

**Request for Proposals: Records Management System**

**I. GENERAL INFORMATION & SCHEDULE**

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

Date of Issuance: 08/09/2021

Issued by: Burlington Fire Department, City of Burlington

Due Date for Questions: 08/20/2021

Responses will be available on or before 08/24/2021 5PM ET

Due Date for Responses: 09/02/2021

Contact: Jared Grenon, Battalion Chief  
Burlington Fire Department  
136 South Winooski Ave.  
Burlington, VT 05401  
802-864-4553  
JGrenon@burlingtonvt.gov

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

**II. BACKGROUND AND PURPOSE**

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

**III. AGENCY BACKGROUND**

The City of Burlington is the most populous city in the State of Vermont. It covers approximately 15.5 square miles (10.3 square miles land). The 2013 census estimates approximately 42,284 residents with a density of approximately 4,121.5/square mile.

**Burlington Fire Department**

The Burlington Fire Department is a fully career fire department operating five engine companies, one truck company and three ambulances. The department responds from five stations and handles approximately 8,000 emergency calls annually. The daily minimum staffing is 22 firefighters.

#### IV. SYSTEM REQUIREMENTS

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

##### Functionality Requirements

- NFIRS-compliant incident reporting
- Training
- Occupancy/Inspection/Pre-incident plan
  - Interface with “OPENGOV” a municipality Enterprise Resource Planning system
  - Tablet based field inspection feature
  - Ability to accept CSV file format for data upload from third party permitting software
  
- Hydrants
- Inventory Tracking
  - Vehicles
  - Equipment
  - Personal Protective Equipment
- Personnel / Daily Roster / Daily activity
  - Ability to integrate with third party scheduling software to populate daily ride list
    - current scheduling software is Aladtec
      - <https://www.aladtec.com/>
  - Ability to integrate with third party Computer Aided Dispatch software
    - Current CAD software Tyler Technologies
- All personnel access to sign into system
  - Multiple access levels

##### Legacy Data:

Price quote to include transfer of all legacy data from existing Records Management System which has been in use since 2004.

Current records management system in use is FIREHOUSE Software by ESO.

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

- Tyler Technologies – New World Enterprise CAD
- Aladtec scheduling software
- OPENGOV

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

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

### **Technical Requirements**

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

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

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

### **Implementation Requirements**

Proposals should describe the general implementation steps and provide an illustrative project plan from contract signing through system go-live for a similarly sized and complex implementation. Descriptions should include all activities involved in implementation, with staffing required of the vendor, staffing required of the City, responsibility, level of effort, and duration. Please also identify the key risks and challenges that are associated with implementation.

### **Training Requirements**

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

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

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

## **V. PROPOSAL SUBMISSION**

Responses to this RFP must be not more than 40 pages in length (20 double-sided or 40 single-sided pages) and include the following:

- 1) Qualifications Detail consisting of:
  - a) Cover letter including statement of understanding & approach to this project; the statement should describe the applicant's understanding of the project, detail the solution's capabilities, and the special skills, collaborative approach, and innovative thinking that the team would bring to the project.

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

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

Additional requirements are as follows:

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

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

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

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

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

### **Questions**

Questions may be submitted by email by the deadline identified above. Any revisions, addendums and answers to questions that are received by the due date for questions will be posted to the City's website at <https://www.burlingtonvt.gov/RFP>.

### **Proposal Evaluation**

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

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

Responses will be reviewed by City staff, and possibly its consultants, based upon the information provided in the proposal. Additional information may be requested prior to final selection. The city intends to accept the proposal it determines to be in the best interests of the city, based on the overall proposal, not exclusively on cost or any other specific factor. The city reserves the right to amend, modify, reject, negotiate, or accept any proposal in whole or in part at its sole discretion. It is anticipated that a decision will be made within 30 days of the due date.

## **VI. CONTRACTING**

The consultant must qualify as an independent contractor and, prior to being awarded a contract, must apply for registration with the Vermont Secretary of State's Office to do business in the State

of Vermont, if not already so registered. The registration form may be obtained from the Vermont Secretary of State, 128 State Street, Montpelier, VT 05633-1101, PH: 802-828-2363, Toll-free: 800-439-8683; Vermont Relay Service – 711; web site: <https://www.sec.state.vt.us/>. The contract will not be executed until the consultant is registered with the Secretary of State's Office.

Prior to beginning any work, the consultant shall obtain Insurance Coverage in accordance with the Burlington Contract Conditions (Exhibit B in this RFP). The certificate of insurance coverage shall be documented on forms acceptable to the City.

**VII. AGREEMENT REQUIREMENTS**

The selected consultant will be required to execute a contract with the City on the terms and conditions required by the City, including but not limited to those in the Burlington Contract Conditions (Exhibit B) and the attached Draft Agreement.

**VIII. LIMITATIONS OF LIABILITY**

The City assumes no responsibility or liability for the response to this Request for Proposals.

**IX. COSTS ASSOCIATED WITH PROPOSAL**

Any costs incurred by any person or entity in preparing, submitting, or presenting a proposal are the sole responsibility of that person or entity, including any requests for additional information or interviews. The City will not reimburse any person or entity for any costs incurred prior to the issuance of the contract.

**X. INDEMNIFICATION**

Any party responding to this Request for Proposals is acting in an independent capacity and not as an officer or employee of the City. Any party responding to this Request for Proposals will be required to indemnify, defend, and hold harmless the City, its officers, and employees from all liability and any claims, suits, expenses, losses, judgments, and damages arising as a result of the responding party's acts and/or omissions in or related to the response.

**XI. REJECTION OF PROPOSALS**

The City reserves the right to reject any or all proposals, to negotiate with one or more parties, or to award the contract to the proposal the City deems will meet its best interests, even if that proposal is not the lowest bid. The City reserves the right to re-advertise for additional proposals and to extend the deadline for submission of the proposals. This Request for Proposals in no way obligates the City to award a contract.

**XII. OWNERSHIP OF DOCUMENTS**

Any materials submitted to the City in response to this Request for Proposals shall become the property of the City unless another arrangement is made by written agreement between the City and the responding party. The responding party may retain copies of the original documents.

**XIII. DUTY TO INFORM CITY OF BID DOCUMENT ERRORS**

If a bidder knows, suspects, or has reasonable cause to believe, that an error or omission exists in any bid documents, including but not limited to unit prices and rate calculations, the bidder shall immediately give the City written notice thereof. [Contractor/Consultant] shall not cause or permit any work to be conducted that may related to the error or omission without first receiving written acknowledgment from the City that City representatives understand the possible error or omission and have approved the requested modifications to the bid or contract documents or that the

[contractor/consultant] may proceed without any modification being made to the bid or contract documents.

**XIV. PUBLIC RECORDS**

Any and all records submitted to the City, whether electronic, paper, or otherwise recorded, are subject to the Vermont Public Records Act. The determination of how those records must be handled is solely within the purview of City. All records the responding party considers to be trade secrets, as that term is defined by subsection 317(c)(9) of the Vermont Public Records Act, or that the responding party otherwise seeks to have the City consider as exempt must be identified clearly and specifically at the time of submission. It is not sufficient to merely state generally that a proposal is proprietary, contains a trade secret, or is otherwise exempt. Particular records, pages, and sections which are believed to be exempt must be specifically identified as such and must be separated from other records with a convincing explanation and rationale sufficient to justify each exemption from release consistent with Section 317 of Title 1 of the Vermont Statutes Annotated.

**XV. PUBLIC HEALTH EMERGENCIES**

Bidders are advised that public health emergencies, as declared by the City, the State of Vermont, or the Federal Government, including the current pandemic of Novel Coronavirus (COVID-19), may introduce significant uncertainty into the project, including disruption of timelines or revised practices. Consultants shall consider public health emergencies as they develop project schedules and advance the work.

ATTACHMENT A

Burlington Fire Department RFP for Records Management System

Understanding of RFP Procedures, Terms and Conditions

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

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

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

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

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

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

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