

CITY OF DAYTON, OHIO

Request for Information

Purchasing Division
P.O. Box 22
DAYTON, OHIO 45401

RFI No.: N17023

For Further Information Contact:
Nicole Fox
City of Dayton, Purchasing
101 W. Third St., Rm 514
Dayton, OH 45402
Phone: 937-333-4041
Fax: 937-234-1600
Nicole.Fox@daytonohio.gov

Date: March 16, 2017

Pete Hager
Purchasing Agent

Records Management System

RESPONSES MUST BE RECEIVED IN PURCHASING DIVISION OFFICE, ROOM 514 BEFORE: 2:00 P.M. local (Dayton OH) time on March 30, 2017

Requesting Department/Division: Fire

YOUR WRITTEN RESPONSE IS REQUESTED FOR THE FOLLOWING:

Pre-Qualification for Records Management Systems for the City of Dayton Fire Department. The Dayton Fire Department will be evaluating Records Management Systems to determine which system can best meet their needs for the future. The department will also be interested in viewing product demonstrations by appointment only.

Any reference in these solicitation documents to (proposal, proposer, and proposing) shall be understood to mean (bids, bidder, and bidding).

For additional information on this Request for Information (RFI), please contact the Division of Purchasing, Nicole Fox at (937) 333 – 4041.

Submit one (1) signed original response; faxed responses are acceptable for this RFI.

BIDDER IS REQUESTED TO USE THE CITY'S BID FORM ENCLOSED AS NONE OTHER WILL BE ACCEPTED.

LEGIBLE INFORMATION MUST BE GIVEN IN THE SPACES PROVIDED.

A copy of the Bid Tabulation may be obtained by contacting the City Department of Public Affairs and filing a Public Information Request.

All federal, state, and local laws regarding competitive bidding, anti competitive practices, and conflict of interest shall be applicable to this I.F.B.

Bids are to include all shipping costs to the point of delivery as indicated in this bid.

The City of Dayton is exempt from payment of federal excise taxes and state retail sales taxes (Ohio Vendor's License No. 57-15847).

Multi-year orders are valid only if funds are available in succeeding years.

State the Manufacturer and Model No. of items you are bidding and send DESCRIPTIVE LITERATURE on same with your bid. Any brand names on our bid form are to establish quality levels and do not indicate preference.

The City of Dayton reserves the right to reject any or all bids, to waive any irregularities in a bid, or to accept the bid or bids which in the judgment of proper officials, is to the best interest of the City.

The City of Dayton reserves the right to accept a part or parts of a bid unless otherwise restricted in the bid. If you are not in a position to quote, advise to this effect so we may keep your name on our active bid list. We will not accept telephone bids for this I.F.B.

BIDDER'S PLEASE NOTE: Your signed equal opportunity "Affirmative Action Assurance" form (available at Human Relations Council, 371 W. Second St., Suite 100, Dayton, Ohio 45402--Phone No. 937-333-1403) must be on file with the City of Dayton before an order or contract can be issued. Please complete and return promptly to the Human Relations Council.

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Buyer: Nicole Fox Voice (937) 333-4041

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Records Management System

The purpose of this Request for Information is to enable the City of Dayton (“City”) to gather information on various system options and to identify qualified vendors who would like to be considered for testing of their Records Management System.

Nothing in this document shall be construed as obligating the City to perform such testing. This RFI is issued solely for information and planning purposes and does not constitute a solicitation. Responses to this RFI will not be returned and respondents will not be notified of the result of the review.

The City of Dayton acknowledges that it has relied heavily upon systems functionality and capability statements of one manufacturer in specifying the requirements of this solicitation document. It has done so for the purposes of adequately communicating the desired outcomes for the City and not, in any way, to prefer this specific brand, or type of equipment. At the time of preparation of these documents, this is the only source of this type of equipment and program known to the City. The City encourages competitive systems that meet the stated needs of the City and which are focused on providing viable, efficient, effective operational solutions to the requirements defined in this RFI.

Please answer all questions listed in the Dayton RFI Questionnaire.

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Purpose and Need / Product Description

The Dayton Fire Department is seeking to better understand the capabilities, features and prices in the marketplace for Records Management Systems (with associated/integrated incident reporting capabilities). Respondents are asked to provide information in order to assist the City of Dayton to:

- a) Determine the level of market interest;
- b) Obtain information on potential technologies and/or approaches;
- c) Obtain information that would enhance the success of a future procurement opportunity for this project;
- d) Obtain high-level cost estimates for budget purposes; and,
- e) Provide industry with an opportunity to comment on the potential procurement opportunity.

Overview of Current System

The Dayton Fire Department currently uses a locally hosted, server-based, Progress database utilizing a custom designed interface. This current product functionally provides the department with the following capabilities provided in a single user interface:

- 1) Personnel Records
- 2) Staffing and Crew Accountability (To Include Leave/Overtime Tracking)
- 3) Fire/EMS Documentation w/ State Reporting Capabilities
- 4) Inspection Documentation Capabilities
- 5) Pre-Incident Planning Capabilities
- 6) Basic Inventory Management
- 7) Hydrant Management
- 8) Personnel Training Management
- 9) Customizable Data Sets (Managed for the City by a Private Contractor)
- 10) Queryable Data (Using an External Database Tool)

Background Information

Though the Dayton Fire Departments current Records Management System is capable of holding large amounts of customizable data sets, it is nearing the end of its functional life. The system in place has been functioning for the department for over 20 years, and as such contains a vast amount of data that is critical to the daily operation of the organization.

However, the system's interface and capabilities are now beginning to limit our ability to stay current with reporting and documentation standards as well as hindering employee workflow. In addition, as with any other fully customized product, 20 years of changes has left the backbone of the database extremely complex and convoluted, making each new minor change more and more difficult to successfully execute.

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Scope of Work / Project Requirements

The primary objective of this RFI is to obtain information from industry experts on the capabilities and limitations of commercially available records management and incident reporting software packages. This information will then be used to help create a formal Request for Proposal that can then be posted for public bid.

No information from this RFI will be used to exclude candidates from submitting proposal later in the City's evaluation process; rather it will only be used to determine how best to pose questions for the formal RFP that will best meet the needs of the Dayton Fire Department.

The City may contact the vendor to schedule a short product demo (less than two (2) hours) that they can demonstrate capabilities that would aid the Department in developing their RFP guidelines. However, this short demonstration will not be used for formal evaluation of the product and the vendor may be requested to give a full formal presentation during the future RFP process.

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RESPONSE FORM

All vendors wishing to be considered for review should respond with an appropriate product relating to the requirements set forth in this document. In addition to completing the following Dayton RFI Questionnaire each vendor is asked to submit a brief Capability Statement. The Capability Statement should discuss the vendor's product's capabilities as they relate to the potential requirements and provide pertinent information that would enhance the City's understanding of the information submitted.

Yes, our firm is interested in participating in the review of Records Management Systems:

Company Name : _____

Address: _____

—

—
City

State

Zip Code

Fed. ID#:: _____

By: _____

Name and Title (Please type or print)

Signature: _____

—

Phone No.:(_____) _____

Fax No.: ()

All interested vendors must include a completed response form with all of their information submitted to the City of Dayton

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DAYTON RFI QUESTIONNAIRE (Page 1/6)

All vendors wishing to be considered for review should respond with an appropriate product relating to the requirements set forth in this document. In addition to completing the following Dayton RFI Questionnaire each vendor is asked to submit a brief Capability Statement. The Capability Statement should discuss the vendor's product's capabilities as they relate to the potential requirements and provide pertinent information that would enhance the City's understanding of the information submitted.

<u>Item</u>	<u>Question</u>	<u>Response</u>
Pricing		
P1	How is your base software pricing formatted: Describe	
	Single Cost/Purchase	
	Site License - Recurring	
	Seat License - Recurring	
	User License - Recurring	
	Volume Based	
	Combination	
P2	Does this cost include the cost of product driven software maintenance and upgrades?	
P3	Does this cost include upgrades triggered by changes in Federal and State reporting requirements?	
P4	Does this cost include data storage as mandated by Federal and State records retention regulations?	
P5	Is there a cost incurred for the migration of data from an existing system?	

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DAYTON RFI QUESTIONNAIRE (Page 3/6)

<u>Item</u>	<u>Question</u>	<u>Response</u>
Data Management		
D1	What type of redundancy is used for data storage? Describe	
D2	Is administrative and operational data (all non-patient information) stored in an encrypted manner that meets/exceeds Federal and State regulations as well as industry standards?	
D3	Is Protected Health Information (PHI) stored in a manner in keeping with HIPAA/HITECH recommendations for data encryption and security?	
D4	If no to D3, is a plan in place to meet encryption requirements were a change to HIPAA/HITECH come to pass making it a requirement?	
D5	Has there ever been a breach of Protected Health Information from your systems?	
D6	Does your product have the ability to import data from an existing database?	

<u>Item</u>	<u>Question</u>	<u>Response</u>
User Interface		
U1	Does your product use a standard Microsoft Windows interface?	
U2	Does your product have integrated spell check capability?	
U3	Does your product allow the end user to customize their individual interface?	

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<u>Item</u>	<u>Question</u>	<u>Response</u>
Technical Data and Operations		
T1	Is your product browser compatible (browser based, Microsoft .Net compatible, etc.?)	
T2	List compatible operating systems/browsers	
T3	Does your product support user customization to items such as layout, "security" levels, and access? Describe	
T4	Does your product allow for the creation of custom data fields?	
T5	Does your product allow for the internal generation of custom reports?	
T6	Does your product have the ability to run automated internal reports that send to external destinations (email, Adobe documents, etc.)? Please List	
T7	Can your product interface with CAD software, specifically Motorola Premier One?	

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<u>Item</u>	<u>Question</u>	<u>Response</u>
Core Functions		
C1	Does your product have a customizable personnel records management package?	
C2	Does your product have a customizable vehicle management package?	
C3	Does your product have a customizable inventory management package?	
C4	Does your product have a customizable staffing management package (leave tracking, accountability, etc.)?	
C5	Does your product have a built-in recall staffing process?	
C6	Does your program have a hydrant database system?	
C7	Does your product have an inspections package?	
C8	Does your product have a Pre-Incident Planning package?	
C9	Does your product have a personnel training package for multiple values (i.e.: Fire Certification, EMS Certification, Inspector Certification)	
C10	Does your product have the capability to record fire incident run documentation?	
C11	Does your product have the capability to record emergency medical services run documentation?	
C12	Does your product have the capability to record other types of incidents other than those listed in C10 & C11?	

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<u>Item</u>	<u>Question</u>	<u>Response</u>
External Entity Reporting		
R1	Does your product support NFIRS (National Fire Incident Reporting System) reporting?	
R2	Does your product support OFIRS (Ohio Fire Incident Reporting System) reporting?	
R3	Does your product support NEMSIS 3.4.0 (National Emergency Medical Systems Information System) reporting?	
R4	Does your product support EMSIRS 3.1.1 (Emergency Medical Services Incident Reporting System) reporting?	
R5	Will these reporting capabilities automatically be upgraded upon the implementation of a new standard?	

<u>Item</u>	<u>Question</u>	<u>Response</u>
Miscellaneous		
M1	Describe your technical support platforms - normal business hours (0800 - 1600 M-F)	
M2	Describe your technical support platforms - afterhours & weekends	
M3	What is your rate of client retention for the last 10 years?	
M4	Does your product allow for the upload and attachment of external documents to patient and incident reports? (i.e. photos of incidents or patient 12-Leads)	