

✔ Solicitation was successfully advertised.

Status: Advertised | Bids: 0

Attachment List

Downloadable attachments that you provide for the bidder as part of the solicitation.

Bid Bond

A bid bond form that provides surety verification.

Build Your Own

This is a custom 'Build Your Own' component

Envelope

The information supplied in this component will be available to the owner-agency immediately after the bid deadline, but before the bid is opened

[Withdraw Advertisement](#) [More](#)

General Info

ⓘ [Click here to disable Q & A notifications for this solicitation.](#)

Number

2022-16 Charleston Fire Department Records Management Software

Deadline

09:27:2022 04 00 PM EDT

Auto Advertise

Allow zero unit prices and labor? Yes
Allow negative unit prices and labor? Yes

Description

The Charleston Fire Department is seeking proposals from qualified firms to provide records management services for a multiple year contract

Allow Electronic Signatures? Yes

Allow vendors to ask questions? Yes

Project Name: Records Management Software

Restricted? No

Pre-bid Meeting: NONE

[Edit](#)

Mark solicitation as an RFP?
No

Edit Print

Vendor Proposal Submission Deadline at 4:00 p.m. EDT on Friday, September 27, 2022.

Q & A

Remarks

Responses to Q&As will be issued on September 8th through the Bid Express System. Q&R responses will be available for public review.

Deadline
09/20/2022 04:00 PM EDT

No questions have been asked.

Edit More

ATTACHMENT LIST

Order Name Description

- 1 CFD ERP- Software INVITATION FOR PROPOSAL- Final All Edits.pdf (154 KB)

1 Attachments

Edit More

ADDENDUM ACKNOWLEDGMENT

Click "+" to add addenda. If no addendum, type "N/A."

Addendum Number:

Date of Acknowledgment:

◦ Firm Information

[Edit](#) [More](#)

Business Name*

Business Address*

Email*

Date*

State of Incorporation*

◦ Submitter's Name & Contact Information

[Edit](#) [More](#)

Name of Submitter

Address

Phone Number

I certify that I am an authorized representative of the firm and may submit proposals on its behalf.*

◦ Required Document List

[Edit](#) [More](#)

Name

Description

Omission Terms

Request for Proposal (RFP)

Please upload a copy of your firm's Request for...

1 Required Document

◦ Signature

[Edit](#) [More](#)

Submitter's Signature*

Date*

ATTACHMENTS:

INVITATION FOR PROPOSAL

The City of Charleston on behalf of the Charleston Fire Department is soliciting proposals from record management software companies who are capable of providing cloud based, turnkey, stand-alone solutions specialized for Fire/EMS operations that provide unique features all under a single database. The mobile solution must work on any smart phone, tablet, or iPad (iOS or Android). A detailed description of the specific software needs is contained further in this RFP.

The details contained in the following specifications are not designed to exclude any vendor from bidding but are offered as a means of describing the needs of the City of Charleston. If brand names are used, the words "or equal" are assumed to follow. All specifications are minimum requirements unless otherwise stated. Any deviations from the stated specifications must be described in detail. The merit of such deviations will be considered with regard to the City of Charleston's intended use.

All proposals and information submitted in response to this RFP become the property of the City. Submission of a proposal shall constitute acknowledgement and acceptance of all terms and conditions contained in this RFP and all exhibits and attachments herein.

CITY BACKGROUND

The City has established a committee comprised of the Charleston Fire Department, City Purchasing, and the City's Information Services Department to select a qualified consultant and will present to the full City Council for final approval.

The Charleston Fire Department is soliciting proposals from record management software companies who can provide cloud based, turnkey, stand-alone solutions specialized for Fire/EMS operations that provide unique features all under a single database. The mobile solution must work on any smart phone, tablet, or iPad (iOS or Android).

The City is interested in receiving responses from all qualified Vendors who can meet the functional specifications as outlined in this RFP. This RFP is part of a competitive procurement process which helps to serve the best interest of the City, Charleston Fire Department, and its residents. All respondents will hereby be referred to throughout this document as Vendor. This RFP will assist the City in selecting a qualified Vendor to provide record management software and implementation services.

PROJECT TIMELINE

Project Timeline: The schedule of events below is an estimated timeline. This timeline may be adjusted as necessary to accommodate the needs of this project.

- Vendor Question Submission Deadline at 4:00 p.m. EDT on Tuesday, September 20, 2022.
- Addendum Issued in Response to Question Submission EDT on Wednesday September 21,2022.
- Vendor Proposal Submission Deadline at 4:00 p.m. EDT on Tuesday, September 27, 2022.
- Scoring of Proposals: Week of October 3-7, 2022.

VENDOR INSTRUCTIONS

Proposals should be prepared simply and economically, providing straightforward, concise descriptions of the company's capabilities to satisfy the needs of CFD. Ownership of all data, materials, and documentation originated and prepared for the City pursuant to this solicitation will belong to the City and subject to the West Virginia Freedom of Information Act, unless the content is proprietary in nature such that it is excluded from production. All pages or sections of submitted documents considered by the company to be proprietary in nature should be clearly labeled.

All questions must be submitted according to established deadlines within Bid Express.

PROJECT SCOPE REQUIREMENTS

In their response, vendors must provide a response which outlines of the following software compliance and product information:

Glossary of Acronyms within specification:

NEMSIS – National Emergency Medical Services Information System

NFIRS – National Fire Incident Reporting System

WVOEMS – West Virginia Office of Emergency Medical Services

DOT - Department of Transportation

ISO – Insurance Services Office

CAD – Computer Aided Dispatch

ePCR – Electronic Patient Care Report

NFPA – National Fire Protection Association

OVAP – Occupancy Vulnerability Assessment Profile

COMPLIANCE

1. All reporting software must be NEMSIS 3.4.0 and NFIRS 5.0 compliant.
2. Ability to be approved by West Virginia Office of Emergency Medical Services (WVOEMS) and include proof thereof with bid submission.

PRODUCT INFORMATION

Proposed Product – The product proposed shall include or be capable of providing the following:

1. Software shall have built in Waze and Google navigation
2. Mobile Pre-Plan system with interactive mapping and navigation
3. DOT Camera Integration
4. Map view from mobile device with ability to have color coded hydrant maps and color-

coded properties according to Risk Assessments as layers which can be turned off and on.

5. Ability to share pre plan data with mutual aid companies
6. Business Intelligence (BI) tool that will geographically display all incident data into interactive charts and graphs. This BI and NFIRS Analytics tool shall also produce many of the required ISO reports for audits as well as CFAI Accreditation reports. This tool shall enable the user to click from a visual chart and drill down to actual incidents including any pictures which were taken.
7. Ability to integrate and interface with New World CAD
8. Ability to scan driver's license into the ePCR
9. CAD alerts and incident addresses link directly to pre plans
10. Ability to interface with UKG's Telestaff scheduling software
11. Inspection module based on NFPA guidelines, with the ability to transmit those reports directly to the business owner in the field.
12. OVAP scoring to identify RISK assessments of properties
13. Hydrant testing module to include flow tests, calculations, interactive map views, and navigation. Along with the ability for personnel to add hydrants to the map
14. Mobile inventory module for vehicle inventory and maintenance checks
15. Graphic report generator capable of running user defined reports
16. Ability to export user defined reports into other digital formats such as, but not limited to, CSV files.
17. Property and occupancy module
18. Ability to upload and attach photos or other file types
19. US National Grip map overlay
20. County boundaries overlay
21. Heat maps by incident locations and response times
22. Ability to use existing GIS layers from the City's enterprise GIS environment to build upon the aforementioned overlays and hydrant locations on a map.
23. Ability to import/export and or integrate GIS data developed in the system with the City's existing enterprise GIS environment.
24. False fire alarm reporting
25. Built in customizable Learning Management System (LMS)
26. Ability to convert legacy Firehouse Data from the current server without the need to export into excel
27. Ability to retrieve patient data from prior ePCR's (i.e. 12 leads, meds, history, and allergies)

Cost Structure

1. Proposal cost structure must include implementation and support.
2. Proposals must include a 5-year cost structure as it relates to a service agreement, including a breakdown of any initial discounts or annual fee increases for years 2-5 of the service agreement.

Evaluation Criteria- (Maximum 100 points)

1. **Qualifications and Experience of Consultant – (Maximum 50 points)**
 - a. Demonstrate the experience of the Firm's experience and ability in performing the tasks requested under the scope of services for this RFP for the CFD

2. **Work Plans – (Maximum 35 points)**
 - a. Quality of Firms' work plans, including but not limited to allocating resources and personnel and ability to provide both continuity and timely response over the course of the contract period.
 - b. How closely the firm can demonstrate capability to perform according to project scope

3. **Compensation – (Maximum 15 points)**
 - a. An estimate of cost schedule per project scope including initial set up, integration, any conversion requirements, and training, and support.
 - b. An estimate of cost schedule and/or increases for additional years 2-5.

TERMS AND CONDITIONS

1. **Conditions for Proposal Acceptance:** This RFP does not commit the City to award a contract or to pay any costs incurred for any services. The City, at its sole discretion, reserves the right to accept or reject any or all Proposals received as a result of this RFP, to negotiate with any qualified source(s), or to cancel this RFP in part or in its entirety. The City may waive any irregularity in any Proposal. All Proposals will become the property of the City. If any proprietary information is contained in the Proposal, it should be clearly identified.

- 2. Insurance:** The City requires that licensees, lessees, and Proposers obtain and maintain, at their sole expense, specified types of insurance coverages, as outlined in the sample contract, evidenced by an approved Certificate of Insurance (not a declaration or policy) or proof of self-insurance on file with the City for the issuance of a permit or contract. Within ten (10) calendar days of award of contract, the successful Proposer must furnish the City with the Certificates of Insurance proving coverage as specified in the sample contract. City reserves the right to require different or additional insurance coverages than those specified in the sample contract.
- 3. W-9:** Proposer must provide a signed form W-9 (Taxpayer Identification Number & Certification), which includes Proposer's legal business name(s).
- 6. Responsibility of Proposers:** The City shall not be liable for any expenses incurred by potential Proposers in the preparation or submission of their Proposals. Pre-contractual expenses are not to be included in the Proposer's Pricing Summary. Pre-contractual expenses include but are not limited to, expenses incurred by Proposer in: Preparing Proposal in response to this RFP, submitting that Proposal to the City, negotiating with the City any matter related to the Proposal; and any other expenses incurred by the Proposer prior to the date of the award and execution, if any, of the contract.
- 7. Confidentiality:** If Proposer believes any communication contains trade secrets or other proprietary information that the Proposer believes would cause substantial injury to the Proposer's competitive position if disclosed, the Proposer shall request that the City withhold from disclosure the proprietary information by marking each page containing such proprietary information as confidential. Proposer may not designate its entire Proposal as confidential nor designate its Price Summary as confidential. Submission of a Proposal shall indicate that, if Proposer requests that the City withhold from disclosure information identified as confidential, and the City complies with the Proposer's request, Proposer shall assume all responsibility for any challenges resulting from the non-disclosure, indemnify and hold harmless the City from and against all damages (including but not limited to attorneys' fees and costs that may be awarded to the party requesting the Proposer information), and pay any and all costs and expenses related to the withholding of Proposer information. Proposer shall not make a claim, sue, or maintain any legal action against the City or its directors, officers, employees, or agents concerning the disclosure, or withholding from disclosure, of any Proposer information. If Proposer does not request that the City withhold from disclosure information identified as confidential, the City shall have no obligation to withhold the information from disclosure and may release the information sought without any liability to the City.
- 8. Addendums to the RFP:** The City reserves the right to amend or supplement this RFP prior to the Proposal Due Date. All addendum(s) and additional information will be posted to Bid Express. Proposers should check this web page daily for new information.
- 9. Equal Employment Opportunities:** All bidders acknowledge and agree that, in the performance of any City contract, they will not discriminate against any employee or applicant for employment because of race, color, religion, age, sex, sexual orientation, gender identity, disability, or national origin.
- 10. Immigration Reform and Control Act (IRCA):** All bidders in connection with the

performance of this project shall certify that they are in complete compliance with the above noted Act.

11. **Local Vendor Preference:** A local vendor may qualify for a competitive advantage applied to its bid when certain conditions are met. Such as, the vendor has marked on its bid submission that it is requesting to be considered a local vendor for bid evaluation purposes; the vendor provides City of Charleston, West Virginia RFP for record management Software evidencing that it has the right to conduct business in the State of West Virginia; and the vendor submits an affidavit confirming that it has paid all applicable business taxes to the city or has a non-delinquent payment plan with the city and has had an active and current business and occupation tax account with the city collector during the entire preceding one-year period. Competitive advantages shall be applied in the following manner: (1) A competitive advantage of 4% shall be applied to the local vendor's bid when, prior to applying the competitive advantage, the apparent lowest responsible bidder submits a bid that is greater than \$25,000 but does not exceed \$125,000. (2) The competitive advantage of \$5,000 shall be applied to the local vendor's bid when, prior to applying the competitive advantage, the apparent lowest responsible bidder submits a bid that is greater than \$125,000.
12. **Business & Occupation Tax:** The City of Charleston broadly imposes a Business & Occupation Privilege Tax for the act or privilege of engaging in business activities within the City of Charleston. Business & Occupation Tax is measured by the application of rates against gross receipts or gross income of the business. All business activities are classified, and the classifications are significant inasmuch as the tax liability varies based on the different rates established for the specific types of business activities. Individuals or businesses who do not have a physical location or office located in the City of Charleston are also subject to Business & Occupation Tax if they: 1) lease tangible personal property to lessees in Charleston, or 2) perform construction or installation contracts in Charleston or 3) render services in Charleston. Additionally, anyone who sells and/or delivers goods or products in Charleston may also be subject to Business & Occupation Tax. Business & Occupation Tax should be considered when preparing your bid. If you are uncertain as to your business activity or how your business should properly calculate the tax when preparing your bid, please contact us at botax@cityofcharleston.org. NOTE: No contract or purchase of materials or equipment will be awarded to a company whose Business & Occupation Tax status is delinquent.
13. **Governing Law and Venue:** In the event of litigation concerning this RFP, the proposal documents, specifications, and related matters shall be governed by and construed in accordance with the law of the State of West Virginia. Venue shall be with the appropriate state or federal court located in West Virginia.
14. Per City Code, facsimile, telephonic or oral proposals will not be accepted.
15. Debarred vendors may not submit proposals or be awarded contracts.
16. The City of Charleston is exempt from state and local taxes.
17. The City Council or the City Manager reserves the right to reject any and all proposals.