

ADDENDUM NO. 1

DATE: June 3, 2022

TO: All Bidders

FROM: Penny Owens, Purchasing Agent

SUBJECT: Addendum No. 1 – Records Management System for Fire Department/EMS

RFPs TO BE OPENED: June 7, 2022, at 11:00:00 a.m. (Eastern)

This addendum is being published to provide responses to questions asked by potential proposers. This addendum becomes a part of the Contract Document and modifies the original specifications as noted.

Question #1: Can we choose to either submit our RFP response electronically or ship it, or do we need to submit both a printed and an electronic copy?

Response: Yes, you can choose your submission method and you do not need to submit via both methods.

Question #2: 5.26 identifies consideration of optional modules not listed as required in Sections 5.1 through 5.19. Should that read 5.1 through 5.25 or are the required modules indeed 5.1 through 5.19?

Response: Section 5.26 Optional Modules is hereby deleted and replaced with the following:

5.26 Optional Modules. The City will consider additional options, if available. Proposers should include detailed information with pricing about additional options/modules beyond the required features listed in Sections 5.1 through 5.25. The following options are desired but not required:

Question #3: Does KFD submit Patient Care Reports to the state of TN and/or NEMESIS?

Response: No.

Question #4: Firehouse software is identified in the RFP as the department's current Fire RMS. What software is currently in use for the department's EMS Patient Care Reporting?

Response: Firehouse.

Question #5: What is the total count of primary and reserve apparatus, including command staff vehicles?

Response:

Apparatus count-

7 reserve

4 Battalion chiefs.

20 engines (including 4 Quints)

5 ladders

1 Hazmat

1 rescue

4 tankers

37 staff vehicles this includes special events units.

Staff is 325

Question #6: Please identify if the following functionality is needed/required?

- a. Personnel Scheduling
- b. Training Records Tracking
- c. Events / Activities Tracking
- d. Permitting (Burn, etc.)

Response:

- a. Personnel Scheduling: No
- b. Training Records Tracking: No
- c. Events / Activities Tracking: No
- d. Permitting (Burn, etc.): Yes

Question #7: Does KFD charge / invoice for Inspections?

Response: Yes

Question #8: For your fire service, what is the run rate/volume/staff/apparatus count?

Response: See the response to question #3.

Question #9: How many calls do you answer per year?

Response: Approximately 27,000 per year.

Question #10: What is the population size that you serve?

Response: 190,000.

Question #11: Regarding 5.2, "Contractor shall receive data and transmit data to the RMS every 5 minutes": what exactly is meant by this?

Response: The contractor shall have the capability to receive data from the Hexagon CAD interface and upload this data to the RMS within 5 minutes of the close of the call for service in CAD. For example- F2201234 (Motor Vehicle Accident with Injury) is created and dispatched in CAD. The call is now closed. The CAD interface will then upload the call data (Event number, Address, Common Place Name, Agencies, Date, Time of Dispatch, Time Enroute, Time Arrived, Time Closed, Units dispatched (including non-KFD units such as PD and Ambulance service), Notes associated with the call). This data shall then be available in the RMS within five minutes of the closure of the call (event).

Question #12: Regarding 5.26.1, Investigations as well as other optional modules: what additional specific capabilities and/or functionalities is Knoxville Fire requesting and/or desiring?

Response: The KFD does not have a preference for the options included in Section 5.26 Optional Modules. We included the "optional" section to allow the opportunity for proposers to demonstrate potential features beneficial to the KFD which we may exercise if our budget allows.