PUBLIC SAFETY FIRE RECORDS MANAGEMENT SOFTWARE/APPLICATION
REQUEST FOR PROPOSALS
FOR ANOKA COUNTY FIRE PROTECTION COUNCIL
DUE DATE: October 1, 2022

PROJECT INTRODUCTION:
In 2013, the Anoka County Fire Protection Council (ACFPC) purchased Fire Department Management (FDM) Software from FDM Software LTD located in Vancouver, Canada. Since then, CentralSquare Technologies (CST) has acquired the software. The ACFPC recognizes that CST is struggling to properly support an outdated software program. CST has officially announced that FDM is not their go forward product. There will be no updates or improvements to FDM other than regulatory changes. In July 2021, the ACFPC agreed to create a request for proposal to search for a new records management system.

DOCUMENTS: Location of documentations that provides details to vendors.
https://public.3.basecamp.com/p/Pr2rm3rXcrDcnYcMbqSk6oFT or https://tinyurl.com/5dmb4h3c

PROPOSAL SUBMITTAL: Proposals must be submitted to George Jensen (George.Jensen@fridleymn.gov) via email by October 1, 2022 at 4:00 pm.

QUESTIONS FOR PROPOSAL: There is one primary contact to submit questions in writing to:

George Jensen - George.Jensen@fridleymn.gov

AWARD: Proposals submitted in response to this RFP shall be valid until 180 days from the RFP due date. The ACFPC reserves the right to reject any or all proposals, to waive informalities and to award to the vendor that the ACFPC determines is in the ACFPC's best interest.

Anoka County Fire Protection Council
c/o Public Safety Data System Manager
7071 University Ave NE, Fridley, MN 55432
763-203-1738

REQUEST FOR PROPOSAL

BY

FOR

FIRE RECORDS MANAGEMENT SOFTWARE

PROPOSAL DUE DATE:

OCTOBER 1, 2022

Anoka County Fire Protection Council
c/o Public Safety Data System Manager
7071 University Ave NE, Fridley, MN 55432
763-203-1738

TABLE OF CONTENTS

Purpose Statement

The Anoka County Fire Protection Council (ACFPC) is seeking proposals from qualified vendors to provide the ACFPC with a Fire Records Management System (Fire RMS). The procurement includes an interface with a CentralSquare Technologies (CST) Enterprise Computer Aided Dispatch (CAD) system and must be able to meet the Minnesota Department of Public Safety State Fire Marshal program for collecting and reporting for National Fire Incident Reporting System.

Primarily, the ACFPC is seeking applications with functionality that meets the NFIRS standard and includes a focus on the following main areas deemed important.

- Incident Reporting
    - NFIRS
    - Investigations
- Property Management
    - Inspections
    - Preplans
- Contact Management
- Personnel Management
    - Basic Information
    - Attendance
- Data Access & Interfaces
- Statistical and Analytical Reporting
    - Payroll Reporting

The ACFPC is interested in understanding how the application handles these secondary areas:

- Personnel Management
    - Training – Providing/Tracking
    - Scheduling
    - Human Resource Management
- Public Education
- Other Events
- Asset Management
    - Truck/Vehicle and Equipment Checks
    - Inventory Management
        - Work Order
        - Service Status
        - Tracking expiration of assets
    - Preventative Maintenance
    - Facility Management and Checks
- EMS Reporting

Details of each of the above main areas are included in depth within the RFP. This document is best viewed in electronic format due to the use of hyperlinks to provide supporting

information. Questions can be directed to the points of contacts listed in the introduction section of this document.

I. DEFINITIONS

A. COUNTY - The County of Anoka, a political subdivision of the State of Minnesota.

B. JLEC – The Anoka County Joint Law Enforcement Council (JLEC), is an innovative governing body that was created in Anoka County to collaboratively and efficiently work on public safety issues. Funds for public safety initiatives are managed through the JLEC.

C. ACFPC - The County of Anoka has established the Anoka County Fire Protection Council. The Council has representation as a member of the JLEC. The Council represents 22 cities via a joint power's agreement. Those cities are served by the following fire departments:

1. Andover Fire Department
2. Anoka-Champlin Fire Department
3. Bethel Fire Department
4. Centennial Fire District
5. Columbia Heights Fire Department
6. Coon Rapids Fire Department
7. East Bethel Fire Department
8. Fridley Fire Department
9. Ham Lake Fire Department
10. Lexington Fire Department
11. Lino Lakes Public Safety Department
12. Linwood Fire Department
13. Nowthen Fire Department
14. Oak Grove Fire Department
15. Ramsey Fire Department
16. SBM (Spring Lake Park, Blaine, Mounds View) Fire Department
17. Saint Francis Fire Department

These departments represent a mix of staffing models varying from completely paid-on-call to full-time. The 17 fire departments account for approximately 700 firefighters. There are 34 fire stations in Anoka County. For the last 5 years there have been an average of 20,540 reportable incidents per year.

D. NFIRS – National Fire Incident Reporting System. The National Fire Incident Reporting System (NFIRS) is a voluntary reporting standard that fire departments use to uniformly report on the full range of their activities, from fire to emergency medical services to severe weather and natural disasters. The System

is administered by the U.S. Fire Administration, a division of the Federal Emergency Management Agency.

E. NFPA – National Fire Protection Association. The NFPA is a nonprofit organization devoted to eliminating death, injury, property and economic loss due to fire, electrical and related hazards.

F. PUBLIC SAFETY DATA SYSTEM – The PSDS is an integrated system owned by the JLEC, providing critical and necessary 911, police, and fire services to residents of and persons in Anoka County on a 24-hour, 365 days per year basis. This includes Computer-aided Dispatch (CAD), mobile devices, and records systems along with associated hardware, software, interfaces, and connectivity.

G. PSDS MANAGER - The PSDS Manager is the principal point of contact for the PSDS. The Manager coordinates system resources responsible for overall system operation and activities serving 23 communities with 11 law enforcement agencies, 17 fire departments and a consolidated dispatch center.

H. FIRE RMS MANAGER - The Fire RMS Manager is the principal point of contact for the ACFPC. The Manager coordinates system resources responsible for system operation and activities including mobile dispatching and records management, serving the 17 fire departments.

I. PSDS Management Team – The PSDS Management Team consists of the PSDS Manager, the Fire RMS Manager, the Law RMS Manager, and a support team from our network services provider.

J. Anoka County Emergency Communications Center (ECC) – The ECC is the public safety answering point and provides communications services county-wide, dispatching for 11 law enforcement agencies and 17 fire departments.

K. CONTRACT - The written agreement between the ACFPC and the Contractor, covering the performance of the implementation, licensing, and maintenance of the Fire RMS as part of the PSDS. The contract documents consist of the RFP, submitted Proposal, including any diagrams, blueprints, and a form of agreement between the ACFPC and the Vendor.

L. PROJECT – Implementation, licensing and maintenance of the Fire RMS.

M. PROPOSAL – A complete and properly signed Proposal to provide goods, commodities, labor or services for the sum stated and submitted in accordance with the RFP.

N. PROPOSER / VENDOR - The person, Consultant, Contractor, corporation or other entity submitting a Proposal on items listed in the RFP and thereby agreeing to meet the terms and conditions of the RFP if awarded the contract.

O. RFP - This document, entitled "Request for Proposals for Fire RMS," which includes all items listed in the Table of Contents, Attachments as referenced in this document.

II. BACKGROUND OF THE ORGANIZATION

Anoka County is in Eastern Minnesota just north of the Minneapolis / St. Paul area. The County encompasses an area of 446 square miles and contains 20 incorporated cities and 1 organized township. With a 2020 census population of 363,887, Anoka County is the State's fourth most populous county.

Anoka County Emergency Communications Center (ECC) provides communications services county-wide, dispatching for 11 law enforcement agencies and 17 fire departments. The ECC operates CentralSquare Enterprise Computer-Aided-Dispatch or CAD. CAD is integrated with both law and fire RMS, Active911, US Digital Design Station Alerting and CAD-to-CAD interfaces with the following entities: Ramsey County, Allina EMS, and MHealth EMS.

The current Fire RMS is Fire Department Management (FDM) Software from FDM Software LTD located in Vancouver Canada. The software is a locally hosted solution that requires a client to be installed. The application connects to the database via a connection on the server that uses outdated technology. The application is owned and managed by the ACFPC and supported by CentralSquare Technologies. FDM was implemented in 2015 but not widely accepted by all departments financially supporting the ACFPC.

III. PROBLEM STATEMENT AND LIST OF CONCERNS

Since the purchase of FDM by CentralSquare Technologies, the PSDS Management Team has noticed the company is unable to properly support the product in a sufficient manner to meet our needs. Although very configurable, the system's end users struggle with system usability, therefore it is not widely used throughout the county. The ACFPC does not use all of the modules that were purchased with the implementation. Currently, 13 of the 17 departments use FDM for the core functionality of NFIRS reporting. Reporting was not part of the project completion. This has resulted in an uneconomical implementation.

Additional concerns discovered during our requirement discovery meetings for this RFP are as follows:

- Loss of access to data.
    - Currently departments within the ACFPC have many custom reports built and we see the potential for more.

    - Additionally, we see the potential for data integration to other systems to meet all department requirements.
- FDM allows for configuration and customization of data fields. This has resulted in many custom fields being added and reported on. The ability to replicate that data collection is a concern.
- How to efficiently maintain historical datasets.
    - Incidents
    - Property Inspections
    - Contact Data
- How Data Partitioning will function. FDM completely partitions department specific data while sharing some elements system wide. Department have used this ability to add department specific information that only they can see. The system also has custom data elements that all departments can see.

IV. GOALS

The ACFPC is looking for a replacement that efficiently meets the NFIRS requirements. This is the primary reason behind a Fire RMS. The solution needs to be easy to use by the end-users, in this case public safety employees that respond to and document incidents. The goal is to have all departments using the RMS. Additionally, we have determined that the following areas are a priority to the majority of the departments within the ACFPC.

- Incident Reporting
    - NFIRS
    - Investigations
- Property Management
    - Inspections
    - Preplans
- Contact Management
- Personnel Management
    - Basic Information
    - Attendance
- Data Access & Interfaces
- Statistical and Analytical Reporting
    - Payroll Reporting

The preference is a locally hosted (on premise) web-based application, developed with the latest technology. The technology used should be adaptable to incorporate future needs. This application should include the ability to configure/customize the collection of data, easily integrate with other public safety systems, and allow for ad-hoc, statistical, and custom reporting. Having the custom reporting needs addressed before system acceptance is an

important part of the project. The ACFPC is especially interested in vendors having a proven record of supporting their product and have a clear roadmap for future improvements. The ACFPC is willing to look at hosted solutions that allow for data import/export. This will allow us to meet the additional requirements stated above.

V. RFP ANTICIPATED TIMELINE OF EVENTS

RFP Event	Date
Issue and Advertise Request for Proposals	August 1, 2022
Proposal Due Date	October 1, 2022
Determination of Winning Proposal by ACFPC	January 31, 2023

VI. INQUIRIES/QUESTIONS

It shall be the responsibility of the Vendor to inquire about any portion of the RFP that is not fully understood or susceptible to more than one (1) interpretation. Written/email inquiries are required. Oral communication is encouraged, but the Vendor is responsible to follow up via Email to maintain a log of communication. Questions may be submitted via email to George Jensen (George.Jensen@fridleymn.gov). Please place "Fire RMS RFP Question" in the subject line.

Please, do not ask individual fire department personnel questions, as information gathered from other sources may not reflect the ACFPC's position or interest and may result in disqualification.

VII. SCOPE OF WORK OR SERVICES

The successful Vendor shall provide the software and services described in the remainder of this RFP. The ACFPC is interested in a complete solution or a hybrid solution that combines multiple applications meeting the requirements of the RFP.

A. Software

The ACFPC expects the Vendor to provide the elements needed to ensure a Fire RMS that meets the standards set forth:

1. **Incidents** - The application must be compliant with the National Fire Incident Reporting System based on the specification listed within the published documentation that is linked here: NFIRS Paper Forms 2016.
    I. Part of incidents should include workflow management.
        - At a minimum the proposed solution, must include a method of determining when an incident is eligible for NFIRS submission.

- Consideration will be given to a solution that includes the ability for different departments to have their own approval process.

II. The ability to add department specific Special Studies is important.
III. The ACFPC fire departments frequently have mutual aid incidents with each other and out of county departments. We will be interested in how the application handles those incidents.
IV. ACFPC is also interested in attaching images and documents to incidents.
V. Incidents should have the ability to store insurance information.
VI. There are additional non-NFIRS fields collected. They are listed in IncidentsForRFP.

2. **Investigations** – In addition to meeting the NFIRS – 2 Fire, NFIRS – 3 Structure Fire and NFIRS – 11 Arson standards for fire investigations the ACFPC currently collects some additional data on fire investigations. Those additional data elements are listed at InvestigationsForRFP. The ACFPC is interested in how investigations link to incidents.
3. **Property** - The solution must contain functionality that allows for the management of properties. Property data is used in just about every functional area of an RMS. ACFPC uses property data in reference to incidents, inspections, and preplans. The required information about a property in any RMS is based on what is defined in NFIRS under Property Fields and NFPA 1620 Standard for Pre-Incident Planning Fields. Property data should go through a geo-validation process. Property management should include historical data of the property, including occupancy changes and building name changes. The ACFPC is also interested in attaching images and documents to properties. In comparison to those published standards, the ACFPC has some additional data elements about a property that should be considered.
    I. NFIRS Property Fields can be found on page 1 & 11 of the NFIRS Paper Forms 2016. These fields include Section I, Section J, Section L and Section M.
    II. Vendors can sign up for free access to the NFPA 1620 Standard for Pre-Incident Planning at https://www.nfpa.org/Login
    III. The required fields for a property can be found specifically on Pages 41, 42, and 43 of the NFPA 1620 Standard for Pre-Incident Planning at the following link:
    IV. https://www.nfpa.org/codes-and-standards/all-codes-and-standards/list-of-codes-and-standards/detail?code=1620
    V. Additional Data Elements used by ACFPC are available in the attached document: PropertiesForRFP.
    VI. Property should have relationships to Incidents, Inspections, Contacts, Complaints and Permits.
4. **Property Inspections** - The solution must contain functionality that incorporates a method of conducting inspections on Properties. Consideration will be given to solutions that are configurable by department. Departments have varying degrees of inspection process complexity.
    I. We believe Inspections should be a separate work area where historic, current, and future inspections are managed.

II. An Inspection can be different for each property and a property may have more than one inspection required.
    - Inspections are conducted using Minnesota State Fire Code violations and City Code Ordinances. Management of these violation and ordinances should be a part of the functionality.
    - The checks included in an inspection are based on the Type of inspection being conducted. This would mean there is a place to manage what checks are included per inspection type.

III. An inspection should have a way to capture:
    - What the status of an inspection is.
    - If an inspection is related to a specific complaint against the property.
    - If an inspection is related to a specific permit request.
    - The violations that were discovered during the inspection.
    - Images of those violations.
    - A relationship to a previous inspection.
        - Upon completion, certain types of inspections will trigger new types of inspections. As an example a when a plan review inspection is completed, a rough-in inspection is created.

IV. Scheduling of inspections is an important component. Departments can conduct multiple inspections per day and have multiple inspectors.

V. The output from an inspection should meet agency level dynamic reporting as discussed in Section 9.

VI. Data elements for our current solution are in the attached document: InspectionsForRFP.

5. **Contact Management** – The solution must incorporate contact management. Contacts can be linked to nearly every area of a Fire RMS. Incidents, Investigations, Property, and Property Inspections all need the ability to have contact(s) linked to them.
    I. Contact information attached to incidents should have the ability to track patient care.
    II. Contact addresses should go through the same geo-validation that properties do.
    III. Data Elements used by the ACFPC to define a contact is found in the attached document: ContactsForRFP.
6. **Users** – The proposed solution must accommodate user management. The ACFPC defines users, as individuals who log into the Fire RMS. Users will primarily be public safety employees that respond to and document incidents. They will also be administrative personnel or individuals that only need to access one area of the Fire RMS.
    I. It is assumed that each user has an account and is identified to the system by a username.
    II. It is assumed that there will be at least one system-wide administrator.
    III. It is assumed that most departments will have a local administrator.
    IV. Standard users should be managed at a department level. It should be noted, not all standard users will have access to all of the RMS functionality. For example,

all standard users will be able to add in an incident, but not all standard users will be able to conduct inspections.

V. Different levels of users should have different rights to finalize, or move on in the process, incidents and inspections.

VI. There are different types of standard users. Some examples are:
   - Public Safety Employees
   - Fire Administration Support Personnel
   - City Payroll Personnel

VII. User security will need to be flexible by department.

VIII. User management should include the ability to control and track access of current and historical data.

7. **Personnel Management** – The proposed solution must include personnel management. The ACFPC defines personnel as public safety employees or volunteers. Personnel should be maintained separately from Users. The data from tracking personnel is used for payroll reports, attendance reporting for pension qualification, training status, etc.
   I. Personnel should include a method of tracking the following basic information: start date, end date and reason, badge number, rank, history of promotions (including division changes, i.e. POC to fulltime), special assignment start and stop dates, lost time due to leaves of absence or sick time, and emergency contacts.
   II. Personnel management must have a way of indicating attendance at all events. Including events that are not necessarily a part of day-to-day operations at the department. Examples would include government meetings, conferences, non-department training, etc. Attendance should factor in lost time.
   III. The data collected from personnel management must have the ability to fulfill the requirements of many different styles of payroll reports or outputs.
   IV. See also Section 10 - Additional Considerations, concerning Personnel Management.
8. **Data Access & Interfaces** – The ACFPC has a requirement to have full access to their data for use in fulfilling custom requirements. This includes the ability to import or export data as needed. If the solution does not allow for direct access to databases, then a secondary solution is required.
   I. Data Import. As mentioned in the list of concerns above, there are three large historical datasets. There are incidents, property inspection information and contacts that we wish to maintain. The ideal solution would allow the ACFPC to import this historical data into their RMS. The data format for incidents, inspections and contacts has been included above. If the proposed solution includes the functionality listed in Section 10.1 (Additional Considerations, Personnel Management, Training) below, we would want to import and maintain that historical data as well. The ACFPC can also see situations where we wish to import data on an ongoing basis, for example data coming from other sources such as Laserfiche or Microsoft SharePoint.
      - Property & Contacts.

- The ACFPC requires an ongoing property data import. Currently the ACFPC receives an import from Anoka County GIS that includes updated or new property information and county owner information. The import from Anoka County GIS includes cities that are not in Anoka County, but served by ACFPC fire departments.
- ECC also maintains a list of properties and contacts. The ECC property dataset includes emergency contact information and caution note data that is used by fire departments. The current Fire RMS dataset includes HazMat and fire alarm information. Having a method of combining these datasets on an ongoing basis is a priority of the ACFPC.
- Departments receive Tier 2 reports that have Property Contact information and HazMat information. This data should be importable to Contact Management and the Hazardous Materials portion of the NFPA 1620 Standard for Pre-Incident Planning.

II. Data Export is the ability to use our data for custom needs. One of these needs is to populate the Anoka County Fire Records Browser. The Anoka County Fire Records Browser is a one-stop shop for CAD, Law, and Fire data for use by responding public safety personnel. Another use would be exporting address and incident information for use by GIS or ESRI for mapping.

III. Interfaces

- CAD to RMS. In addition to the software, the Vendor will be responsible for having an interface that creates incidents from CAD data. Currently, this an XML generated by our CAD. The XML generates incident data and apparatus response data into the Fire RMS. The XML is created by CAD to a local shared folder for import into the Fire RMS. Examples, including the design document, are available here: CAD to RMS
- RMS to NFIRS. The system must be capable of meeting the Minnesota State Fire Marshal Office standard for submission of incident data at the following link: NFIRS Design Document
  The file format is documented starting on Page 132 of the Design Documentation.

- Future expansion of interface capability should be a component of the solution. Some potential interfaces include: city administered permit application, payroll information, third-party payment processing for permits or inspections, UL Database for Fire Alarm Service Certification, department purchased LMS.

9. **Reporting** – Once again, the ideal solution would allow us full access to our data. The ACFPC has many custom reports that are used. The provided reports are examples of the custom reporting the ACFPC has been using. These reports do not need to be replicated exactly, but should serve as a framework of what we can currently produce. These reports currently touch nearly all aspects of the system. The ACFPC also has a suite of dashboards that require access to the database.

I. The vendor will provide a list of standard reports. Examples of the standard reports should be included in the RFP Response.
II. Incident Reports - This report should have the ability to follow the NFIRS Paper Forms or an alternative that displays the same information. The report should also allow for the printing of attachments. An important aspect of Incident Reports is public versus private info, especially as it relates to patient and patient care data.
    - Incident Summary Reports – These reports are emailed out automatically.
III. Property Management Reports
    - Inspections – Each inspection that is conducted needs a printed output. Inspection reports should include the functionality for emailing recipients. Inspection reports are specific to each department. Inspection Reports
        - In addition, there should be summary reports for inspections. These summaries should include inspection count, re-inspection count and count by inspector by different time periods.
    - Preplans – Multiple methods of accessing the preplans is desired, including mobile device access and web-based browser access. Preplan information should include:
        - NFPA 1620 Standard For Pre-Incident Planning fields
        - Attachments (Images & Documents)
        - Emergency Contact Information
        - HazMat Information
    - There should be a report for viewing the history of incidents at a property.
IV. Personnel Reports
    - All of the ACFPC departments have a paid-on-call component. The solution must allow for configuration of each department's specific rules regarding attendance requirements. Attendance includes incidents and training. These rules are based on stations, shifts, time of day, rank/assignment, the apparatus a firefighter was assigned to and other factors. One of the other factors is attendance at non-expected calls. These reports should be able to be ran for a flexible interval, such as monthly, quarterly, yearly, etc. These reports should also reflect expected attendance and absences based on the above criteria.
    - Payroll reporting is another personnel based requirement. ACFPC departments need to produce member pay information. These requirements vary by department.
    - Examples of these reports are in attachment Personnel Reports
V. Statistical and Analytical Reporting – The ACFPC also has the ability to create new or modify existing reports on demand that are customizable by department. These reports are used in many ways and use different pieces of data. Some of the data reported on is: Stations on incidents, response times, type of alarm

counts, calls by incident type, calls by incident type grouped by 100 series, calls by city, what times/days incidents occur, how many personnel respond by time, tracking association of contacts to incidents, cost per call including hours and dollars, department specific special studies, value of property and contents, apparatus and resource usage, etc. The solution should have a way of filtering what is included in the reports; as an example, only include certain apparatus, certain call types, specific times/day, etc.

- Examples of these reports are in attachment Statistical and Analytical Reports
- In addition, the ACFPC will be interested in how the proposed solution produces data or reports for the following standards:
  - NFPA 1710
  - NFPA 1720
  - ISO Rating

VI. Mapping – The ideal solution would include functionality that creates various types of maps. The ability to create heat maps is the most important. The map should be created based on by various user-defined parameters. Some of these parameters should include, date range, type of incident, area, station, response time, etc.

10. **Additional Considerations.** Below is a list of additional functionalities minimally used in our current RMS. These are considered low priorities, but we are interested in if/how the proposed solution facilitates the following items:
    I. Personnel Management
       - Training – Providing/Tracking
         - Tracking NREMT Recertification hours (page 9)
           - Example
         - Tracking Minnesota Annual Training Requirements
           - Example
         - Training hours for payroll
       - Scheduling
       - Human Resource Management

    II. Public Education
       - Hours for payroll
       - Tracking contacts with the public

    III. Other Events
       - Hours for payroll

    IV. Asset Management
       - Truck/Vehicle and Equipment Checks
       - Inventory Management
         - Work Orders
         - Service Status
         - Tracking expiration of assets
       - Preventative Maintenance

- Facility Management and Checks

V. EMS Reporting

B. Hardware and System Software

The Vendor should know the PSDS has the resources to meet any system level requirements. Our departments will provide all end-user hardware such as, laptops, desktops, tablets, mobile devices, connectivity devices, etc. Mobile software should be accessible from iOS and Android devices.

The ACFPC would like the option to have a production and training environment, training is for users to gain familiarity with the system without affecting production. The training environment should be fully functional, including the interfaces discussed in this document.

The vendor is responsible for providing the specifications necessary to ensure optimum performance of their proposed solution. These specifications should include what type of hardware the RMS is accessible from and the method of access on different devices; i.e. desktop computers, tablets, phones, etc.

C. Support

A major part of the evaluation criteria will be the vendor's ability to support their proposed product. The ACFPC is looking for an initial five-year maintenance and support agreement with an estimated cost schedule. The agreement should include 8 x 5 weekly support.

Our concerns towards product support are focused on these areas:

1. Road Map – What is the future of the proposed product? How often is that road map updated? How often is the vendor able to meet the proposed road map?
2. Product Knowledge – What is the training provided to Level 1 support personnel to provide immediate help to administrators and end users?
3. Ticket Management – What is the process for ticket management? At what point in the process are tickets marked as resolved? What is the average open ticket time? What level of user is allowed access to support? What are the priority levels of tickets, and their guaranteed response time?
4. Documentation – What types of documents are available? How often are they updated? What level of user are they written for? How are the documents accessed?
5. Upgrades/Updates/Patches – How often is the system updated? Is there a method for emergency/short-notice fixes? How does the system handle updates to the NFIRS standard or addition of Special Studies within NFIRS?
6. Downtime/Connectivity - Does the system go down for updates? What is the average percentage the proposed solution is down? What happens if a device loses connectivity while entering a report?

7. References - Would the vendor be able to provide three references that would provide *honest* feedback? Would the vendor be willing to provide a reference of a project that did not meet expectations? Are any of these references able to be visited on site?
8. Training – How does the vendor provide training for end users? Is there a training environment? What format(s) does training exist in? Are there training videos? How is the training accessed?

VIII. VENDOR REQUIREMENTS

As a consideration, the PSDS Management Team has a very diverse membership of subject matter experts. Therefore, the PSDS Management Team and the Vendor will share responsibility for the outcome of this project and will collaborate on all tasks.

As stated all proposals are due October 1, 2022 at 4:00 pm.

Proposals are to be submitted via email as indicated in the introduction section of this document.

A person who is authorized to legally bind the Vendor must sign the RFP.

A request for a late proposal will be considered if made prior to the Proposal Due Date.

Following are the response requirements for this RFP. At the ACFPC's discretion, deletions or incomplete responses in terms of content or aberrations in form may render the Proposal non-responsive.

A. The vendor is responsible for providing as part of their proposal:

To facilitate the review of the responses, the Proposer shall submit and organize the Proposal in accordance with this section. The initial vetting of vendors will be based on their responses to the following.

1. A document or short video describing and showing the core RMS functionality and how you feel the solution meets our goals.

2. A list of acquisitions in the past five years, including reasons for the acquisitions and the impact of acquisitions on products offered.

3. A general list of milestones, tasks, and sub-tasks to meet a successful implementation. Tasks should include all of the requirements necessary for successful completion.

4. The vendor's pricing structure and an estimated initial project cost based on information provided in the RFP and a list of assumptions used to determine the cost.

5. An explanation of the change control methodology for your organization.

6. An explanation of support for your organization.

7. An indication of any on-site visits required for implementation and an expectation of costs to be incurred by the ACFPC related to travel.

8. Length of time for which the Proposal is valid (minimum 180 days)

9. Provide sample copies of implementation, licensing and maintenance agreements.

10. A list of Client references. The ACFPC reserves the right to contact any of the Proposer's clients that have been supplied as references in response to this RFP, or otherwise identified by the ACFPC. Contact with a Proposer's clients may range from a reference check to an onsite visit to observe the solution in a live, operational environment.

11. How long would a software demo take? If selected to give a full demo based on the information in the RFP, specifically the Script for Fire RMS Vendors and the RFP Grading criteria.

B. The vendor is responsible for providing as part of the project:

This section provides the vendor the ACFPC's expectations of shared responsibility during an implementation.

1. An experienced primary point of contact.

2. A list of milestones, tasks, and sub-tasks to meet a successful implementation for each department. We are planning on a phased implementation of departments grouped by usage. It is very important to understand having access to the fully functional reports identified in section VII.A.9 or a plan for how the ACFPC will create the reports is a key implementation step for the ACFPC. Implementation will not be considered complete until the agreed upon reports for each department have been tested and accepted as functioning.

3. A project kick-off meeting with a general timeline for each milestone based on perceived start date. Wherever possible milestones that can be achieved concurrently should be identified.

4. A projected meeting schedule based on project requirements.

5. A baseline testing plan that can be used by the Vendor and the PSDS Management Team to develop a more comprehensive testing plan. The end result will be a scenario-based testing plan that is agreed upon by both teams before final implementation testing begins.

6. Indication of the training plan that will be used to train the ACFPC personnel.

7. Are there any special considerations that the local IT departments need to be aware of?

It is the intent of the ACFPC to judge all submissions based on the information provided in this RFP.

IX. GENERAL CONDITIONS

1. Invitation for Proposals. The issuance of this RFP constitutes only an invitation to submit proposals to the ACFPC as a means by which the ACFPC can acquire information related to retaining Proposer services. It does not constitute a final contract to provide the services, materials, and equipment contemplated as part of this RFP.

2. Submission of Proposals. ACFPC is not obligated to respond to any proposal submitted nor is the ACFPC legally bound in any manner whatsoever by the submission of a proposal.

3. Compliance with Minimum Standards. ACFPC reserves the right to determine, in its sole and absolute discretion, whether any aspect of any proposal satisfactorily meets the criteria established in this RFP.

4. Public Record/Confidentiality. Proposals submitted become a matter of public record. Information supplied by the Responder to the City is subject to the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13. Such information is public unless it falls within one of the exceptions in the Act, such as security information, trade secret information, or labor relations information pursuant to Minnesota Statute Section 13.37. If the Proposer believes any non-public information will be supplied in response to the RFP, the Proposer shall take reasonable steps to identify and provide reasonable justification to the ACFPC regarding which data, if any, falls within the Minnesota Government Data Practices Act exceptions. The Proposer agrees as a condition of submitting a proposal that the ACFPC will not be held liable or accountable for any loss or damage which may result from a breach of confidentiality as may be related to the responses submitted.

5. Indemnification. To the fullest extent permitted by law, Proposers agrees to defend, indemnify and hold harmless the ACFPC, and its employees, officials, and agents from and against all claims, actions, damages, losses and expenses, including reasonable attorney fees, arising out of Responder's negligence or the Proposer's performance or failure to perform its obligations under this Proposal and any subsequent Agreement. Proposer's indemnification obligation shall apply to the Proposer's subcontractor(s), or anyone directly or indirectly employed or hired by Proposers, or anyone for whose acts Proposers may be liable. Responders agree this indemnity obligation shall survive the

completion or termination of work requested in this RFP and any subsequent Agreement.

6. Insurance. The Responder shall secure the following coverages and comply with all provisions noted. Certificates of Insurance shall be issued evidencing such coverage to the ACFPC for this proposal and, if successful, throughout the term of the work contemplated by this RFP.

    1. Commercial General Liability Insurance

        a. $1,500,000 per occurrence/$2,000,000 annual aggregate

        b. The policy shall cover liability arising from premises, operations, products-completed operations, personal injury, advertising injury, and contractually assumed liability. The ACFPC shall be endorsed as additional insured.

        c. Coverage shall be provided for hired, non-owned and owned automobiles utilized in the course of performing the work contemplated in this Request for Proposal.

        d. Minimum limits: $1,500,000 per occurrence /$1,500,000 annual aggregate

    2. Workers' Compensation and Employer's Liability as required by Minnesota Law.

    3. All Certificates of Insurance shall provide that the insurance company gives the ACFPC sixty (60) days prior written notice of cancellation, non-renewal and/or any material change in policy.

    4. The above sub-paragraphs establish the ACFPC's insurance requirements, and it is the sole responsibility of Proposers to purchase and maintain additional insurance that may be necessary in connection with this Proposal as it deems fit.

    5. Certificate of Insurance must indicate if the policy is issued pursuant to these requirements. Proposers shall not commence work until the Proposers has obtained the required insurance and filed an acceptable Certificate of Insurance with the ACFPC. Copies of insurance policies shall be submitted to the ACFPC upon request.

    6. Nothing in this Agreement shall constitute a waiver by the City of any statutory or common law immunities, limits, or exceptions on liability.

7. Independent Contractor. It is expressly understood that the Proposers are an "independent contractor" and not an employee of the ACFPC. Proposers shall have control over the manner in which the Services are performed under their Proposal and any subsequent Agreement. Proposers shall supply, at its own expense, all materials, supplies, equipment and tools required to accomplish the Services contemplated by this RFP. Proposers shall not be entitled to any benefits from the ACFPC, including, without limitation, insurance benefits, sick and vacation leave, workers' compensation benefits, unemployment compensation, disability, severance pay, or retirement benefits. Nothing in this RFP or any subsequent Agreement shall be deemed to constitute a partnership, joint venture or agency relationship between the Parties.

8. Use of Proposal Ideas. The ACFPC reserves the right to use any or all Proposer ideas presented. Selection or rejection of the proposal does not affect this right.

Attachment A:

Script for Fire RMS Vendors

We plan to give each vendor a reasonable amount of time to present their application. We have built a grading sheet for each of our committee members to use following the script below. It is our hope that as much as possible, you will be able to follow the script below. This will make grading easier for our members and ensure that each vendor is graded as fairly as possible.

1. **Enter a system-user**
   In our opinion the first step in setting up a system is adding users. These are the questions we have concerning establishing users in the system. This section references Section VII Scope, Subsection A. Software, Item 6 Users in our RFP. Can you please demonstrate the functionality that addresses these questions?

   a. How do we add and activate users?
   b. How do users get notified they have an account?
   c. Is it possible to import our current users?
   d. How do users work that belong to multiple departments?
   e. Can you provide a list of different types of users? (i.e. Public Safety Employees, Fire Administration Support Personnel, and City Payroll Personnel)
   f. What are the security roles?
   g. Are they customizable by department?
   h. How do we add security roles to users?
   i. Is there a side-by-side comparison of security role access?
   j. Is there an easy method to see who is assigned to which security roles?
   k. Can you show us the functions of a local department level administrator?
   l. We have a Fire RMS Administrator to assist the 17 departments. Can you show us how the system would accommodate a system level admin?
   m. How do password resets work?
   n. What type of user activity log exists?

2. **Enter personnel**
   This section references Section VII Scope, Subsection A. Software, Item 7 Personnel Management in our RFP. ACFPC intends to manage personnel within the RMS. Please show us the following items.
   a. How do we enter personnel?
   b. Who has security access to enter personnel?
   c. Are there different levels of rights within personnel?
   d. Is it possible to import our current personnel with historical data?
   e. How do we enter the following basic information; start date, end date and reason, badge number, rank, and emergency contacts?

Anoka County Fire Protection Council
c/o Public Safety Data System Manager
7071 University Ave NE, Fridley, MN 55432
763-203-1738

f. We wish to track the following items that take course during a firefighter's career: history of promotions
(including division changes, i.e. POC to fulltime), special assignment start and
stop dates, lost time due to leaves of absence or sick time. How does the system accommodate those items?
g. How do we setup attendance tracking requirements?
h. From within the system, how do we see a list of events (incidents, meetings, training, etc.) that personnel attended?

3. Data Access & Interfaces

As addressed in Section VII Scope, Subsection A. Software, Item 8 Data Access & Interfaces the ACFPC requires data access. This section addresses the specific questions we have regarding the data access.

a. What is the recommendation for an interface with CentralSquare Enterprise CAD?
b. What information is populated into the solution from CAD?
    i. Times, units/apparatus with times, address, call type, CAD notes
c. What are the possibilities of a two-way interface between CAD and the RMS for properties and contacts from CAD?
d. What are the possibilities for importing historical data?
    i. Incidents
    ii. Inspections
    iii. Contacts
    iv. Properties
    v. Training (as an additional consideration)
e. Attachments
    i. Current paper documents into attachments through Laserfiche
    ii. attach existing Pre-plan PDFs to properties
f. What are the possibilities for importing ongoing data?
    i. Tier II Hazmat Information
    ii. Laserfiche
    iii. SharePoint
    iv. Training (as an additional consideration)
g. What data can we export?
    i. How/Frequency?
    ii. What formats are available for the data?
    iii. What are our options for the data transfer?
    iv. What possibilities exist for working with other SaaS vendors for a data connection?
h. How are NFIRS incidents sent to the state?

4. Manage a property

ACFPC uses property data in reference to incidents, inspections, and preplans. This section references Section VII Scope, Subsection A. Software, Item 3 Property in our RFP.

a. How do we create a property? We feel there are two methods of creating a property.

   i. The first is a manual process. Can you show us how to manually enter a property? How do these properties get geo-validated?
   ii. The second is a GIS import. Are GIS imports possible? Does the import update properties that have already been created? Is the GIS import of new properties possible?
b. Can you demonstrate how to edit a property?
c. How does an agency add custom data fields to a property?
d. What is the method for preventing duplicates?
e. When managing a property how do we enter information?
f. Can you show us how to create a pre-plan?
g. What information is attached to a property?
   i. Pre-plan
   ii. Incidents
   iii. Inspections
h. How is historical information, things like occupancy changes and building name changes, tracked?
i. How do we attach images/documents?
j. How do we reference master properties to sub-properties?
k. A property could have multiple contacts. Show us how the relationship between properties and contacts works.
l. How do we view the history of incidents at a property?
m. How do we view the history of inspections at a property?
n. How are mutual aid addresses handled?

5. Contact Management

As with properties, contacts are a central component of the RMS. We see relationships with Incidents, Investigations, Property, and Property.

a. Show us how to enter a new contact.
b. Can we import existing contacts?
c. Can the addresses attached to contacts be geo-validated?
d. Show us how to edit a contact.
e. How does an agency add custom data fields to a contact?
f. Is there a process for preventing duplicate contact entry?
g. How does the relationship between contacts and the following work?
   i. Incidents
   ii. Property
   iii. Inspection
   iv. Investigations
h. How does the labeling of those relationships function?
i. Does contact management include the ability to track patient care?

6. **Property Inspections**
   Many of the ACFPC departments are responsible for conducting inspections on properties. Reference Section VII Scope, Subsection A. Software, Item 4 Property Inspections. Demonstrate the system's ability to conduct inspections. The specific items we want addressed are:
   a. Set up
      i. How do we build an inspection?
      ii. How do we import and manage the state fire code and city ordinances?
      iii. What determines who is able to conduct an inspection?
   b. How do we link an inspection to a property?
   c. How do we schedule inspections?
      i. How are inspectors able to view the schedule?
      ii. How are supervisors able to view the schedule?
   d. Demonstrate how the system displays:
      i. Historic Inspections
      ii. Current Inspections
      iii. Future Inspections
   e. Show us how to conduct an inspection.
      i. Mobile capable?
   f. How does an inspection letter get printed and emailed?
      i. What type of customization for that letter?
   g. How do inspections link to other: inspections, permits, complaints?
   h. Show us the relationship from an inspection to a contact.
      i. From a contact, show us the relationship to an inspection and the property.
   i. Can we import historical inspection data?
   j. What is the ability to add custom data fields to the inspection set up and an inspection?

7. **Incident**
   The core purpose of the RMS is to enter NFIRS information. The RFP addresses incident information in Section VII Scope, Subsection A. Software, Item 1 Incidents.
   a. How do we enter NFIRS information?
      i. If required information is missing, how does the quality check/assurance work?
      ii. Is it possible to create department specific requirements?
   b. How do we track department specific information, including Special Studies?
   c. What is the ability to add custom data fields?
      i. We would like to track insurance information.
   d. How do we add personnel to the incident?
   e. How do we add apparatus to the incident?
   f. How does the incident link to mutual aid?
   g. How do exposure incidents work?
   h. How does the incident link to an investigation?
   i. Show us the relationship from an incident to a contact.
      i. Are contacts centralized or local to an incident?
   j. How does the incident link to a property?

k. How do we attach images/documents?
l. How do we move an incident in the workflow?
    i. What security roles have rights to move an incident in the workflow?
    ii. What establishes an incident being ready for NFIRS submission?
m. Can we import historical incident data?

8. Investigations

NFIRS defines the main investigations fields. The other items we want addressed are as follows:

a. How is an investigation initiated?
b. Show us how to conduct an investigation.
c. What fields, other than the NFIRS fields, are collected as part of an investigation?
d. What is the ability to add custom fields to an investigation?
e. How do security rights work for investigations?
f. How do we attach images/documents?
g. The ACFPC has a county-wide investigation team. How would the solution accommodate such a team in regards to data sharing and conducting investigations?

9. Reports

Reporting is a primary and expanding function of any RMS. Reference Section VII Scope, Subsection A. Software, Item 9 Reports. Below are the items we want to see demonstrated.

a. Show examples of standard reports.
b. What is the report writing tool for our users?
c. How are ad-hoc/custom reports created?
d. Are reports exportable and in what format? Can we send the reports to a spreadsheet or csv?
e. Does the reporting tool allow for dynamic automatic delivery?
f. Incident
    i. How do we print an NFIRS incident report?
    ii. Does the report include attachments?
g. Property Management
    i. What type of general property reports are available (i.e. incidents, inspections)?
    ii. Inspections – What type of summary reports are available?
    iii. Pre-plans
        1. What is included in a pre-plan report?
        2. Where are pre-plans able to be viewed or accessed? (Mobile app, web-based, link to CAD)
            a. Does the pre-plan include attachments?
        3. How can other entities view pre-plans? (police, dispatch)
    iv. Is it possible to view summary data of all properties? As an example; a count of how many properties of each property type, property use, etc.
h. Personnel
    i. How do we run an attendance report for incidents?

1. What additional considerations (training, other events, public education, etc.) are included in attendance?

ii. How do we run a payroll report and what information/events are included?

iii. Is there an employee history report?

i. Statistical & Analytical

i. Are there reports specific to these standards?

1. NFPA 1710
2. NFPA 1720
3. ISO Rating

j. What mapping functions does the software have?

i. How does software produce a heat map?

10. Additional Considerations

As a reminder, additional considerations are not the main function of an RMS for the ACFPC. However, we are interested in seeing if and how the solution accommodates these and any other functionality you feel is important.

a. Personnel Management

i. Training

1. Tracking NREMT Recertification
2. Tracking Minnesota Annual Training Requirements
3. How do we track hours for payroll?
4. List of training/certificates by firefighter

ii. Scheduling

iii. More in-depth Human Resource Management

b. Public Education

i. How do we track hours for payroll?

ii. How do we track contacts with the public?

c. Other Events

i. How do we track hours for payroll?

d. Asset Management

i. Truck/Vehicle/Equipment checks

ii. Inventory Management

1. Work Orders
2. Service status
3. Expiration of assets
4. Assets assigned to personnel

iii. Preventative Maintenance

iv. Facility Management and Checks

e. EMS Reporting

f. Show us the top items that set your software apart from the competition.

g. Show us any components we haven't covered that are important to fire department operations.
h. Are there any other industry standards/trends that we should be aware of?

11. Implementation Plan

- With the information provided in the RFP, what is the suggested implementation plan?

12. Support

- With the information provided in the RFP, please explain how you support customers?