

# REQUEST FOR PROPOSALS

## Fire Department Records Management Software Ithaca Fire Department

### I. GENERAL INFORMATION & SCHEDULE

The Ithaca Fire Department is issuing this Request for Proposals (RFP) seeking responses from qualified vendors that can provide a fire department-based records management system (RMS).

Date of Issuance: June 27, 2022

Issued by: Ithaca Fire Department, City of Ithaca

Due Date for Questions: July 15<sup>th</sup>, 2022, by 3 PM ET

Responses will be available on or before July 22, 2022,  
5PM ET

Due Date for Responses: July 29, 2022, by 12PM ET Contact:

C Thomas Parsons, Fire Chief

Ithaca Fire Department

310 W Green Street

Ithaca, NY, 14850

607-272-1234

firechief@cityofithaca.org

Questions concerning this RFP must be made via email per the schedule above. Responses to all submitted questions will be posted at <https://www.cityofithaca.org/bids>

### II. BACKGROUND AND PURPOSE

This Request for Proposals (RFP) is being issued by the Ithaca Fire Department (IFD). The purpose of this RFP is for the City of Ithaca (City) to identify from qualified vendors with demonstrated experience delivering fire department records management software and services in support of the City's needs.

### **III. AGENCY BACKGROUND**

The City of Ithaca is a college town community in the Southern Tier of NY. The department protects approximately 30 square miles. The 2021 census estimates approximately 47,439 residents.

The Ithaca Fire Department is a predominantly career fire department, with 67 uniformed members and 10 volunteer fire police members. The department operates four engine companies, and one truck company. The department responds from four stations and handles approximately 5,000 emergency call annually. The daily minimum staffing is 11 firefighters.

### **IV. SYSTEM REQUIREMENTS**

This RFP outlines the functionality that is being sought. The City is also interested to learn about other functionality that may be available to better support or enhance fire administration activities; proposers are encouraged to provide information about other features and modules that are available.

#### Functionality Requirements

- NFIRS-compliant incident reporting
  - Plus One Codes of NFIRS Coding
  - User defined fields with descriptions for tracking local data points
- EMS – Electronic Patient Care Reports (NYS BEMS Compliant)
- Statistical Dashboard with mapping, flexible filtering, and sorting of records.
- Report Generator for detailed and summary reports
  - NFIRS Records
    - NFIRS Codes
    - Plus One Codes
    - Local Data Codes and Descriptions
  - EMS Records
  - Personnel Training and Activity Records
  - Training Records
  - Inventory Records
  - Hydrant Records
  - Workorder Records
  - Payroll and Staffing Records
  - Inspection Records
  - Occupancy Records
  - Licensing, Permitting, and Invoice Records
- Personnel Training Records
- Occupancy Pre-incident plan linked to CAD generated incident records
- Hydrant Inventory, Flow Testing, and Maintenance Records
- Inventory Tracking
  - Vehicles
  - Equipment
- Facility and Vehicle Work Order System
- Personnel Records, Activities and Scheduling
  - Certifications, Hiring, Health Records, Equipment Assignments, Payroll Records, and

- Promotion Tracking,
- Printable accountability roster
- Work Group Activities – Public Education, Inspections, Drills, Meetings, Work Details
- Calendar Based Display of Shift Activities
- All personnel access to sign into system
- Electronic leave request and approval
- Personnel notification
  - Periodic hiring notification
  - Specialty groups
  - Overtime hiring rotation and tracking
  - Multiple alarm call out via text and phone call
- Optional Modules
  - Licensing, Permitting, and Invoicing
  - Fire Safety Inspections
    - Checklists
    - Ability to site multiple counts of a violation to different locations in the building
    - Sort Capabilities of Locations/Spaces of Violations with associated violations to unique location.
  - Property Records with GIS or Mapping Capabilities

Legacy Data:

Price quote shall include transfer of all legacy data from existing ESO (Firehouse) system which has been in use since 2008.

System Interfaces: The new RMS will need to provide interfaces to:

- Spillman CAD System (Operated by the Tompkins County Department of Emergency Response 911 Center)
- Laserfiche Document Management System (Records Archiving System)
  - NFIRS, ePCR, Scheduling, Payroll, Training, and Personnel Activity Records to be exported in an image or pdf file for records archiving

If an interface does not exist between the proposed solution and the application listed, the proposal should include a description of how an interface could be achieved and the cost for developing that interface.

Proposals should also specify other systems commonly used by municipalities (e.g., permitting, GIS) with which the proposed solution can interface, as well as describe the vendor's general approach to developing system interfaces.

### Technical Requirements

All proposals must include an overview of the typical system technology and architecture for the proposed solution, including specification of the supported client and server operating system(s), database and data stores used, and hardware and software architecture.

All proposals must clearly identify and provide detail about the recommended modules; the software licensing model; system configuration including network, hardware, and software requirements; data security practices; system security practices; uptime and service level commitments; and customer support models. Proposals should also explain the vendor's post-implementation support model; system warranties; how ongoing maintenance and updates are carried out; and the typical support staff required to maintain the system

Proposals should describe how the system achieves high performance and availability. The system's ability to be operated from more than one location should also be explained (including dedicated, satellite and remote command vehicle locations).

### Implementation Requirements

Proposals should describe the general implementation steps and provide an illustrative project plan from contract signing through system go-live for a similarly sized and complex implementation.

Descriptions should include all activities involved in implementation, with staffing required of the vendor, staffing required of the City, responsibility, level of effort, and duration. Please also identify the key risks and challenges that are associated with implementation.

### Training Requirements

Vendors will be expected to provide training for end-users. Training would take place at designated City locations in Ithaca, New York.

Training must include the provision of instructional materials, media presentation devices, presentation media, and course instructors. The City must be provided the right to reproduce any and all training materials for purposes of training personnel on the system selected. All materials should be made available in electronic format.

In addition, vendors should identify the training that is provided to the City's technical team to allow them to effectively manage and maintain the proposed solution. Full technical documentation will be required for any vendor selected.

## **V. PROPOSAL SUBMISSION**

Responses to this RFP must be not more than 60 pages in length (39 double-sided or 60 single-sided pages) and include the following:

- 1) Qualifications Detail consisting of:

- a) Cover letter including statement of understanding & approach to this project; the statement should describe the applicant's understanding of the project, detail the solution's capabilities, and the special skills, collaborative approach, and innovative thinking that the team would bring to the project.
  - b) Attachment A (provided in this RFP): Signed by a representative of lead consultant attesting that all terms, conditions, and procedures outlined in this RFP are understood and have been followed. Organizational Overview: A description of the applicant's organization, years in existence in the United States, structure, composition, and qualifications.
  - c) Partners: An explanation of any partnering arrangements that would need to be made to provide and implement a complete solution.
  - d) Specific Project Experience: Descriptions detailing completed, similar or relevant project experience that the applicant has executed.
  - e) List of References: Provide a minimum of three client references with which the applicant has provided similar services within the last three years. Include the name and telephone number of the contact person and a description of the role and services provided to that contact.
- 2) Functionality Detail consisting of:
- a) An executive summary explaining the proposed solution(s).
  - b) Product documentation.
  - c) A detailed description of the proposed solution, outlining its functionality and how it will address the functional, technical, implementation and training requirements outlined in this RFP.
  - d) Identification of any system requirements outlined in this RFP that cannot be addressed by the proposed system.
  - e) Any other information deemed necessary to address the requests of this RFP.
- 3) Cost Proposal consisting of:
- a) Detailed cost estimate for
    - Licensing of each module proposed.
    - Implementation Activities.
    - Hardware and software required for implementation.
    - Training.
    - Customer support.
    - Ongoing licensing, maintenance and support fees.
    - Associated interfaces.
    - Customization costs, if necessary to satisfy a requirement.
    - Additional professional services; and
    - Any other costs associated with successful implementation and operation of the solution proposed.
  - b) Costs should be detailed with all associated costs through go-live, and annual ongoing costs for five years of operation.
  - c) Per user or per license costs should be clearly identified, with per user or license fee and total fees specified.

Responses to this RFP must be received per the schedule outlined on Page 1 to be considered. Proposals must be submitted in both digital (PDF) and printed formats. Provide five print copies of the proposal in addition to the digital file, which may be emailed or submitted on a CD or USB drive. Applicants will receive a confirmation email once their proposal is received. Please ensure that the document is easily printable in an 8.5"x11" format.

Additional requirements are as follows:

- Applicants are solely responsible for ensuring that proposals arrive on time.
- Each applicant MUST provide their submittal electronically as a PDF.
- Additional detail beyond the contents described above WILL NOT be considered.
- Faxed proposals WILL NOT be accepted.
- Late replies WILL NOT be considered.

Bidders must comply with all provisions of state law, and the accepted vendor will have to comply with the city's livable wage and union deterrence ordinances, copies of which are available on the city's website (or may be supplied on request).

The City of Ithaca does not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status or genetic information.

The City is also committed to providing proper access to services, facilities, and employment opportunities.

Proposals should be sent in a sealed envelope to the contact listed above.

Questions

Questions may be submitted by email by the deadline identified above. Any revisions, addendums and answers to questions that are received by the due date for questions will be posted to the City's web site.

Proposal Evaluation

In compliance with the City of Ithaca's Procurement Policy, the City will evaluate all complete proposals from qualified consultants. Proposals will be evaluated based on responses to this RFP. The City will consider the following in its evaluation:

- Overall responsiveness
- System functionality and capabilities
- Ease of use of system(s)
- Company profile, including background, experience, stability and market focus
- Proposed services
- Proposed implementation plan
- Customer service and service commitments

- Warranty
- Pricing and overall value

Responses will be reviewed by City staff, and possibly its consultants, based upon the information provided in the proposal. Additional information may be requested prior to final selection. The city intends to accept the proposal it determines to be in the best interests of the city, based on the overall proposal, not exclusively on cost or any other specific factor. The city reserves the right to amend, modify, reject, negotiate, or accept any proposal in whole or in part at its sole discretion. Its anticipated

## **VI. TERMS & CONDITIONS**

It will be necessary for responding parties to comply fully with the following terms and conditions outlined in this document if they are to be considered. A letter attesting that the respondent has read, understands, and followed all procedures is a part of this RFP must be included as part of the final submittal (see Attachment A).

### Communications

It is extremely important that all respondents are given clear and consistent information. Therefore, all respondents are required to submit any questions related to this project or RFP process via email. Responses to all submitted questions will be posted on the City of Ithaca website at: <https://www.cityofithaca.org/bids> Questions concerning this RFP must be received via email per the schedule outlined on page 1. Inquiries received after this date will not be considered or answered.

Respondents should not communicate with any City department or employee during the submission process except as described above. In addition, no communications should be initiated by a respondent to any City Official or persons involved in evaluating or considering the statement of qualifications or proposals. Communication with any parties for any purpose other than those expressly described herein may cause an individual firm, or team to be disqualified from participating.

### General Compliance with Laws

The Consultant shall comply with all applicable Federal, State and local laws, and City insurance requirements.

### OWNERSHIP OF DOCUMENTS

Proposals, plans, specifications, and other documents prepared and submitted under this RFP shall become the property of the City.

### PUBLIC RECORDS

Any and all records submitted to the City, whether electronic, paper, or otherwise recorded, are subject to NYS Freedom of Information Law. The determination of how those records must be handled is solely within the purview of City. All records considered to be trade secrets, as that term is defined by NYS

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Freedom of Information Law, shall be identified, as shall all other records considered to be exempt under the law. It is not sufficient to merely state generally that the proposal is proprietary or a trade secret or is otherwise exempt. Particular records, pages or section which are believed to be exempt must be specifically identified as such and must be separated from other records with a convincing explanation and rationale sufficient to justify each exemption from release consistent with NYS Freedom of Information Law.

Other terms

Costs for preparing your proposal in response to this request are solely the responsibility of the respondent. The City of Ithaca, New York assumes no responsibility and liability for costs incurred by parties responding to this RFP or responding to any further requests for interviews, additional data, etc., prior to the issuance of the contract. The City of Ithaca reserves the right to accept or reject any or all Statement(s) of Qualifications or proposals, with or without cause, and to waive immaterial defects and minor irregularities in responses. All decisions related to this solicitation by the City will be final.

The City reserves the right to request clarification of information submitted and to request additional information of one or more respondents. All materials submitted in response to this RFP will become the property of the City upon delivery. This solicitation in no way obligates the City of Ithaca to award a contract.

Equal Opportunity:

The selection of consultant shall be made without regard to race, age, color, religion, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status, genetic information or political affiliation. The City of Ithaca is an Equal Opportunity Employer and encourages proposals from qualified minority and woman-owned businesses.

ATTACHMENT A

Ithaca Fire Department RFP for Records Management System  
Understanding of RFP Procedures, Terms and Conditions

***This page to be returned with qualifications submission***

I acknowledge that I have read and understand all procedures and requirements of the above reference RFP and have complied fully with the general terms and conditions outlined in the RFP.

Consultant Team: \_\_\_\_\_

Representative's Printed Name: \_\_\_\_\_

Representative's Title: \_\_\_\_\_

Representative's Signature: \_\_\_\_\_

Date: \_\_\_\_\_