Burlington Fire Department
Burlington, VT 05401

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:	June 8, 2018
Issued by:	Burlington Fire Department, City of Burlington
Due Date for Questions:	June 22, 2018 by 5PM ET
	Reponses will be available on or before June 29, 2018 5PM ET
Due Date for Responses:	July 13, 2018 by 12PM ET
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 from 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 two ambulances. The department responds from five stations and handles approximately 8,000 emergency call annually. The daily minimum staffing is 20 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
- Hydrants
- Inventory Tracking
    - Vehicles
    - Equipment
- Personnel / Daily Roster / Daily activity
- Printable accountability roster
- All personnel access to sign into system
- Electronic leave request and approval
- Personnel notification
    - Periodic hiring notification
    - Specialty groups
    - Overtime hiring rotation and tracking
- In addition to the above functionality requirements the following would be desired
    - Multiple alarm call out via text and phone call

Legacy Data:

Price quote shall include transfer of all legacy data from existing Xerox (Firehouse) system which has been in use since 2004.

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

Tyler Technologies – New World Enterprise CAD
Kronos Timekeeping

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

Reponses 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 five 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, 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. TERMS & CONDITIONS

It will be necessary for responding parties to comply fully with the following terms and conditions outlined in this document if they are to be considered. A letter attesting that the respondent has read, understands, and followed all procedures is a part of this RFP must be included as part of the final submittal (see Attachment A).

Communications

It is extremely important that all respondents are given clear and consistent information. Therefore, all respondents are required to submit any questions related to this project or RFP process via email. Responses to all submitted questions will be posted on the City of Burlington website at: https://www.burlingtonvt.gov/RFP. Questions concerning this RFP must be received via email per the schedule outlined on page 1. Inquiries received after this date will not be considered or answered.

Respondents should not communicate with any City department or employee during the submission process except as described above. In addition, no communications should be initiated by a respondent to any City Official or persons involved in evaluating or considering the statement of qualifications or proposals. Communication with any parties for any purpose other than those expressly described herein may cause an individual firm, or team to be disqualified from participating.

General Compliance with Laws

The Consultant shall comply with all applicable Federal, State and local laws, including but not limited to the Burlington Livable Wage Ordinance, City Union Deterrence Ordinance, and City insurance requirements. A certificate of compliance with the Livable Wage ordinance will be required. The Livable Wage ordinance can be found at the following link: http://www.burlingtonvt.gov/CT/Livable-Wage-Ordinance/. Provisions of the resulting Agreement shall be interpreted and implemented in a manner consistent with each other and using procedures that will achieve the intent of both parties. If, for any reason, a provision in the Agreement is unenforceable or invalid, that provision shall be deemed severed from the Agreement, and the remaining provisions shall be carried out with the same force and effect as if the severed provisions had never been a part of the Agreement.

OWNERSHIP OF DOCUMENTS

Proposals, plans, specifications, and other documents prepared and submitted under this RFP shall become the property of the City.

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 considered to be trade secrets, as that term is defined by subsection 317(c) (9) of the Vermont Public Records Act, shall be identified, as shall all other records considered to be exempt under the Act. It is not sufficient to merely state generally that the proposal is proprietary or a trade secret or is otherwise exempt. Particular records, pages or section 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.

Other terms

Costs for preparing your proposal in response to this request are solely the responsibility of the respondent. The City of Burlington, Vermont assumes no responsibility and liability for costs incurred by parties responding to this RFP or responding to any further requests for interviews, additional data, etc., prior to the issuance of the contract. The City of Burlington reserves the right to accept or reject any or all Statement(s) of Qualifications or proposals, with or without cause, and to waive immaterial defects and minor irregularities in responses. All decisions related to this solicitation by the City will be final. The City reserves the right to request clarification of information submitted and to request additional information of one or more respondents. All materials submitted in response to this RFP will become the property of the City upon delivery. This solicitation in no way obligates the City of Burlington to award a contract.

Equal Opportunity: the selection of consultant shall be made without regard to race, age, color, religion, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status, genetic information or political affiliation. The City of Burlington is an Equal Opportunity Employer and encourages proposals from qualified minority and woman-owned businesses.

REGISTRATION

A successful consultant must be registered with the Vermont Secretary of State's office as a business entity doing business in the State of Vermont at all times the contract is effective. This registration must be complete prior to the execution of a contract.

INSURANCE:

Prior to beginning any work CONTRACTOR shall obtain the following insurance coverage from an insurance company registered and licensed to do business in the State of Vermont and having an A.M. Best insurance rating of at least A-, financial size category VII or greater (www.ambest.com). The certificate of insurance coverage shall be documented on forms acceptable to the City of Burlington. Compliance with minimum limits and coverage, evidenced by a certificate of insurance showing policies and carriers that are acceptable to the City of Burlington, must be received prior to the effective date of the Agreement. The insurance policies shall provide that insurance coverage cannot be canceled or revised without thirty (30) days prior notice to the City of Burlington for cancellation. In the event that this Contract extends to greater than one year, evidence of continuing coverage must be submitted to the City of Burlington on an annual basis. Certified copies of any insurance policies may be required. Each policy (with the exception of professional liability and workers compensation) shall name the City of Burlington as an additional insured for the possible liabilities resulting from Contractor's actions or omissions. It is agreed that the liability insurance furnished by the CONTRACTOR is primary and non-contributory for all the additional insured. The Parties, for themselves, their insurers, and their officers, employees and agents, do hereby mutually waive all rights of subrogation on any claims of general liability, auto liability, and worker's compensation.

CONTRACTOR is responsible to verify and confirm in writing to the City of Burlington that:

(a) All SUB-CONTRACTORs, agents or workers meet the minimum coverage and limits plus maintain current certificates of coverage for all SUB-CONTRACTORs, agents or workers. SUB-CONTRACTORs must comply with the same insurance requirements as MOPA.

(c) All work activities related to the agreement shall meet minimum coverage and limits.

No warranty is made that the coverage and limits listed herein are adequate to cover and protect the interests of CONTRACTOR for Contractor's operations. These are solely minimums that have been developed and must be met to protect the interests of the City of Burlington.

GENERAL LIABILITY AND PROPERTY DAMAGE:

With respect to all operations performed by Contractor, SUB-CONTRACTORs, agents or workers, it is Contractor's responsibility to insure that general liability insurance coverage, on an occurrence form, provides all major divisions of coverage including, but not limited to and with limits not less than:

1. Premises Operations
2. Independent CONTRACTORS' Protective
3. Products and Completed Operations
4. Personal Injury Liability
5. Contractual Liability
6. Broad Form Property Damage
7. Medical Expenses
8. Collapse, Underground and Explosion Hazards

1. General Aggregate	$2,000,000
2. Products-Completed/Operations Aggregate	$2,000,000
3. Personal & Advertising Injury	$1,000,000
4. Each Occurrence	$1,000,000
5. Fire Damage (Any one fire)	$ 250,000
6. Med. Expense (Any one person)	$ 5,000

WORKERS' COMPENSATION: With respect to all operations performed, CONTRACTOR shall carry workers compensation insurance in accordance with the laws of the State of Vermont and ensure that all SUB-CONTRACTORs and SUBCONTRACTORs carry the same workers' compensation insurance for all work performed by them under this contract. Minimum limits for Employer's Liability:

(a) Bodily Injury by Accident: $500,000 each accident

(b) Bodily Injury by Disease: $500,000 policy limit, $500,000 each employee

PROFESSIONAL LIABILITY INSURANCE:

(a) General. The Consultant shall carry architect's/engineers professional liability insurance covering errors and omissions made during their performance of contractile duties with the following minimum limits:

$3,000,000 - Annual Aggregate

$1,000,000 - Per Occurrence

(b) Deductibles. The Consultant is responsible for any and all deductibles.

(c) Coverage. Prior to performing any work, the Consultant agrees to provide evidence of E&O insurance coverage defined under this Section. In addition, the Consultant agrees to attempt to maintain continuous professional liability coverage for the period of the agreement and whenever applicable any construction work related to this agreement, and for a period of five years following substantial completion, if such coverage is reasonably available at commercially affordable premiums.

AUTOMOBILE LIABILITY: The CONSULTANT shall carry commercial automobile liability insurance covering all motor vehicles, including owned, non-owned and hired, used in connection with the agreement. Each policy shall provide coverage with a limit not less than: $1,000,000 - Combined Single Limit for each occurrence.

UMBRELLA LIABILITY:

$1,000,000 Each Event Limit

$1,000,000 General Aggregate Limit

INDEMNIFICATION

The Consultant will act in an independent capacity and not as officers or employees of the Municipality. The Consultant shall indemnify, defend and hold harmless the Municipality and its officers and employees from liability and any claims, suits, expenses, losses, judgments, and damages arising as a result of the Consultant's acts and/or omissions in the performance of "non-professional services" under this contract. As used herein, "non-professional services" means services provided under this Agreement other than professional services relating to the design and/or engineering of all or part of the project. The Municipality shall notify the Consultant in the event of any such claim or suit covered by this Subsection and the Consultant shall immediately retain counsel and otherwise provide a complete defense against the entire claim or suit arising out of "non-professional services" provided under this Agreement. The Consultant shall indemnify the Municipality and its officers and employees in the event that the Municipality, its officers or employees become legally obligated to pay any damages or losses arising from any act or omission of the Consultant arising from the provision of "non-professional services" (as defined herein) under this Agreement.

The Consultant shall indemnify and hold harmless the Municipality and its officers and employees from liability and any claims, suits, expenses, losses, judgments, and damages arising as a result of the Consultant's acts and/or omissions in the performance of "professional services" under this contract. The Consultant shall not be obligated to defend the Municipality and its officers and employees against claims or suits arising from the Party's provision of engineering design services or architectural design services. The Consultant shall be obligated to indemnify and hold the Municipality, its officers and employees, harmless from and against monetary damages to third parties, together with reasonable costs, expenses and attorney's fees incurred and paid by the Municipality in defending claims by third parties (collectively "Damages") but only in the event and to the extent such Damages are incurred and paid by the Municipality as the proximate cause of negligent acts, errors or omissions ("Professional Negligence") by the Consultant, its employees, agents, consultants and subcontractors, in providing the professional services required under this Agreement. As used herein, "Professional Negligence" or "negligent acts, errors or omissions" means a failure by the Consultant to exercise that degree of skill and care ordinarily possessed by a reasonably prudent design professional practicing in the same or similar locality providing such services under like or similar conditions and circumstances.

After a final judgment or settlement, the Consultant may request recoupment of specific defense costs and may file suit in Vermont Superior Court, Chittenden Unit, Civil Division, requesting recoupment. The Consultant shall be entitled to recoup costs only upon a showing that such costs were entirely unrelated to the defense of any claim arising from an act or omission of the Consultant.

The Municipality is responsible for its own actions. The Consultant is not obligated to indemnify the Municipality or its officers, agents and employees for any liability of the Municipality, its officers, agents and employees attributable to its, or their own, negligent acts, errors or omissions.

In the event the Municipality, its officers, agents or employees are notified of any claims asserted against it or them to which this Indemnification clause may apply, the Municipality or its officers, agents and employees shall immediately thereafter notify the Consultant in writing that a claim to which the Indemnification Agreement may apply has been filed.

RELATIONSHIP

The parties agree that Contractor is an independent CONTRACTOR. To that end, the Contractor shall determine the method, details, and means of performing the work, but will comply with all legal requirements in doing so. Neither the City of Burlington nor its departments shall provide Contractor with specific instructions or training in how to provide the required services, except to the extent required by law or regulation. Contractor shall provide its own tools, materials or equipment. In providing services under this Agreement, CONTRACTOR shall perform in a manner consistent with that degree of care and skill ordinarily exercised by members of the same profession currently practicing under similar circumstances at the same time and in the same or similar locality. The parties agree that neither CONTRACTOR nor its officers or employees are employees of the City of Burlington or any of its departments, agencies, or related entities. The parties also agree that neither CONTRACTOR nor its officers or employees is entitled to any employee benefits from the City of Burlington. CONTRACTOR understands and agrees that it and its officers and employees have no right to claim any benefits under the Burlington Employee Retirement System, City's worker's compensation benefits, health insurance, dental insurance, life insurance or any other employee benefit plan offered by City. CONTRACTOR agrees to execute any certifications to the best of its knowledge, information and belief, or other documents and provide any certificates of insurance required by City and understands that this contract is conditioned on its doing so, if requested.

CONTRACTOR understands and agrees that it is responsible for the payment of all taxes on the above sums and that the City of Burlington will not withhold or pay for Social Security, Medicare, or other taxes or benefits or be responsible for any unemployment benefits.

RESERVATION OF RIGHTS

It is the intent of the City to select the proposal that it deems to be in the best interests of the City. To that end, the City reserves the following rights:

1. To accept any proposal in whole or in part;
2. To accept multiple proposals if doing so is in the best interests of the City;
3. To reject any or all proposals in whole or in part;
4. To waive any informalities, omissions, or irregularities in any proposal;
5. To terminate and reissue this RFP for any reason;
6. To remedy any error in the RFP process without reissuing it; and/or
7. To change or negotiate any specifications in the City's sole discretion.

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: _____