award of a contract as a result of this RFP may be made without the prior written approval of the City.



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## Attachment A

### CERTIFICATION OF COMPLIANCE WITH TERMS AND CONDITIONS OF RFP

I have read, understand and agree to comply with the terms and conditions specified in this Request for Proposal. Any exceptions MUST be documented.

YES \_\_\_\_\_ NO \_\_\_\_\_

\_\_\_\_\_  
AUTHORIZED SIGNATURE AND DATE

\_\_\_\_\_  
PRINTED NAME AND TITLE

EXCEPTIONS: Attach additional sheets if necessary. Please use this format.

#### EXCEPTION SUMMARY FORM

| RFP SECTION<br>NUMBER | RFP PAGE<br>NUMBER | EXCEPTION (PROVIDE A DETAILED EXPLANATION) |
|-----------------------|--------------------|--------------------------------------------|
|                       |                    |                                            |
|                       |                    |                                            |
|                       |                    |                                            |
|                       |                    |                                            |
|                       |                    |                                            |
|                       |                    |                                            |
|                       |                    |                                            |
|                       |                    |                                            |



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## **Attachment B**

### **STATEMENT OF NON-COLLUSION**

The proposal is submitted as a firm and fixed request valid and open for 90 days from the submission deadline.

This proposal is genuine, and not sham or collusive, nor made in the interest or in behalf of any person not herein named; the proposer has not directly or indirectly induced or solicited any other proposer to put in a sham proposal and the proposer has not in any manner sought by collusion to secure for himself or herself an advantage over any other proposer.

In addition, this organization and its members are not now and will not in the future be engaged in any activity resulting in a conflict of interest, real or apparent, in the selection, award, or administration of a subcontract.

---

AUTHORIZED SIGNATURE AND DATE

---

PRINTED NAME AND TITLE



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## **Attachment C**

### **PRO-FORMA (SAMPLE) AGREEMENT *NOT REQUIRED***



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## Attachment D

### BUSINESS REQUIREMENTS

Please address how your System solution meets the business requirements for the Environmental Health Data Management System. The following list specific guidelines for responding to this section.

1. Responses to the questions should be as they pertain to the proposed version of the product or system that is in production use in an environment that is comparable to the City of Long Beach (CLB) as of the proposal due date.
2. Place an "X" in the most appropriate column; there can be only one answer per question. You may also place an "X" in the "REF" column if you would like to explain your answer as explained in the "Response Definitions" section. Any unanswered questions will be considered a "D" for evaluation purposes.
3. The columns for your response represent the possible responses that the submitter can make for each requirement. Submitters are to indicate the proper response code in the space provided to the right priority code.

#### RESPONSE DEFINITIONS:

| Response | Definition                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A        | This requirement currently exists in the proposed version of the product that is in production use in an environment that is comparable to CLB and can be demonstrated.                                                                                                                                                                                                                                                                                                                                       |
| B        | This requirement will be available for production use prior to unit testing at CLB and will be incorporated at no additional charge as part of the baseline product.                                                                                                                                                                                                                                                                                                                                          |
| C        | This requirement is not currently available, but can be provided as an enhancement to the baseline product or as a modification.                                                                                                                                                                                                                                                                                                                                                                              |
| D        | This requirement is not included in the proposal.                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| REF      | The submitter is to provide an explanation for each functional requirement that submitter feels has restrictions, limitations or needs clarification. Further, the submitter is to provide a brief explanation of each enhancement or modification and reference the item number. Please feel free to use separate sheets for explanations and simply indicate on the "REF" line a Reference Item Number corresponding to the item on your additional sheet(s) so that it can be easily found during scoring. |



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### Priority Definition:

Each requirement is assigned a priority to determine importance.

| Priority | Definition                                                                                                |
|----------|-----------------------------------------------------------------------------------------------------------|
| 3        | CLB cannot fully accomplish its business objectives without this feature.                                 |
| 2        | Including this feature will provide significant benefits to CLB in accomplishing its business objectives. |
| 1        | Including this feature will provide some benefits to CLB in accomplishing its business objectives.        |

| Ref. # | Priority | Functional Requirements                                                                                                                                                                                                                                                    | Response |   |   |   |     |
|--------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---|---|---|-----|
|        |          |                                                                                                                                                                                                                                                                            | A        | B | C | D | REF |
| 1.1    | 3        | Supports inspection and data management of the Environmental Health Programs listed in Attachment E, "Organizational Overview".                                                                                                                                            |          |   |   |   |     |
| 1.2    | 3        | Allows a permitted facility to have multiple types of health permits.                                                                                                                                                                                                      |          |   |   |   |     |
| 1.3    | 3        | Allows inspections of non-permitted facilities.                                                                                                                                                                                                                            |          |   |   |   |     |
| 1.4    | 3        | Allows for automatic scheduling of inspections based on user defined criteria (# per year, based on risk, etc.).                                                                                                                                                           |          |   |   |   |     |
| 1.5    | 3        | Allows authorized users to cancel, reassign, reschedule, and schedule inspections.                                                                                                                                                                                         |          |   |   |   |     |
| 1.6    | 3        | System tracks inspector activity to include time the inspection began, facility inspected, type of facility inspected, facility address, type of inspection service (routine, complaint, follow-up, etc.), time inspection concluded, and violations and / or corrections. |          |   |   |   |     |
| 1.7    | 2        | Allows data entry of inspection service when no address is available (e.g., spilled paint in street).                                                                                                                                                                      |          |   |   |   |     |



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| Ref.<br># | Priority | Functional Requirements                                                                                                                                                                                                                                                        | Response |   |   |   |     |
|-----------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---|---|---|-----|
|           |          |                                                                                                                                                                                                                                                                                | A        | B | C | D | REF |
| 1.8       | 3        | System includes dictionaries that can be populated with standardized inspection statements (to include violations, comments, health code sections, etc.) that are available as drop-down or other types of lists and editable by authorized users once selected from the list. |          |   |   |   |     |
| 1.9       | 3        | Comments can be added to inspection records, both in the field and at the office.                                                                                                                                                                                              |          |   |   |   |     |
| 1.10      | 2        | Comment fields are available for forms and input screens throughout the system.                                                                                                                                                                                                |          |   |   |   |     |
| 1.11      | 3        | System includes spelling and grammar check for comments and other user data entered as free text.                                                                                                                                                                              |          |   |   |   |     |
| 1.12      | 3        | Provides the ability to edit existing inspection record comments (example, a violation is noted, and upon re-inspection the violation has been partially corrected); ability to edit is configurable and based on user access or profile.                                      |          |   |   |   |     |
| 1.13      | 3        | System prohibits users from editing the date and the start / end times for all inspections.                                                                                                                                                                                    |          |   |   |   |     |
| 1.14      | 2        | Pictures, video, scanned documents, and other items are easily appended to a data record.                                                                                                                                                                                      |          |   |   |   |     |
| 1.15      | 2        | Authorized users can custom-tailor and save views.                                                                                                                                                                                                                             |          |   |   |   |     |
| 1.16      | 3        | System allows authorized users to search for existing data using a variety of criteria including date range, key word, parcel number, address, facility name, etc.                                                                                                             |          |   |   |   |     |
| 1.17      | 3        | Provides a module or ability to track a one-time service, such as response to a hazardous waste or sewage spill, temporary food event, or other service where there is no permanently licensed facility.                                                                       |          |   |   |   |     |
| 1.18      | 3        | Supports and conforms with California SB 180, "Retail Food Facilities Inspection Information", pertaining to standardized inspection results posted on the internet.                                                                                                           |          |   |   |   |     |



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| Ref.<br># | Priority | Functional Requirements                                                                                                                                                                                        | Response |   |   |   |     |
|-----------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---|---|---|-----|
|           |          |                                                                                                                                                                                                                | A        | B | C | D | REF |
| 1.19      | 3        | Supports and conforms with California AB 2286 "Unified Hazardous Waste and Hazardous Materials", pertaining to accepting Hazardous Materials Business Plans electronically and reporting data to the State.    |          |   |   |   |     |
| 1.20      | 3        | Includes standard food facility inspection violation language conforming to CalCode (California Retail Food Code) and uses the correct CalCode language based on the type of facility being inspected.         |          |   |   |   |     |
| 1.21      | 3        | Requires completion of all required data entry prior to committing the transaction to the database.                                                                                                            |          |   |   |   |     |
| 1.22      | 3        | Warns the user if they have not completed all required data entry and allow them to exit the transaction without compromising data integrity.                                                                  |          |   |   |   |     |
| 1.23      | 2        | Includes a permitting and billing system.                                                                                                                                                                      |          |   |   |   |     |
| 1.24      | 3        | Authorized users can update a permits account status (active, inactive, exempt).                                                                                                                               |          |   |   |   |     |
| 1.25      | 2        | Can track certified food managers.                                                                                                                                                                             |          |   |   |   |     |
| 1.26      | 3        | Includes a plan review and application module.                                                                                                                                                                 |          |   |   |   |     |
| 1.27      | 3        | System includes Food Inspection Data Fields Marking Guideline Language prepared by California Retail Food Safety Coalition (details when a violation is major, when to mark not observed, and not applicable.) |          |   |   |   |     |
| 1.28      | 3        | System can be customized to incorporate the violation categories and other data included in the Inspection Summary Report (ISR) for the Food Program (see Attachment F).                                       |          |   |   |   |     |
| 1.29      | 2        | System can automatically calculate a grade, score, or other defined result based on the noted violations.                                                                                                      |          |   |   |   |     |



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| Ref.<br># | Priority | Reporting and Printing Requirements                                                                                                                                               | Response |   |   |   |     |
|-----------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---|---|---|-----|
|           |          |                                                                                                                                                                                   | A        | B | C | D | REF |
| 2.1       | 3        | Ability to generate reports using Crystal Reports or comparable third-party reporting tool.                                                                                       |          |   |   |   |     |
| 2.2       | 3        | Includes a standard query tool that can be used for quick, simple, ad-hoc reports.                                                                                                |          |   |   |   |     |
| 2.3       | 3        | Users can define and save for future use report queries (both using a 3 <sup>rd</sup> party tool such as Crystal Reports and an internal query/report tool) defined by the users. |          |   |   |   |     |
| 2.4       | 3        | Includes a data dictionary that defines available data field descriptions and data formats.                                                                                       |          |   |   |   |     |
| 2.5       | 1        | The reporting tool has the ability to report from a user-defined environment (e.g., test, production, training, etc.).                                                            |          |   |   |   |     |
| 2.6       | 2        | Allows the user to direct report output to the screen, a printer, electronic file such as a PDF format, or document management system.                                            |          |   |   |   |     |
| 2.7       | 3        | Users can define parameters (e.g., date ranges, customer types, Service Types) to be utilized for ad hoc reports.                                                                 |          |   |   |   |     |
| 2.8       | 3        | Provides standard parameter-driven reports which can be modified and saved as new reports.                                                                                        |          |   |   |   |     |
| 2.9       | 2        | Print-screen capabilities are available throughout the System.                                                                                                                    |          |   |   |   |     |
| 2.10      | 3        | System can print inspection reports.                                                                                                                                              |          |   |   |   |     |
| 2.11      | 2        | System can print bills and invoices.                                                                                                                                              |          |   |   |   |     |
| 2.12      | 3        | System can print permits.                                                                                                                                                         |          |   |   |   |     |



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| Ref. # | Priority | Mobile Computing Requirements                                                                                                                                                                                                                                                                                                    | Response |   |   |   |     |
|--------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---|---|---|-----|
|        |          |                                                                                                                                                                                                                                                                                                                                  | A        | B | C | D | REF |
| 3.1    | 3        | The ability to perform inspections in the field (mobile inspection) is integrated into the system.                                                                                                                                                                                                                               |          |   |   |   |     |
| 3.2    | 2        | Wireless database access and update of records between mobile users and the main database is supported.                                                                                                                                                                                                                          |          |   |   |   |     |
| 3.3    | 3        | Disconnected mobile computing (data collected in the field and uploaded / synched via a wired connection) is supported.                                                                                                                                                                                                          |          |   |   |   |     |
| 3.4    | 3        | For mobile computers, the System can load an entire database or an appended database (such as the inspector's district only) on the mobile unit.                                                                                                                                                                                 |          |   |   |   |     |
| 3.5    | 3        | Supports digital signature capture (on mobile, pen-based computers) and appends digital signature permanently to the inspection record.                                                                                                                                                                                          |          |   |   |   |     |
| 3.6    | 3        | Has the ability to print reports in the field using portable printers.                                                                                                                                                                                                                                                           |          |   |   |   |     |
| 3.7    | 2        | Supports the following mobile computers currently in use by CLB Environmental Health Inspectors: Toshiba M4, M200, M400 tablet computers, typical configuration is Windows XP SP 2 Tablet PC Edition, Explorer 6.0, Intel Centrino processor, 1gb RAM, 40gb Hard Drive, WiFi capable. Printers available for use are Pentax PJ3. |          |   |   |   |     |

| Ref. # | Priority | Web Capabilities / Requirements                                                                                                   | Response |   |   |   |     |
|--------|----------|-----------------------------------------------------------------------------------------------------------------------------------|----------|---|---|---|-----|
|        |          |                                                                                                                                   | A        | B | C | D | REF |
| 4.1    | 3        | External customers can access information from the database through the internet.                                                 |          |   |   |   |     |
| 4.2    | 3        | External customers can input information on forms and applications, print out or save a copy, and submit the form or application. |          |   |   |   |     |
| 4.3    | 1        | External customers can request services online.                                                                                   |          |   |   |   |     |
| 4.4    | 2        | External customers can pay for permits or services online.                                                                        |          |   |   |   |     |



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| Ref. # | Priority | Integration Requirements                                                                                                                                                | Response |   |   |   |     |
|--------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---|---|---|-----|
|        |          |                                                                                                                                                                         | A        | B | C | D | REF |
| 5.1    | 3        | The product can interface with Tait Environmental Management's "HazMap" program for all CUPA programs to submit applications and reports electronically as per AB 2286. |          |   |   |   |     |
| 5.2    | 2        | Can interface and interact with a variety of existing data systems found in a typical medium-sized municipality.                                                        |          |   |   |   |     |
| 5.3    | 2        | Integrates with CLB Standard GIS software, ESRI version 9.3.                                                                                                            |          |   |   |   |     |
| 5.4    | 3        | Ability to interface to other applications using Web Services.                                                                                                          |          |   |   |   |     |

| Ref. # | Priority | Security Requirements                                                                                                                                              | Response |   |   |   |     |
|--------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---|---|---|-----|
|        |          |                                                                                                                                                                    | A        | B | C | D | REF |
| 6.1    | 3        | Establishes security for users by a user group.                                                                                                                    |          |   |   |   |     |
| 6.2    | 3        | Allows System Administrators to define security access.                                                                                                            |          |   |   |   |     |
| 6.3    | 2        | A single user can be assigned to multiple user groups at the same time.                                                                                            |          |   |   |   |     |
| 6.4    | 3        | Provides standard industry encryption of wireless and other data streams.                                                                                          |          |   |   |   |     |
| 6.5    | 2        | Supports single sign-on (Active Directory).                                                                                                                        |          |   |   |   |     |
| 6.6    | 3        | Authorized users can define user group and individual security throughout the system to include entire programs, input screens, data fields, processes, and views. |          |   |   |   |     |



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| Ref.<br># | Priority | System Administration                                                                                                                                                                                                                     | Response |   |   |   |     |
|-----------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---|---|---|-----|
|           |          |                                                                                                                                                                                                                                           | A        | B | C | D | REF |
| 7.1       | 2        | Produces a historical data report concerning records (data elements) changed or deleted and by whom.                                                                                                                                      |          |   |   |   |     |
| 7.2       | 2        | Can export data as a flat file in standard formats (e.g. csf., .txt, etc.).                                                                                                                                                               |          |   |   |   |     |
| 7.3       | 3        | Provides the ability to configure input forms / data entry screens to include other data to capture without customization to the entire application, i.e. user defined data entry fields that maintain integrity through product updates. |          |   |   |   |     |
| 7.4       | 3        | Provides functions for data updates and recovery (e.g., nightly backup, restoring data, downloads).                                                                                                                                       |          |   |   |   |     |
| 7.5       | 2        | System allows authorized users to choose sorting options for information displayed in menus, drop down lists, etc.                                                                                                                        |          |   |   |   |     |

| Ref.<br># | Priority | Data Conversion Requirements                           | Response |   |   |   |     |
|-----------|----------|--------------------------------------------------------|----------|---|---|---|-----|
|           |          |                                                        | A        | B | C | D | REF |
| 8.1       | 3        | Can convert / upload Excel worksheet data into system. |          |   |   |   |     |
| 8.2       | 3        | Can convert / upload Access database data into system. |          |   |   |   |     |



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| Ref.<br># | Priority | Customer Support and Training                                                                         | Response |   |   |   |     |
|-----------|----------|-------------------------------------------------------------------------------------------------------|----------|---|---|---|-----|
|           |          |                                                                                                       | A        | B | C | D | REF |
| 9.1       | 1        | Offers 24-hour toll free customer support.                                                            |          |   |   |   |     |
| 9.2       | 3        | Offers toll free support Monday through Friday during regular business hours (Pacific Standard Time). |          |   |   |   |     |
| 9.3       | 2        | Provides web based training modules.                                                                  |          |   |   |   |     |
| 9.4       | 2        | Provides webinars for educating clients on various topics related to the software.                    |          |   |   |   |     |
| 9.5       | 2        | Includes user manuals in print and pdf form.                                                          |          |   |   |   |     |
| 9.6       | 3        | Provides web-based customer support through use of WebEx or similar provider.                         |          |   |   |   |     |
| 9.7       | 3        | Provides on-site training before go-live date.                                                        |          |   |   |   |     |
| 9.8       | 2        | System provides specific help based on the function the user is performing.                           |          |   |   |   |     |
| 9.9       | 2        | System provides specific help for error messages displayed to the user.                               |          |   |   |   |     |
| 9.10      | 2        | Provides regional User Group meetings on a scheduled basis.                                           |          |   |   |   |     |



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## **Attachment E**

### **ORGANIZATIONAL OVERVIEW**

The City of Long Beach (CLB) Department of Health and Human Services, Environmental Health Bureau (EHB) administers health inspection programs that promote and safeguard the quality of life in Long Beach by preventing disease and eliminating environmental hazards. Registered Environmental Health Specialists, Hazardous Materials Specialists, and Vector Control Specialists follow state and local regulations to inspect over 3,000 business and other facilities in the City of Long Beach on a regular basis. These facilities require a health permit to operate and are inspected 1 or more times per year.

#### Number of Database System Users

- 25 inspectors
- 6 administrative / clerical staff

#### **1. Food Facility Inspection Program**

Food sold and served in the City of Long Beach should be safe, wholesome, properly labeled and advertised, and produced under sanitary conditions. Registered Environmental Health Specialists inspect over 2,000 licensed food facilities including restaurants, markets, bakeries, bars, hospital cafeterias, commissaries, mobile food vehicles, food warehouses, food salvagers, food processors, and other providers of food to the public. Other services include:

- Licensing and inspection of temporary and special events that serve food to the public;
- Plan check / review of new or remodeled food facilities;
- Food-borne illnesses investigations;
- Education of food handlers, operators, and the general public;

Environmental Health Specialists (EHS) in the Food Program posts inspected facilities with an Inspection Summary Report (ISR). The ISR (see example, Attachment F) includes checkboxes for 14 violation categories and other inspection information.

#### **2. Hazardous Materials Program**

Hazardous Materials Specialists annually inspect approximately 1,000 generators of hazardous wastes to ensure compliance with regulations on proper storage, labeling and transporting of hazardous wastes. There is also the Cal-ARP (Accidental Release Prevention) program that protects the public health from accidental chemical releases by requiring targeted facilities to have a risk management plan (RMP). Other activities include review of site characterization and remediation plans. By January 1 2013, all regulated CUPA facilities will be required to submit applications and reporting information electronically, and the EHB will be responsible for providing the data systems to accept this electronic data.



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### **3. Emergency Response Program**

Hazardous Materials Specialists respond to the unlawful and accidental release of chemicals into the environment in the Cities of Long Beach. This may include waste oil, paint, solvents, automotive fluids, and pure chemicals. Response is provided on-call 24 hours a day, 7 days per week and may be reached through the 911 dispatch. Communication and coordination with the Fire Department is maintained to ensure public health and safety is maintained. Investigations are conducted and responsible parties are cited.

### **4. General Sanitation Program**

Facilities including laundries, health spas, massage establishments, tanning salons, medical waste generators, garment manufacturers, and tattoo parlors maintain a health permit and are inspected regularly to ensure they comply with regulations that protect the public health.

### **5. Water Backflow Device "Cross Connection" Program**

"Cross connection" is an unprotected actual or potential connection or structural arrangement between a potable water system and any other source or system through which it is possible to introduce any used water, industrial fluid, gas, or substance other than the intended potable water. Environmental Health Specialists keep track of more than 2,500 backflow prevention devices, review and approve device plans, mail notices for annual testing of backflow devices, and review the annual test results.

### **6. Recreational Water Quality**

Long Beach has approximately 7 miles of public beach and waters regularly used for recreational activities. In order to protect the safety of the public, weekly samples are collected and tested to monitor bacterial levels. Samples are analyzed at the Department of Health and Human Services Public Health Lab. If sample results are outside state standards, re-sampling is done and continued until results are within state standards.

### **7. Other Water Programs**

The Department regulates over 500 swimming pools and spas in the City. Public swimming pools and spas are inspected annually, and plans are reviewed and approved. Recycled water tests are performed every four years to ensure there is no cross connection between domestic and recycled water lines. Plans for monitoring and other wells are reviewed and approved, and permitted for installation and demolition to ensure proper sealing of the well to prevent contamination of the ground water.

### **8. Vector Control Program**

The City of Long Beach provides surveillance and control of insects and rodents that can carry and transmit disease to humans. Mosquitoes are regularly surveyed via trapping and counting, blood testing of sentinel chickens, and dead bird surveillance; these vectors are controlled using physical, chemical, and biological control methods. Rodents and other disease carrying animals are trapped and tested for diseases such as rabies, and controlled in public places when warranted. Nuisance insects, such as stinging bees and



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fire ants are investigated and controlled when they present an immediate danger to the public safety or health.

### **9. Noise Monitoring**

The City of Long Beach has adopted a Community Noise Ordinance to address loud noises that may impact residents, businesses and visitors. Investigations are conducted by the Noise Control Officer using specialized equipment, and violators of the noise ordinance are issued notices of violation.

### **10. Administration**

EHB administrative staff provides program support including management, clerical, financial analysis, and coordination with other programs, departments, and agencies. Data derived from inspection and regulatory oversight activities are utilized by administrative staff to analyze performance and trends, compile results and reports, report actions and investigations, and many other critical and useful applications.

Currently, EHB does not print health permits and does not administer the billing and collections of regular health permit accounts, but may in the future. These activities are currently provided by the City of Long Beach Financial Management Department. EHB does provide these services for temporary permits and other miscellaneous activities.

### **11. Housing Inspection Program**

Multiple-unit residential dwellings of four or more units, hotels, motels, rooming houses, and bed and breakfasts require a health permit to operate. Environmental Health Specialists inspect these dwellings to ensure compliance with state and local health codes pertaining to maintenance, sanitation, occupancy, and use. Over 8,000 housing facilities are licensed and inspected throughout the City of Long Beach. Referrals to other City departments including Development Services, Community Development, Police, and Fire are made when warranted by noted conditions. The Housing Inspection Program will continue to use a different database system from the one to be considered through this RFP, and is being included as part of the organizational profile for general information purposes only.



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## Attachment F

# INSPECTION SUMMARY REPORT

|                                                                                                                                                                   |                                                |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
|                                                                                  | <b>INSPECTION SUMMARY<br/>REPORT</b>           |
| NAME OF FOOD FACILITY: _____                                                                                                                                      | DATE OF INSPECTION: _____                      |
| ADDRESS: _____                                                                                                                                                    | _____                                          |
| <b>FACILITY IS IN COMPLIANCE WITH<br/>HEALTH &amp; SAFETY CODE</b>                                                                                                |                                                |
| <input type="checkbox"/> <b>No corrective action required</b>                                                                                                     |                                                |
| <input type="checkbox"/> <b>Corrective action required in the following areas:</b>                                                                                |                                                |
| <input type="checkbox"/> FOOD HANDLING                                                                                                                            | <input type="checkbox"/> EQUIPMENT SANITATION  |
| <input type="checkbox"/> FOOD TEMPERATURE                                                                                                                         | <input type="checkbox"/> EQUIPMENT MAINTENANCE |
| <input type="checkbox"/> FOOD STORAGE                                                                                                                             | <input type="checkbox"/> FACILITY SANITATION   |
| <input type="checkbox"/> FOOD SOURCE & LABELING                                                                                                                   | <input type="checkbox"/> FACILITY MAINTENANCE  |
| <input type="checkbox"/> WATER SUPPLY & TEMPERATURE                                                                                                               | <input type="checkbox"/> RESTROOMS             |
| <input type="checkbox"/> UTENSIL WASHING & SANITIZING                                                                                                             | <input type="checkbox"/> PEST CONTROL          |
| <input type="checkbox"/> EMPLOYEE PRACTICES                                                                                                                       | <input type="checkbox"/> WASTE MANAGEMENT      |
| DATE OF REINSPECTION: _____                                                                                                                                       |                                                |
| COMMENTS: _____                                                                                                                                                   |                                                |
| <b>A COMPLETE INSPECTION REPORT CAN BE VIEWED AT THIS FACILITY AND<br/>IS AVAILABLE AT THE HEALTH DEPARTMENT</b>                                                  |                                                |
| <b>EL REPORTE COMPLETO DE SALUD DE ESTE LOCAL PUEDE SER REVISADO EN ESTE<br/>ESTABLECIMIENTO Y ESTÁ DISPONIBLE EN EL DEPARTAMENTO DE SALUD</b>                    |                                                |
| <b>Para información llame al (562) 570-4132</b>                                                                                                                   |                                                |
| <b>លិខិតសង្ខេបនៃការពិនិត្យទាំងមូល សម្រាប់សុខភាព អ្នកអាចស្នើរកបាន នៅកន្លែងនេះ ដឹងកន្លែង ក្រសួងបម្រើសុខភាពសាធារណៈ<br/>សម្រាប់ព័ត៌មាន សូមទូរស័ព្ទ (៥៦២) ៥៧០-៤១៣២</b> |                                                |
| TAMPERING OR REMOVAL OF THIS REPORT IS A VIOLATION OF L.B.M.C. 8.45.070                                                                                           |                                                |
| Department of Health & Human Services<br>2525 Grand Ave. Long Beach, CA 90815                                                                                     | Nº 18664 For information call (562) 570-4132   |