CITY
OF
JOPLIN, MISSOURI

BID PACKAGE

#2022-RFP-04

for

FIRE DEPARTMENT RECORDS MANAGEMENT SOFTWARE

JOPLIN FIRE DEPARTMENT
303 E. THIRD ST.
JOPLIN, MO 64801

NOTICE TO BIDDERS

The City of Joplin, Missouri will accept sealed bid proposals until **10:00AM. Wednesday , Dec 22, 202 1** at the Joplin Fire Department located at 303 E. Third St., Joplin, Missouri, 64801 to PURCHASE the following:

FIRE DEPARTMENT RECORDS MANAGEMENT SOFTWARE

Specifications and bid forms are available from **Deputy Chief Andy N immo**, **Joplin Fire Department,** by calling **417-624-0820 ext. 13 01** or by writing to the address indicated above. Any bids received after the specified deadline will be returned to the vendor.

The City reserves the right to evaluate all bids, to reject any or all bids and re-bid at a later date. The City may waive any irregularities in the bid or negotiate variances from specifications and make awards that are in the best interests of the City. The City will have final decision in all matters regarding acceptance of bids and issuance of awards.

The City encourages minority and female owned businesses to submit bids on all City purchases.

Leslie Haase, CPA
Finance Director

Publication Date: Tuesday, 11/23/2021

INSTRUCTIONS TO BIDDERS

The City of Joplin, Missouri proposes to PURCHASE the following:

The Joplin Fire Department currently uses "Firehouse" for all records management within our organization. We have been notified that in 2022, Firehouse will no longer be supported and must be replaced with a new records management software. As a result, the Joplin Fire Department is seeking proposals for a new records management software system that will incorporate the following capabilities:

- Fire and EMS Reporting
- Personnel Management
- Mobile Response Capabilities
- Apparatus and Equipment Inventory Management
- Department Journal of Events
- Fire Prevention/Inspection/Pre-Planning
- Community Outreach
- Training, Implementation, and Data Migration
- Data Analytics

Included within this packet is a comprehensive list of specifications that are needed in order to be the selected software package for our organization. Please complete the entire specification list by clearly marking as to whether you can meet the specified requirement, you cannot meet the specified requirement, or you are proposing an alternative to the specification. To clearly mark your response, we ask that you circle one of the three options. Any portion of the specifications list that is not completed will be considered non-compliant for that specification. Bids will not be selected solely based on cost, the Joplin Fire Department is a very data driven department and functionality of the software package must meet our specific needs.

Instructions to Vendors

Included is listing of specification requirements desired for the potential Records Management Software that we will be purchasing. Each specification should be clearly marked as, "Function Available", "Function Not Available", or "Exception/Alternative Proposed". A comment section is also available that will allow you to clarify your capabilities or response for any specification. Once you have completed the specification portion of the bid package, please prepare a document for our use during the evaluation process that will include the following:

- A detailed explanation of your software and its capabilities.
- A detailed explanation of the service and technical support capabilities and the process used when a technical issue occurs both during and after hours.
- A detailed explanation of how you propose to transition from our current RMS provider to your platform.
- A pricing sheet that will indicate first year cost including:
    - The set up of each module provided
    - The transition of historic data to the new platform
    - Training of staff members in the use of the new RMS system
    - Annual costs after first year installation and set-up.
    - Optional bid requests – Community Outreach Module

Evaluation of Bids

After all bids have been received a committee comprised of Joplin Fire Department and IT staff will evaluate the bids based on the following:

- Ability to meet specifications requested – 10%
- Overall capabilities of the proposed software solution – 10%

- Ability to transition historic data over to the new platform – 10%
- Evaluation of technical service program – 5%
- Evaluation of the implementation and training plan – 5%
- Price of the product proposed (first year and annual recurring costs) – 60%

Once all bids have been evaluated by the committee a recommendation will be sent to the Fire Chief for approval to purchase.

Awarding of Bid

Once approved the successful vendor will be notified that they have been awarded the project. The timeline of the Joplin Fire Department is to begin implementation of the new RMS platform in stages beginning in January of 2022. The Deputy Chief of Operations will be overseeing the implementation and working with various staff members to help implement portions of the software that coincide with their job duties.

MARK BID ENVELOPES: "BID #2022-RFP-04; 10:00AM, Wednesday, December 22, 2021"

Questions concerning the specifications and bidding procedures should be directed to **Deputy Chief Andy Nimmo** , Joplin Fire Department at **303 E. Third St**, Joplin, MO, 64801 or by phoning **417-624-0820 ext. 1301.**

RMS SPECIFICATIONS

Section #1 – General Requirements

Spec ID	Description/Capability	Vendor Response

1-001	Vendor is a sole source provider of all development, installation, technical support, and training. Various modules and components are not supported, owned, or developed by third party vendors.	Function Available Function Not Available Exception or Alternate Option
1-002	Records Management Software is cloud based and does not utilize the city servers or network.	Function Available Function Not Available Exception or Alternate Option
1-003	Capable of migrating Firehouse data into the RMS and will be the responsibility of the vendor.	Function Available Function Not Available Exception or Alternate Option
1-004	Capable of providing users with remote/mobile access via the web through standard internet browsers such as Chrome, Firefox, Edge, and Safari.	Function Available Function Not Available Exception or Alternate Option
1-005	Capable of remote access utilizing Windows, iOS, and Android devices.	Function Available Function Not Available Exception or Alternate Option
1-006	There are no limitations to the number of users logged in at the same time.	Function Available Function Not Available Exception or Alternate Option
1-007	Capabilities to set permissions for individual users in all modules.	Function Available Function Not Available Exception or Alternate Option

1-008	Capability to transfer data from CAD to Fire RMS. Current CAD provider is OSSI/Central Square.	Function Available Function Not Available Exception or Alternate Option
1-009	Capable of transferring data from CAD to mobile platforms in real time.	Function Available Function Not Available Exception or Alternate Option
1-010	Reports and private information will be always kept secure. Please explain security measures utilized.	Function Available Function Not Available Exception or Alternate Option

Section #2 – NFIRS Reporting

Spec ID	Description/Capability	Vendor Response
2-001	Fire reporting complies with NFIRS requirements and is capable of being uploaded to the NFIRS database.	Function Available Function Not Available Exception or Alternate Option
2-002	Software will be capable of transferring all CAD data such as dispatcher notes, call times, location, assigned units, and assign a report number.	Function Available Function Not Available Exception or Alternate Option
2-003	Software will be capable of assigning personnel to assigned units of an incident report based on the daily schedule.	Function Available Function Not Available Exception or Alternate Option
2-004	Shift supervisors will have the capability of QA on all fire reports.	Function Available Function Not Available Exception or Alternate Option

2-005	Fire reporting will have unit narratives capable for multi-unit responses in addition to the primary report narrative.	Function Available Function Not Available Exception or Alternate Option
2-006	Software will allow multiple users to complete unit narratives while other users are working in the same report or will lock out other users until report is available to be worked in.	Function Available Function Not Available Exception or Alternate Option
2-007	All NFIRS report modules will be capable of being printed and a selection box will be offered to indicate what portions of the report are to be printed.	Function Available Function Not Available Exception or Alternate Option
2-008	Spelling and Grammar check available within report modules.	Function Available Function Not Available Exception or Alternate Option
2-009	The ability to establish required fields that must be completed by the report writer.	Function Available Function Not Available Exception or Alternate Option
2-010	Software will have the ability to readily identify incomplete reports both to the user and to supervisors that are completing quality assurance checks.	Function Available Function Not Available Exception or Alternate Option
2-011	Software will have the ability to customize or edit the fire reporting module to accommodate local special studies.	Function Available Function Not Available Exception or Alternate Option

2-012	Medical reporting complies with all NEMSIS requirements and is capable of transferring data to NEMSIS related databases.	Function Available Function Not Available Exception or Alternate Option
2-013	Medical reports are completed as a single report rather than having to do a separate NFIRS report and a medical report.	Function Available Function Not Available Exception or Alternate Option
2-014	JFD is a first response/non-transport medical unit. Medical reports will be primarily designed to capture a first response role as opposed to a transport agency report.	Function Available Function Not Available Exception or Alternate Option
2-015	Medical reports will have capability to do multi-patient events allowing for specific information related to each patient to be separated.	Function Available Function Not Available Exception or Alternate Option
2-016	Software will have the capability to set established local protocols, drugs, and procedures for selection by the report writer.	Function Available Function Not Available Exception or Alternate Option
2-017	Software will ensure HIPAA compliance for patient confidentiality.	Function Available Function Not Available Exception or Alternate Option

2-018	Software will have the ability to upload patient data from ZOLL cardiac monitors.	Function Available Function Not Available Exception or Alternate Option
2-019	Medical reports will have a quality assurance feature allowing a user to review the report and mark as having been checked. This is separate from the NFIRS quality assurance feature.	Function Available Function Not Available Exception or Alternate Option
2-020	Software will provide a daily view of individual calls and reports completed or to be completed.	Function Available Function Not Available Exception or Alternate Option

Section #3 – Personnel Management

Spec ID	Description/Capability	Vendor Response
3-001	Ability to enter individual staff members for historical documentation during their career with the Joplin Fire Department	Function Available Function Not Available Exception or Alternate Option
3-002	Staff member module will consist of standard personal information (i.e., address, contact number, DOB, and SSN).	Function Available Function Not Available Exception or Alternate Option
3-003	Staff member module will provide the capability to document hire date of the employee.	Function Available Function Not Available Exception or Alternate Option
3-004	Staff member module will provide the ability to assign a rank to the staff member including a date of promotion.	Function Available Function Not Available Exception or Alternate Option

3-005	Staff member module will allow for a department issued ID # to be assigned to the staff member.	Function Available Function Not Available Exception or Alternate Option
3-006	Scheduling module will feature a shift dashboard with the ability to show users their upcoming shifts.	Function Available Function Not Available Exception or Alternate Option
3-007	Scheduling module will allow for scheduled overtime shifts to be displayed to staff members with the intent of filling those open shifts.	Function Available Function Not Available Exception or Alternate Option
3-008	Scheduling module has the ability to pre-fill shifts with assignments based on pre-set shift, rank, and station assignments.	Function Available Function Not Available Exception or Alternate Option
3-009	Scheduling module will allow for users to see their upcoming shifts via a mobile app.	Function Available Function Not Available Exception or Alternate Option
3-010	Historical shift assignments will be preserved with the intent to be able to visualize who worked at what station on a specified date.	Function Available Function Not Available Exception or Alternate Option

3-011	Scheduling Module will allow for personnel working ancillary duties not assigned to a station or truck to be documented. An example would be committee meetings, training, and/or light duty.	Function Available Function Not Available Exception or Alternate Option
3-012	Shift Supervisors will have the ability to approve all trades and requests for time off.	Function Available Function Not Available Exception or Alternate Option
3-013	Scheduling module will have the ability to send out notifications for open shifts via email or SMS.	Function Available Function Not Available Exception or Alternate Option
3-014	Scheduling module will allow personnel to "bid" for an open shift via mobile app.	Function Available Function Not Available Exception or Alternate Option
3-015	Administrators can add, edit, and manage shifts.	Function Available Function Not Available Exception or Alternate Option
3-016	Administrators can add, edit, and manage work types.	Function Available Function Not Available Exception or Alternate Option

3-017	Administrators can add, edit, and manage types of payroll codes specific to the city of Joplin.	Function Available Function Not Available Exception or Alternate Option
3-018	Permission settings will allow only administrators to view sensitive personal information.	Function Available Function Not Available Exception or Alternate Option

Section #4 – Response Requirements

Spec ID	Description/Capability	Vendor Response
4-001	RMS Software will provide responders with live data of incidents being responded to over their in-apparatus computers. Currently, all apparatus use a Dell Latitude 7212	Function Available Function Not Available Exception or Alternate Option
4-002	Pre-Planned addresses will be automatically matched to addresses being responded to.	Function Available Function Not Available Exception or Alternate Option
4-003	Pre-Plans may be accessed via the web on any browser.	Function Available Function Not Available Exception or Alternate Option
4-004	Responding units will have access to CAD notes, address, and units responding.	Function Available Function Not Available Exception or Alternate Option

4-005	Users will have the ability to filter by unit number.	Function Available Function Not Available Exception or Alternate Option
4-006	Users have the ability to access marked areas of pre-plans during response.	Function Available Function Not Available Exception or Alternate Option
4-007	Software can support ArcGIS or ESRI.	Function Available Function Not Available Exception or Alternate Option
4-008	Software can integrate city map layers. The city of Joplin currently uses ESRI for all GIS mapping.	Function Available Function Not Available Exception or Alternate Option
4-009	Mapping utilizes oblique imagery and provides the user the ability to measure distances vertically as well as horizontally.	Function Available Function Not Available Exception or Alternate Option
4-010	ERG access is possible utilizing the Response module of the software.	Function Available Function Not Available Exception or Alternate Option

Section #5 – Apparatus & Equipment Management

Spec ID	Description/Capability	Vendor Response
5-001	Apparatus and Equipment Module will provide users the ability to report maintenance issues with equipment and apparatus.	Function Available Function Not Available Exception or Alternate Option
5-002	Apparatus module will allow basic information to be recorded for historical purposes. (VIN, Serial #, Year Purchased, Purchase Price, Year, Model and Make)	Function Available Function Not Available Exception or Alternate Option
5-003	Department Fleet Manager will be able to review work order requests in a quick and easy manner that is able to be filtered by unit number.	Function Available Function Not Available Exception or Alternate Option
5-004	Users will be able to complete daily and weekly inventory checks utilizing their apparatus computers or any mobile device.	Function Available Function Not Available Exception or Alternate Option
5-005	A "hide" feature will be available to hide equipment and apparatus that has been taken out of service permanently but still allows for records to be accessed.	Function Available Function Not Available Exception or Alternate Option
5-006	Inventory Checklists can be easily customized to match each individual apparatus.	Function Available Function Not Available Exception or Alternate Option

5-007	Permission settings that will only allow administrators to edit inventory checklists.	Function Available Function Not Available Exception or Alternate Option
5-008	Photos can be attached to work orders for repair.	Function Available Function Not Available Exception or Alternate Option
5-009	All apparatus, equipment, and inventory lists can be filtered and searched.	Function Available Function Not Available Exception or Alternate Option
5-010	Medical supplies can have expiration dates and the ability to control quantities.	Function Available Function Not Available Exception or Alternate Option
5-011	Department Fleet Manager will be able to produce a report showing historical maintenance of individual apparatus and equipment.	Function Available Function Not Available Exception or Alternate Option
5-012	Software will have the ability to recognize bar codes and/or QR codes.	Function Available Function Not Available Exception or Alternate Option
5-013	Ability to notify specified individuals when a work order has been entered.	Function Available Function Not Available Exception or Alternate Option

Section #6 – Department Events

Spec ID	Description/Capability	Vendor Response
6-001	Software will have a dashboard upon startup that will list department events, responses, and activities for the day.	Function Available Function Not Available Exception or Alternate Option
6-002	User may schedule departmental events to include assigning a company/crew to the event.	Function Available Function Not Available Exception or Alternate Option
6-003	Departmental Events will have a public education feature allowing the organization to track the number of children and adults during each event.	Function Available Function Not Available Exception or Alternate Option

Section #7 – Fire Prevention Features

Spec ID	Description/Capability	Vendor Response
7-001	Software will have the ability to use mobile devices to complete a customizable safety inspection for businesses.	Function Available Function Not Available Exception or Alternate Option
7-002	All inspection "forms" will be customizable to meet local jurisdictional needs.	Function Available Function Not Available Exception or Alternate Option
7-003	Software will have the ability to pull in current codes from recognized sources such as the International Fire Code.	Function Available Function Not Available Exception or Alternate Option

7-004	Occupancy information will also be accessible in other modules of the software program such as response and pre-planning modules.	Function Available Function Not Available Exception or Alternate Option
7-005	Occupancy information is easily changed/edited while completing an onsite inspection. User does not have to search for the occupancy from a desk top platform to make changes.	Function Available Function Not Available Exception or Alternate Option
7-006	A comments or notes section is available for violations that are recorded.	Function Available Function Not Available Exception or Alternate Option
7-007	Software will have the ability to send a completed inspection form electronically to the representative of the business being inspected.	Function Available Function Not Available Exception or Alternate Option
7-008	Software stores the data to prevent loss of information if a network connection is lost during the inspection process.	Function Available Function Not Available Exception or Alternate Option
7-009	Software can import and export data to other city departments in order to have true interoperability within city departments.	Function Available Function Not Available Exception or Alternate Option
7-010	Users will have the ability to attach photos to an inspection form electronically.	Function Available Function Not Available Exception or Alternate Option

7-011	All data related to inspections and pre-planning is kept secure and not accessible to anyone other than Fire Department personnel.	Function Available Function Not Available Exception or Alternate Option
7-012	Software will have a feature to send a reminder for scheduled re-inspections.	Function Available Function Not Available Exception or Alternate Option
7-013	Software has the ability to show a complete history of inspections and violations for a specific address or location.	Function Available Function Not Available Exception or Alternate Option
7-014	Software will have the ability to search for businesses by address or by name.	Function Available Function Not Available Exception or Alternate Option
7-015	Software will have the ability to develop pre-plans by users utilizing mobile data platforms.	Function Available Function Not Available Exception or Alternate Option
7-016	Pre-Planning will integrate with GIS mapping for the city.	Function Available Function Not Available Exception or Alternate Option

7-017	Software will have the ability to attach photos electronically to pre-incident plans for occupancies.	Function Available Function Not Available Exception or Alternate Option
7-018	Users will be able to access pre-plan information quickly and easily from mobile platforms.	Function Available Function Not Available Exception or Alternate Option
7-019	Users will be able to utilize standard icons for completing a pre-plan.	Function Available Function Not Available Exception or Alternate Option
7-020	Changes in pre-plans must be approved before being published.	Function Available Function Not Available Exception or Alternate Option
7-021	Pre-Plan information is tied to CAD and Response information allowing for the users to see pre-incident plans while responding to events.	Function Available Function Not Available Exception or Alternate Option
7-022	Pre-Planning features will allow for users to access ERG information for hazardous materials that are located on site.	Function Available Function Not Available Exception or Alternate Option

Section #8 – Community Outreach Module (Please price as an Add-On Option)

Spec ID	Description/Capability	Vendor Response
8-001	Software has the ability to allow residents and business owners to add critical information regarding their property. (i.e. storm shelter locations, hazardous materials, etc.)	Function Available Function Not Available Exception or Alternate Option
8-002	Software has the ability for citizens to update occupancy information such as business name, emergency contacts, and owner occupant information.	Function Available Function Not Available Exception or Alternate Option
8-003	Software has the ability to provide information daily on the burn condition status of the day.	Function Available Function Not Available Exception or Alternate Option
8-004	Software has the ability for citizens to purchase a burn permit online.	Function Available Function Not Available Exception or Alternate Option
8-005	Software has the ability to notify citizens that have purchased a burn permit of a change in burn condition.	Function Available Function Not Available Exception or Alternate Option
8-006	Software has the ability to send emails to users that have signed up for information as well as to send reminders to update information.	Function Available Function Not Available Exception or Alternate Option

8-007	Software will allow business owners to conduct a self-inspection and send results in electronically.	Function Available Function Not Available Exception or Alternate Option
8-008	Community Outreach Module will allow integration with CAD to send emergency messages to contacts for businesses that are being responded to.	Function Available Function Not Available Exception or Alternate Option
8-009	Software will provide the ability for users to input their fire protection system information and then the information is automatically transferred to pre-plans for the address.	Function Available Function Not Available Exception or Alternate Option
8-010	Data provided by citizens is automatically displayed in the response module when responding to incidents at the address.	Function Available Function Not Available Exception or Alternate Option

Section #9 – Training, Implementation, and Data Migration

Spec ID	Description/Capability	Vendor Response
9-001	Vendor will provide a single point of contact to the Fire Department that will be responsible for the transition between Firehouse and the new software.	Function Available Function Not Available Exception or Alternate Option
9-002	Vendor will be responsible for the integration between CAD and the new software. City IT personnel will be utilized to assist with local knowledge of systems.	Function Available Function Not Available Exception or Alternate Option

9-003	Vendor will be responsible for the migration of data from Firehouse to the new software in order to maintain historical data.	Function Available Function Not Available Exception or Alternate Option
9-004	Vendor will provide adequate training to all 3 Fire Department shifts on various modules that are part of the software package.	Function Available Function Not Available Exception or Alternate Option
9-005	Vendor will provide an on-line library of resources that can be used to provide familiarization and orientation to software capabilities.	Function Available Function Not Available Exception or Alternate Option
9-006	Vendor will be able to provide technical support within a timely manner when support requests have been submitted.	Function Available Function Not Available Exception or Alternate Option
9-007	Vendor will communicate all planned outages for upgrades or outages related to technical problems so that the customer is aware of an issue.	Function Available Function Not Available Exception or Alternate Option

Section #10 – Data Analytics

Spec ID	Description/Capability	Vendor Response
10-001	Software will provide the ability for the user to quickly and easily produce various reports that provide accurate data in regard to responses and all other facets of the organization.	Function Available Function Not Available Exception or Alternate Option
10-002	Software allows for customizable reports by the user, or the vendor will assist the user with creating reports specific to the needs of the organization.	Function Available Function Not Available Exception or Alternate Option

10-003	Reports are available for NFIRS response information.	Function Available Function Not Available Exception or Alternate Option
10-004	Reports are available for payroll purposes and to track overtime or hours worked.	Function Available Function Not Available Exception or Alternate Option
10-005	Reports are available for apparatus and equipment usage.	Function Available Function Not Available Exception or Alternate Option
10-006	Reports are available for Inspections and Fire Prevention including being able to track the number of citizen contacts for prevention.	Function Available Function Not Available Exception or Alternate Option
10-007	Reports are available for Inspections and Fire Prevention including being able to pull number of inspections completed as well as being able to show occupancies without an inspection.	Function Available Function Not Available Exception or Alternate Option
10-008	Reports may be filtered by date, shift, station, and call type.	Function Available Function Not Available Exception or Alternate Option

10-009	Reports will be able to generate an average response time by call type, by district, and by overall response.	Function Available Function Not Available Exception or Alternate Option
10-010	Reports are available to list all personnel, their hire date, and can be filtered by rank.	Function Available Function Not Available Exception or Alternate Option
10-011	Software has the ability to create “special studies” specific to the organization and will be able to generate reports to track the special studies.	Function Available Function Not Available Exception or Alternate Option

COMMENTS, EXCEPTIONS, AND ALTERNATE OPTIONS

Instructions to Vendors: On the following pages, please document any comments, exceptions, or alternate options you have to any individual specification. Please indicate in the left column the specification you are commenting about and then in the right column place your feedback.

Spec ID	Comment, Exception, or Alternate Option

