



REQUEST FOR PROPOSALS (RFP)

RFP Number: #1850P

RFP Title: Fire/EMS Records Management System

For

The City of Alexandria Fire Department

Prepared by:

City of Alexandria

Purchasing Department

2021 Industrial Park Road, Building WH

Alexandria, LA 71303

PO Box 71, Alexandria, LA 71309-0071

Phone (318)441-6180

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ADVERTISEMENT FOR PROPOSALS

City of Alexandria, Louisiana
Purchasing Department

Request for Proposals (RFP) #1850P – Fire Records Management System

Proposals for the above mentioned software and system will be received by the City of Alexandria Purchasing Department until **2:00 PM CDT, Tuesday, July 9, 2024** and then at said office opened. The complete RFP document may be examined and downloaded at the City of Alexandria’s website, www.cityofalexandrialala.com, under the tab heading “Business”, then drop down to “RFP/RFQ/BIDS”.

Questions and/or clarifications of the proposals specifications are to be in written form only, either mailed, faxed, or emailed to the attention of Sam Allen, Fire Chief, City of Alexandria – Fire Department, PO Box 71, Alexandria, LA 71309-0071; Fax 318-441-6600; or emailed to sam.allen@cityofalex.com, and must be received by **4:00 PM CDT, Thursday, July 2, 2024**.

Address for USPS Delivery:

City of Alexandria Purchasing Department
PO Box 71
Alexandria, LA 71309-0071

Address for Courier/Overnight Delivery:

City of Alexandria Purchasing Department
2021 Industrial Park Road, Building WH
Alexandria, LA 71303

Address for Hand Delivery:

City of Alexandria Purchasing Department
2021 Industrial Park Road, Building WH
Alexandria, LA 71303

NO EMAILING OF THE PROPOSALS.

PLEASE PUBLISH TWO (2) TIMES:

Friday, June 14, 2024

Friday, June 21, 2024

SECTION 1 – GENERAL INFORMATION

1.1 Proposal Due Date

RFP responses will be received until **2:00 PM CDT, Tuesday, July 9, 2024**

1.2 Submission Instructions

Respondents shall submit two (2) originals of their complete proposal, each bound in a report folder or three ring binder. These two bound originals shall be placed in a sealed envelope and identified on the outside of the envelope as “RFP #1850P – Fire/EMS Records Management System for the Fire Department”; and include the above opening due date and time. The respondent shall list his/her company name and address on the outside of the sealed envelope as well.

Proposals may be submitted as follows:

Mailed USPS: City of Alexandria – Purchasing Department
PO Box 71
Alexandria, LA 71309-0071

Courier or Overnight Delivery: City of Alexandria – Purchasing Department
2021 Industrial Park Road, Building, WH
Alexandria, LA 71303

NO EMAILING OF THE PROPOSALS.

All proposals and accompanying documentation become the property of the City of Alexandria.

1.3 Questions and/or Clarifications

Questions and/or clarifications of the proposals specifications are to be in written form only, either mailed, faxed, or emailed to the attention of Sam Allen, Fire Chief, City of Alexandria – Fire Department, PO Box 71, Alexandria, LA 71309-0071; Fax 318-449-5058; or emailed to sam.allen@cityofalex.com, and must be received by 4:00PM CDT, Tuesday, July 2, 2024.

The City of Alexandria reserves the right to revise the RFP and/or issue addenda to the RFP. The City of Alexandria also reserves the right to cancel or to reissue the RFP in whole or in part, prior to an agreement. In the event it becomes necessary to revise any part of the RFP, addenda will be provided to all those who received the RFP.

SECTION 1 – GENERAL INFORMATION (cont.)

1.4 Failure to Comply

The respondent is specifically notified that failure to comply with any part of the RFP may result in rejection of the proposal as unacceptable. In addition, the City of Alexandria, in its sole discretion, reserves the right to accept or reject any response that:

- a. Is incomplete, obscure, irregular, or unrealistic;
- b. Has obscure, irregular or non-authorized erasures or corrections;
- c. Has omitted or failed to include mandatory information as requested in this RFP document.

1.5 Cost to Propose

The City of Alexandria will not be liable for any costs incurred by the Respondent/Proposer in preparation of a proposal submitted in response to this RFP, in conduct of a presentation, or any other activities related to responding to this RFP.

SECTION 2 – SCOPE

2.1 Purpose of this Request for Proposal (RFP)

The purpose of this RFP is to learn how the product(s) you offer could fit the needs and functions of the City of Alexandria as identified in this document. Each respective proposer shall be responsible for insuring that his/her product and service meets or exceeds specifications as described herein.

2.2 Scope of Services

The City of Alexandria Fire Department seeks an integrated Fire/EMS RMS system to replace the existing individual systems. The system should be capable of integrating with the current CAD system.

The goal of this RFP is to obtain a comprehensive, secure, and easily accessible fully integrated Fire / EMS RMS by which the City can do each of the following:

- Rapidly retrieve and share information regarding dispatched calls for service at desktop and remotely via mobile data terminal or tablet assigned to Fire/EMS apparatuses or personnel. Information can include fire records, pre-plans, incident action plans, hydrant location and similar data. Mapping component to assist personnel responding to a location.

SECTION 2 – SCOPE (cont.)

- Provide real-time and post incident reporting including statistical reports, incident mapping, data mining, etc. The ability to produce custom, ad-hoc reports is required.
- Create and maintain incident reports, personnel records, investigations, and other fire related activities in accordance with state and federal requirements.
- Create patient care reports.
- The City of Alexandria Fire Department shall own all data collected and have 24/7 data access at all times.

The RMS should build on the current functionality of industry standard commercial off- the-shelf (COTS) Geographic Information Systems (GIS) and CAD/RMS software advancements and include comprehensive application customization, implementation, data conversion, training, maintenance, and support. The RMS should follow, to the extent possible, the various requirements and recommendations promulgated by subject matter expert resources.

Have the ability import all available prior years' data in other fire records management systems into the system being provided by you.

2.3 Objectives

The City of Alexandria Fire Department requires a robust Fire/EMS RMS system that supports all Fire/EMS operations. In procuring a new Fire/EMS RMS, the City has identified three (3) key goals:

Fully integrated Fire/EMS RMS: Desktop and mobile users should be able to query the RMS from within the system quickly and easily. Similarly, reports should be able to be initiated by pulling information from an incident with a minimal number of steps. The solution should provide single point of data entry, whereby data entered into the RMS is propagated to all relevant databases, either directly or indirectly. The systems should be easy to navigate by all users.

Vendor-Supported: The City seeks a vendor-supported solution. The vendor should provide the necessary software and cloud space necessary and provide all data encryption and other cyber security measures, including data back-up and standby to ensure continuity of operations. The vendor should perform all maintenance, upgrades, and IT support, including provide a Service Level Agreement.

Data Imports: The City requires a data dump of all data housed in the current EMS/RMS system.

If any provision of the RFP or any subsequent contract is declared or found to be illegal, unenforceable, or void, then both parties shall be relieved of all obligations under the provision. The remainder of the RFP and any subsequent contract shall remain in full force and effect and enforceable to the fullest extent provided by law.

SECTION 2 – SCOPE (cont.)

Overall, implementing a Fire Department Record Management System can significantly enhance operational efficiency, data accuracy, compliance, and emergency response capabilities, making it an essential tool for Alexandria Fire Department striving to improve service delivery and public safety.

2.4 Technical and Functional Requirements

The Technical Proposal must contain the following information, organized into sections as laid out below:

Introduction

Provide a brief background of the company and identify any unique or distinctive features of the proposed system that the bidder wishes to be given particular attention by the selection committee.

System Description

Prepare a statement that addresses, point-by-point, the requirements specified in this RFP.

IT Requirements and System Architecture

It is the City's goal to obtain a vendor-supported system. Prepare a statement that describes the system architecture, and specifically define the required hardware needed for the software and system administration, or future maintenance/investments to be provided by the City.

Installation and Training Plan

Present a detailed schedule for implementation of the system, including installation, data conversion, configuration, and testing. Also present an outline of the training plan and schedule. Additionally, describe the staffing that will be provided to support each stage of the project. Installation and training shall be completed within six (6) months from contract award. Please include information regarding what information and/or work, if any, is expected to be provided or performed by City staff as part of this process.

2.5 Requirements Table

2.5.1 Requirements table must be filled out below:

Item No.	Requirement	YES	NO	Comments
1	Individual User Home Screen (dashboard) allows for messaging, notification of open reports, scheduling, expiring certification/credentials and system wide alerts			
2	Database must have features that allow for data exports in sql, xls, csv formats of the entire database or specific tables or fields.			
3	Database must be MS SQL (MS SQL Server 2016 or newer) or other widely supported, commercial relational database.			
4	Vendor must maintain compatibility with current supported Microsoft Software including OS, browser, and Microsoft Office.			
5	Vendor must be able to setup backup systems as well as restore systems in case of any software attacks or system failures.			
6	Department calendar which includes inspections, scheduled training, special events and shift roster.			
7	<p>Dynamic import from the current CAD system to include:</p> <p>Address (address to be imported in a format to allow for system mapping capabilities upon initial dispatch on MDT/Tablet)</p> <p>Incident Date</p> <p>Incident Times (dynamically updated as the following benchmarks are reached)</p> <p>Call Received</p> <p>Dispatched</p> <p>Responding</p> <p>Arrived</p> <p>Back in Service</p> <p>Cleared</p>			
8	Supervisor review field / sign off prior to submittal			
9	Administrative function for merge / deletion of duplicate records			

10	<p>Intuitive NFIRS compliant incident report to include the following:</p> <p>Automatic flow to mandatory fields as dictated by incident type</p> <p>Ability to customize and add mandatory fields for special studies and community specific information</p> <p>NFIRS fields must include written description as well as code number</p> <p>All free text fields to include automatic spell check</p> <p>Tiered security access levels defined by user group</p>			
11	<p>Patient Care Report:</p> <p>Dynamic import from the current CAD system to include:</p> <p>Address (address to be imported in a format to allow for system mapping capabilities upon initial dispatch on MDT/Tablet)</p> <p>Incident Date</p> <p>Incident Times (dynamically updated as the following benchmarks are reached)</p> <p>Call Received</p> <p>Dispatched</p> <p>Responding</p> <p>Arrived</p>			
12	<p>Fire Prevention</p> <p>Inspection Scheduling</p> <p>Customizable Checklists for inspections</p>			

13	Attendance Record Management Daily Roster Management Program Create and fill details Vacation, Sick Leave, Sub-Promotion Designations Report options include: Individual work history by date and year Administrative master schedule history			
14	Vendor Support Vendor must provide mobile unit technical hardware recommendations for our Fire vehicles			
	Vendor must provide for us a quote for licensing and support annually			
16	Vendor must give us their service level agreement documentation which includes response times, escalation procedure, escalation schedule, and response matrix.			
17	Vendor must give us an implementation Project Plan			
18	Vendor must have critical issue support that is available 24-7 via phone and/or online.			
19	Vendor must have the ability, in the event of a disaster within our system, to reproduce our environment as a temporary workspace, if we do not have the capability to get back online.			
20	Software system and hosted environment must be secured against the latest known cybersecurity threats			
21	Vendor must have an organized system for updates and patches. Vendor must provide release notes with specific descriptions on each update and patch.			
22	Vendor must provide continued virtual training as required by updates and patches.			
23	Vendor must provide a test environment prior to going live. The test environment must contain a full working database as up to date as practical.			

24	Vendor must be able to effectively perform the migration of our legacy data to our test system as well as the live system as part of a repeatable process.			
25	Vendor must understand that we will not go live until the system is sufficiently tested and the end users are sufficiently training in our test environment. Going live will be formally approved by the City after the new software system is sufficiently tested and the end users are sufficiently trained.			
26	RMS Implementation Training Initial training must include in person live training for each shift (3 shifts) and for administrators.			
27	Vendor must provide training help desk during normal business hours for the "Super Users" and administrators through final implementation and acceptance.			
28	Cloud Based Services General Technical Requirements			
29	Data Storage (Cloud based and location: All data stored at the Cloud provider must be secured in a manner which prevents unauthorized access from internal and external parties. For public safety applications, all data at rest, meaning at the cloud provider must be encrypted and must follow all state and federal regulations. All data related to the solution provided to the City must be stored in a physical facility with the forty-eight (48) states of the United States of America			
30	Backups and Disaster Recovery: Must provide proof of a Business Continuity/Disaster Recovery plan. Details on backups and retention periods. If off-site backups are implemented the data must be encrypted.			

31	Data Migration/Retention and Release: If it is required to migrate the data to a different provider, a description of how data can be transitioned should be available. If there is no strategy/process to migrate data, procedures and documentation including diagrams for a complete extraction of data will be required. If the SaaS contract is terminated, all data will be returned to the City in a suitable standard format and wiped from the cloud-based provider. All backup data from any virtual or physical equipment must be erased.			
32	Browser Requirements: Online services (web based) provided are required to be compatible with common browsers including Firefox, Chrome, Edge, and Safari 5.x. These services should pass the w3.org validation test (http://www.w3.org/QA/Tools) and be compatible with federally regulated accessibility standards (Section 508, http://www.section508.gov). ADA compliance could be required by the City Legal Department if needed.			
33	Client Requirements: The City encourages all web-based solution providers to avoid the use of ActiveX and java clients. If one of these client components are required, the provider must agree in writing to maintain client compatibility and must provide in writing any data that will be transmitted using the client component. If client software is required, it must be compatible with Windows 10 V20H1 and above.			
34	Data Transmission (over the Internet): All data transmitted should be encrypted using 128bit (or higher) a minimum of TLS 1.2 for SSL/HTTPS and SSH version 2 for any batch or real-time non-http transfers. SSL certificates must be signed by a trusted third party; no self-signed certificates will be considered. For public safety solutions, encryption is a mandatory requirement.			

35	Data Ownership Policy: Unless there is a written agreement between the City and the solution provider with regards to data ownership, all data is exclusively owned by the City and a written agreement is required is the solution provider will use the data other than the primary purposes of providing all agreed services. All data must be handled and secured as described in this document.			
36	Convention/Standards: Describe system conventions and standards followed. Example: Microsoft standards are followed for windows, Institute of Electrical and Electronic Engineers (IEEE) for data formats, etc.			

SECTION 3 – PROPOSAL FORMAT & CONTENT

Respondents must submit proposals that are complete and convey all the information requested in order to be properly evaluated. If the proposal fails to conform to the essential requirements of this RFP document, the City of Alexandria in its sole discretion will determine whether the variance is significant enough to consider the proposal non-responsive and therefore not considered for award.

In order for the City of Alexandria to consider your proposal, respondents must submit, at a minimum, the following information in the order requested in its technical proposal:

1. Letter of Submittal including name, address, and phone number of the company’s contact.
2. Executive Summary
3. Company and Solution Narrative
4. Response to RFP Requirements
5. Cost Proposal
6. Any supplemental information the respondent wishes to include relevant to this RFP.
7. Signed submittal form from Entity Representative.

The remainder of this section explains the proposal format in detail. All responses must follow the outline in this RFP.

SECTION 3 – PROPOSAL FORMAT & CONTENT (cont.)

3.1 Executive Summary

Provide a high-level summary of your proposal, highlighting your company's strengths, experiences, and background. The executive summary should not exceed two (2) pages in length.

3.2 Company and Solution Narrative

Please include the following information about your company and the proposed solution:

3.2.1 A narrative on your company's history and background, including the full company name and number of years in business.

3.2.2 A narrative regarding your company's previous experience with governmental or municipal type employee groups where services provided were similar to those sought with this solicitation.

3.2.3 A narrative overview on the proposed solution and related professional services such as:

a. Implementation process and timeline.

b. Support services.

c. Training options.

3.2.4. Provide a minimum of three (3) references that demonstrate your company's ability to accomplish work similar in purpose, size and scope.

3.3 RFP Requirements

The awarded Fire Records Management System provider will be expected to deliver a system that is user friendly and intuitive. All web user interfaces must be ADA (Section 508) compliant. The system should allow for the display of property tax information in an easy and concise method. System should support various types of Fire/EMS Records Management. The System will also be expected to provide search and report capabilities to Fire Department Administration and Officers. All data transmitted must be secure.

SECTION 3 – PROPOSAL FORMAT & CONTENT (cont.)

3.4 Requirements Table

Please use the following matrix as a key for responding to the “Requirements Table” located on Pages 8 – 13 of this RFP.

Response is either Yes or No with a comment if needed.

3.5 Cost Proposal

Please outline the cost for providing the proposed system and all related professional services.

3.5.1. Implementation costs, including data migration and training.

3.5.2. Annual ongoing costs, including licensing/subscription, support, and the rates for any services not covered as part of the support package.

3.5.3 Additional costs that may be required, such as third party solutions required to provide the desired functionality.

3.5.4 Key assumptions upon which the cost proposal is based.

3.6 Supplemental Information

Each proposer may present any supplemental information that his/she deems appropriate. The proposer may also provide supporting documentation, as necessary, for evaluators to determine relevance and value.

Included in the proposal is a signed submittal statement from the Company/Corporate Representative who can obligate the entity.

SECTION 3 – PROPOSAL FORMAT & CONTENT (cont.)

Acknowledgement of Contractual Terms

Please affirmatively state the Contractor's understanding and consent to the following standard terms and conditions as part of contracting with the City of Alexandria:

Indemnification: Contractor agrees to indemnify, defend and hold harmless the City, its officers, employees, agents, licensees, and invitees against any and all liability, damages, losses, claims, demands, and actions of any nature, including attorney fees, due to personal injury or property loss or damage of any kind or nature which arises out of or is claimed to arise out of or is in any manner connected with or related to the services performed or failed to be performed by Contractor under or pursuant to its contract with the City of Alexandria, including but not limited to the examination of title, the sale of adjudicated properties or any notice related thereto, or to the use of the City property or with the presence on the City property by Contractor, its employees, or agents.

Governing Law: Any agreement shall be governed by and construed in accordance with the laws of the State of Louisiana, and the venue and jurisdiction for any lawsuit brought concerning an agreement shall be in the 9th Judicial District, Rapides Parish, Louisiana.

Fiscal Funding: If the Alexandria City Council fails to appropriate sufficient monies to provide for the continuation of the agreement, or if such appropriation is reduced by the veto of the Mayor or by any means provided in the Budget Ordinance, or amendments thereto, to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of the agreement, the agreement shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated, or as stated in the agreement.

SECTION 3 – PROPOSAL FORMAT & CONTENT (cont.)

NOTE: The City reserves the right to negotiate all terms and conditions of any agreement. Any proposed contract must be approved by an ordinance of the Alexandria City Council.

Under the City's AFEAT (Alexandria Fairness, Equality, Accessibility, and Teamwork Program), participation by minority and/or disadvantaged business enterprise firms is encouraged. The AFEAT Program should be inquired about through the office of the Chief Diversity Officer. The goals for qualifying disadvantaged, minority and female owned business in the use of professional service agreements with prime contractors will help effectuate the goals of increasing: the competitive viability of small business, minority, and women business enterprise by providing contract, technical, educational, and management assistance; business ownership by small business persons, minority persons, and women (including professional service opportunities); and the procurement by the City of professional services, articles, equipment, supplies, and materials from business concerns owned by small business concerns, minority persons, and women.

Prime contractors offering subcontracting should take specific action to ensure that a bona fide effort is made to achieve maximum results towards meeting the established goals. Primes shall document efforts and shall implement steps at least as extensive as the following in a good faith effort to reach or exceed the established goals:

- A. Establish and maintain a current list of minority and female owned businesses in Alexandria, in Rapides Parish, and in the State of Louisiana.
- B. Document and maintain a record of all solicitations of offers for subcontracts from minority or female construction contractor and suppliers in Alexandria, in Rapides Parish, and in the State of Louisiana.
- C. Secure listing of minority and women owned businesses from the City of Alexandria Purchasing Department, the Central Louisiana Business Incubator, and the State of Louisiana Department of Minority Affairs.
- D. Participate in associations which assist in promoting minority and women owned businesses such as the Central Louisiana Business League, the Central Louisiana Business Incubator, and the Entrepreneurial League System.
- E. Designate a responsible official to monitor all activity made in the effort to achieve or exceed the established goals; record contacts made, subcontracts entered into with dollar amounts, and other relevant information.

SECTION 3 – PROPOSAL FORMAT & CONTENT (cont.)

For more information on AFEAT and the City of Alexandria’s Diversity in Action Initiative, and to explore a local and statewide directory of minority businesses, please visit www.diversityinaction.org. Good faith compliance with the City’s AFEAT Program will be a consideration during the evaluation of responses.

3.7 Sample Documents to be included

We will need a sample contract along with a sample maintenance agreement.

SECTION 4 – PROPOSAL FORMAT & CONTENT

4.1 Evaluation Committee

The evaluation of proposals shall be accomplished by an evaluation committee, which will determine the proposal most advantageous to the requirements stated in this RFP. Proposals will be evaluated strictly in accordance with the requirements set forth in this RFP and any addenda that are issued.

4.2 Acceptability

Any proposal that does not adhere to the RFP format as specified may be considered unacceptable and not subject to further evaluation.

4.3 Award

The evaluation process is designed to award this procurement not necessarily to the lowest priced, but rather to the respondent whose proposal is the most advantageous to the City of Alexandria’s Fire Department.

4.4 Evaluation Criteria

The following criteria, not necessarily listed in order of importance, will be used to review the proposals. The City of Alexandria reserves the right to weight its evaluation criteria in any manner deemed appropriate:

A determination that the proposer has submitted a complete and responsive proposal as required by this RFP. Proposer’s experience and capability of the proposed system and their related professional services. The ability of the proposed system to meet the City of Alexandria Fire Department’s stated requirements.

SECTION 4 – PROPOSAL FORMAT & CONTENT (cont.)

The cost of the proposed Fire/EMS Records Management System applicant, to include a breakdown of all fees involved.

4.5 Oral Presentation

Respondents may be invited for an oral presentation. Commitments made by the respondent at the oral interview, if any, will be considered binding. If interviews are conducted, the final selection will be based on the combined proposal and oral interview. Respondents with whom interviews are conducted will be asked to elaborate on the elements of their proposal.

4.6 Proposal Rejections

The evaluation team will solely make determination of clarity and completeness in the responses to any of the provisions in this RFP. The City of Alexandria reserves the right to require clarification, additional information and materials in any form relative to any or all of the provisions or conditions of this RFP.

The City of Alexandria reserves the right to reject any or all proposals at any time without any penalty.

4.7 Contract Award

The City of Alexandria Fire Department, with the help and aid of the Information Systems Department, intends to enter into a contract/consulting agreement with the proposer that illustrates the best combination of attributes based on the evaluation criteria listed in Section 4.4 – Evaluation Criteria.

RFP Signature Page

VENDOR SIGNATURE: Signify acceptance and compliance to the requirements, terms, and conditions of RFP #1850P by signing below.

Proposer warrants that Proposer has examined and is familiar with the RFP and its terms and conditions.

Proposer warrants that it has the necessary experience, knowledge, abilities, skills, and resources to satisfactorily finance and complete this project.

Proposer certifies that the individual signing this document made part of the RFP is authorized to sign such documents on behalf of the company and to bind the company in this project.

=====

Company Name: _____

Address: _____

City/State/Zip: _____

Telephone #: (_____) _____ Fax #: (_____) _____

E-Mail Address: _____

Authorized Printed Name and Title: _____

Authorized Signature: _____