

INVITATION FOR PROPOSALS

**CITY OF CONROE RFP # FD1117-2022 RECORDS
MANAGEMENT SYSTEM**



**CITY OF CONROE
P.O. BOX 3066
CONROE, TEXAS 77305**

RESPONSES DUE NOVEMBER 17, 2022 BY 2:00 PM

CITY OF CONROE PURCHASING DEPARTMENT

NOTICE TO BIDDERS

The City of Conroe will receive sealed proposals in quadruplicate, (including (3) complete copies and one (1) electronic copy (in PDF format) on CD or flash drive) for the FD Records Management System, appropriately marked “**RFP # FD1117-2022 Records Management System**” and delivered to the City Secretary 300 West Davis, 3rd Floor, Conroe Texas 77301. Proposals will be publicly opened and the respondents names read aloud on **Thursday, November 17, 2022**, at **2:00 p.m.** in the 1st Floor Council Chambers at City Hall (300 West Davis).

Specifications and RFP documents may be secured from www.cityofconroe.org, departments, purchasing, Vendor Registry.

No proposal may in any way qualify, modify, substitute or change any part of the specifications contained herein.

The City of Conroe reserves the right to reject any and all offers, award parts of bids, award to multiple vendors and to waive informalities in submission of bids. The City of Conroe also reserves the right to award this proposal to the lowest most qualified responsible bidder meeting all the specifications or to the bidder who provides goods or services at the best value for the City.

CC: 11/3/22 & 11/10/22

CITY OF CONROE, TEXAS

**REQUEST FOR PROPOSAL
FIRE DEPARTMENT/EMS
RECORDS MANAGEMENT SYSTEM**



**CONROE FIRE DEPARTMENT
CONROE, TEXAS**

TABLE OF CONTENTS

1.	INTRODUCTION.....	3
1.1	Background.....	3
1.2	General.....	3
1.3	RFP Process.....	5
1.4	Schedule of Events.....	5
1.5	Contact.....	6
1.6	Proposal Submittal Instructions.....	6
2.	TERMS AND CONDITIONS.....	6
2.1	Proposal Format.....	7
2.2	Evaluation Criteria.....	8
2.3	System Installation.....	9
2.4	Payment Terms.....	9
3.	SYSTEM REQUIREMENTS.....	9
4.	INSTALLATION AND TRAINING.....	19
5.	SUPPORT SERVICES.....	19
6.	EXCEPTIONS/HARDWARE REQUIREMENTS.....	20
6.1	List Exceptions to Bid Specifications.....	20
6.2	List Hardware Requirements.....	20
	Exhibit “A” – Required Ethics Forms.....	21
	Exhibit “B” – Bidder Addendum Acknowledgement.....	29
	Exhibit “C” – Terms and Conditions Agreement.....	30
	Exhibit “D” – Insurance Requirements.....	31

1. INTRODUCTION

Purpose and Objectives

The City of Conroe (the City)/Conroe Fire Department (the CFD) desires to acquire a fire department/EMS records management system (RMS) for the purpose of replacing its current RMS, FIREHOUSE Software.

1.1 BACKGROUND

- 1.1.1 The CFD currently has seven (7) fire stations, one (1) fire station under construction, one (1) training center, and an administration office that serves a population of approximately 92,685 within the City of Conroe located in Montgomery County, Texas.
- 1.1.2 The CFD currently staffs 153 employees and provides fire suppression, basic medical first response, fire inspection, fire and arson investigation, and public education. The CFD responds to approximately 10,000 calls annually, of which approximately 80% are EMS related.
- 1.1.3 The City/CFD is accepting bids to replace the current RMS (FIREHOUSE Software) as support for this product ends on December 31, 2022.

1.2 GENERAL

1.2.1 Confidential Information

The bidder should clearly note in the proposal all information the bidder believes is confidential. The City may be compelled to disclose all or part of any public record. The City will abide by any court order and the requirements of Subchapter G, Chapter 552, of the Texas Government Code with respect to release of information as requested by the public.

1.2.2 Right to Reject/Award

The City/CFD reserves the right to reject any or all Proposals, to waive any or all informalities or technicalities, and to make such award of contract as may be deemed to be the best qualified and most advantageous to the City/CFD.

1.2.3 Alterations/Amendments to Submitted Proposals

Proposals CANNOT be altered or amended after opening time. Alterations made before opening time must be initialed by the bidder guaranteeing authenticity. No proposal may be withdrawn after opening time without acceptable reason in writing and only after approval by the City/CFD.

1.2.4 Materials and Services:

The proposer warrants that goods, services and materials delivered to the City will meet the minimum Specifications set forth herein. The proposer shall data pertinent to specifications and warranties, which apply to items in this RFP.

1.2.5 Price of Materials and Sales Tax:

Prices for all goods or services shall remain firm for the duration of this contract and shall be stated on the pricing sheet. Prices shall be all inclusive. Any price not shown on the RFP sheet will not be honored by invoice. No price changes, additions or subsequent qualifications will be honored during the course of this contract. All prices must be written in ink or typewritten. If there are additional charges of any kind, other than those mentioned above, specified or unspecified, proposer must indicate both items required and attendant cost or forfeit the right to payment. This Contract is issued by an organization, which qualifies for exemption pursuant to the provisions of Article 20.04 (F) of the Texas Limited Sales, Excise and Use Tax Act.

1.2.6 Indemnification:

The Proposer shall, defend, indemnify, and hold harmless the City of Conroe, their officers, employees, and agents from and against any and all claims, demands, causes of action, orders, decrees, or judgments for injury, death, damage to person or property, loss, damage, or liability of any kind (including without limitation liability under any federal, state, or local environmental law, Compensation and Liability Act; fees and costs (including all costs or settlements and reasonable attorney's fees incurred in defending any claim, demand, or cause of action) occasioned by, growing out of, or arising from (a) the performance of any product or service to be supplied by the Proposer, or (b) by any act, error or omission on the part of the Proposer, its agents, employees, or subcontractors, and or (c) any failure to fully comply with all applicable laws and regulations by the Proposer, its agents, employees, or subcontractors.

1.2.7 Conditions of Conduct:

At all times any agent, officer, or employee of Proposer shall be present upon property owned by the City of Conroe, the terms and conditions of the Drug and Alcohol Policy currently adopted by the City of Conroe, shall be deemed applicable to such persons. Violations of terms and conditions while present on the premises owned by the City of Conroe shall be grounds for termination of any contract between the City and Proposer. A copy of this policy is available for public inspection in the office of the City Secretary and copies may be obtained at a nominal charge.

1.2.8 Ethical Standard:

No City official or employee shall have interest in any contract resulting from this bid. Individuals with a possible conflict will enact a public disclosure record by completing a "Statement of Financial Interest" form.

Refer to "Project Number and Title" on the 1295 form.

Example forms are included with this Bid.

- **SB 1295 certificate of Interested Parties**
- **SB 252 Verification Form**
- **SB 19 Verification Form**
- **SB 13 Verification Form**
- **Conflict of Interest Questionnaire**
- **HB 89 Verification Form**

The forms stated above **MUST** be returned as part of your Bid response. Failure to include these forms may result in your Bid being considered unresponsive and therefor disqualified. Sample copies of these forms are included in the Bid. The web address to the Texas Ethics Commission website with instructions is listed below:

(Sample Forms are attached)

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

1.2.9 Equal Employment Opportunity:

Attention is called to the requirements for ensuring that employees and applicants for employment are not discriminated against because of their age, race, color, creed, sex or national origin

1.3 RFP PROCESS

The City/CFD will conduct the selection process and the City/CFD will award a contract in the following manner:

1.3.1 The RFP will be distributed to all bidders who request it and it will also be posted on Vendor Registry

1.3.2 The proposals will be received and evaluated as described in this RFP. If deemed necessary, the City/CFD may ask one or more bidders to answer questions about their proposals, either in writing or by oral presentation. Demonstrations of the system at the CFD may be requested.

1.4 SCHEDULE OF EVENTS

The following is the schedule of events listed in the order of occurrence, showing the major milestones from issuance of the RFP to the contract award:

MILESTONE EVENT	DUE
• RFP posted to Vendor Registry	11/3/22
• Questions, Interpretations & Clarifications Due	11/14/22 by 2:00 PM
• Amendments in response to Questions, Interpretations & Clarifications posted to Vendor Registry	As Needed
• Proposal Due Date	11/17/22 by 2:00 PM
• Proposal Evaluation Complete	TBD
• Contract Award	TBD

INTENTIONALLY LEFT BLANK

1.5 CONTACT (for questions/interpretations/clarifications)

The City/CFD has designated Assistant Fire Chief Mike Legoudes, Jr. as the CFD contact person for Questions/Interpretations/Clarifications related to this RFP. Such communication must be submitted via mail, fax or e-mail to:

Assistant Fire Chief Mike Legoudes, Jr.
700 Metcalf – Conroe Municipal Center
Conroe, TX 77301
mlegoudes@cityofconroe.org

The answers to questions, interpretations and clarifications information will be posted to the Vendor Registry website as Addendum(s) and will be considered official changes to the original documents. It shall be the bidder's responsibility to ensure they have received all Addendums for this RFP; and bidders are advised that they must recognize, comply with, and attach a signed copy of the Bidder Addendum Acknowledgement form, which shall be made part of their Proposal submittal (Exhibit "B").

1.6 PROPOSAL SUBMITTAL INSTRUCTIONS

Submitted Proposals shall include three (3) complete copies and one (1) electronic copy (in PDF format) on CD or flash drive. Proposals must be submitted in ink or be typewritten. Proposals submitted by facsimile (fax) or e-mail will NOT be accepted. Late proposals will NOT be accepted. Late proposals will be returned, unopened to the bidder. Partial or incomplete proposals will be rejected.

Proposals shall be submitted in a sealed envelope labeled: **RFP # FD1117-2022 – Records Management System – Conroe Fire Department**. Proposals must be received **no later than 2:00 PM (CST) on November 17, 2022**. Proposals are to be mailed or delivered to:

City Secretary Soco Gorjon
Conroe City Hall
300 W Davis St. – 3rd Floor
Conroe, TX 77301

All proposals must be valid for a period of 90 days after the due date. Proposals must address all RFP requirements. This RFP is for a complete turnkey system that will include installation, training, and software maintenance, support, and updates during the first year of the signed agreement.

INTENTIONALLY LEFT BLANK

2. TERMS AND CONDITIONS

2.1 PROPOSAL FORMAT

It is the intent of the City/CFD to solicit proposals that are complete, concise and descriptive. To enable the evaluation committee to fairly evaluate each proposal, bidders shall utilize the following proposal format:

2.1.1 Introduction

The bidder shall provide a brief background of the company, its approach to installation of systems of this kind, company references, and identify any unique or distinctive features of their system that the bidder wishes to be given attention by the evaluation committee.

2.1.2 Response to Terms and Conditions

The bidder shall indicate its agreement to all terms and conditions included in this RFP (Exhibit "C").

2.1.3 System Requirements

The bidder shall include the completed software specification forms provided in Section 3 of this RFP. Information resulting from questions/interpretations/clarifications will be in the form of Addendum(s). (See Section 1.5).

2.1.4 Hardware Requirements

The bidder shall provide a list of hardware requirements. (See Section 6).

2.1.5 Installation and Training Plan

The bidder shall present a schedule for the installation of the system. The schedule duration for installation shall not exceed ninety (90) days. Training to begin when installation is complete. Training shall not exceed thirty (30) days. (See Section 4).

2.1.6 Support Services

The bidder shall describe the support services available to the City/CFD after system installation and identify those included as part of the proposal. (See Section 5).

2.1.7 Price Proposal

The bidder shall utilize the form provided in this RFP for this purpose in Section 2.2.3.

2.1.8 Exceptions to Bid Specifications

The bidder shall provide a list of exceptions taken to the bid specifications; as well as detailed descriptions of the indicated requirements. (See Section 6).

INTENTIONALLY LEFT BLANK

2.2 EVALUATION CRITERIA

It is the intent of the City/CFD to acquire the best system available within its budgetary means. Preference will be given to the bidder who provides the best value in supporting City/CFD RMS requirements to include cost, functionality, and ease of use.

The City/CFD also reserves the right to waive any irregularities and technicalities and to request rebids should it be deemed in its best interest to do so.

2.2.1 Bidder Qualifications

The City/CFD will be satisfied that potential contractors are reputable firms with a proven track record and a proven product. Bidders shall provide at least three (3) references of installations of comparable size and functionality to the system being bid. Reference shall include the contact name and phone number and a brief description of the system.

2.2.2 Evaluation Point System

Proposals will be evaluated and rated by an Evaluation Committee made up of employees of the City/CFD. The Proposals will be evaluated using a point system according to the following categories and point percentages:

• The purchase price;	30 Points (30%)
• The reputation of the bidder and of the bidder's goods or services;	15 Points (15%)
• The quality of the bidder's goods or services;	20 Points (20%)
• The extent to which the goods or services meet the City/CFD's needs; and	20 Points (20%)
• The total long-term cost to the City/CFD to acquire the bidders goods or services.	15 Points (15%)

2.2.3 Pricing Criteria/Price Schedule

Price evaluation will be based upon the bidder's base price as given in the price schedule, plus the criteria described below. Bidders are encouraged to offer system options that they believe will enhance the usability of the system for the City/CFD. These options are to be described and priced separately. The City/CFD reserves the right to consider or ignore these options in evaluating the overall fitness of the proposal. The price will be specifically evaluated on the following points:

- What is the initial cost of the system?
- What is the annual cost for support, maintenance, and updates?
- What is the vendor's commitment to support pricing after the first year?
- Are all updates to the software included in the support program or are some at an additional cost?
- Is the software sold as a site license or will the City/CFD need to purchase additional user licenses every time a user or user workstation is added to the system?
- Will any additional training of the City/CFD IT personnel be required?
- What is the expected cost to the City/CFD IT for ongoing support of the system?
- What will be the internal cost of ongoing training of new personnel?

Function / Option	First Year Cost	Second Year Cost	Third Year Cost
NFIRS reporting module for fire			
EMS module			
Central Square CAD integration			
Pre-Plan Module			
Inspection Module			
Occupancy Module			
Investigation Module			
Initial training cost			
Other			

2.3 SYSTEM INSTALLATION

The successful bidder will be solely responsible for complete and timely installation of records software. The City/CFD will be responsible for procuring and installing all required computer equipment and related network infrastructure. The bidder shall describe in the proposal any special electrical and environmental requirements of the required equipment.

2.4 PAYMENT TERMS

The selected vendor will invoice when deliverables are completed, terms to be Net 30. Payment to the vendor will be made as progress payments at the conclusion of the following milestones:

MILESTONE EVENT	AMOUNT
• System Installation Completed	40% of contract value
• Training Completed	40% of contract value
• System Accepted	20% of contract value

Bidders shall list all exceptions to the terms specified in this section. Failure to do so represents acceptance of these terms.

INTENTIONALLY LEFT BLANK

3. SYSTEM REQUIREMENTS

This section delineates in detail the specific functions required of the system requested. It does not describe how a proposed system is to implement these functions as each bidder’s system will be unique in that respect.

Bidders shall also list all exceptions to the functions specified in this section. Failure to do so may be cause for disqualification or the City/CFD may direct the bidder, if selected, to implement the missing features at no cost to the City/CFD.

Place the appropriate reference letter in the RESPONSE column of the table:

- I Included:** Requirement is met by vendor’s base product

- M Modification Required:** Base product has this feature or function, but some modification will be required to meet the specific requirement. Explain any modifications required in Section 6 of your proposal and note the reference number in the Reference column in the table. Cost, if any, must be itemized in the Pricing Section.

- C Custom Enhancement:** The vendor’s base product does not contain this function or feature, but it will be added to meet the requirement. Cost, if any, must be itemized in the Pricing Section.

- N Not Provided nor Proposed**

REQUIREMENT	RESPONSE	COMMENTS
GENERAL		
<ul style="list-style-type: none"> • Support multi-jurisdictional functions allowing individual agencies, departments, groups or individuals to share data while also protecting agency specific or confidential data. 		
<ul style="list-style-type: none"> • Support up to 25 concurrent users at one time (minimum) 		
<ul style="list-style-type: none"> • Supports National Fire Incident Reporting System (NFIRS 5). 		
<ul style="list-style-type: none"> • Ability to auto-fill fields during data entry using existing information such as names, addresses, phone numbers, from a master names index. 		
<ul style="list-style-type: none"> • Allow for a training system to be set up to facilitate non-production use of the system. This would be used to train personnel in the use of the system and to 		

try out modifications and enhancements before they go into production.		
• System includes online help and tutorials.		

REQUIREMENT	RESPONSE	COMMENTS
• Ability to add attachments of any type (i.e., plans/documents/images).		
• System has the capability to establish an “auto-export” to defined entities such as billing, State, Federal, etc.		
• Capable of importing current FIREHOUSE data from the City/CFD to the new system including incidents, occupancies, inspections, and activities.		
SECURITY		
• Minimum of user name and password required to log onto system.		
• Allow each user to have individual security profile.		
• Allow system administrator to assign new password.		
• Do not display password as a visible field anywhere in the system without System Administrator rights.		
• Support assigning security access by module.		
• Within module, support assigning security access by function (i.e., insert, modify, delete, read-only).		
• Support ability of System Administrator to remotely log-off users from any device.		
• Advanced and flexible data security – HIPAA compliant.		
• Restrict access to individual database tables by security (including access from report writer).		
• Does the Software have MFA Multifactor Authentication capability?		
• Are there security source code reviews on the software?		
• Is the data encrypted at rest?		
• Is the data encrypted in transit?		
• How often are security, and updates provisioned?		
• Are there regular Security scans?		

<ul style="list-style-type: none"> • How frequent? • How are issues resolved? 		
<ul style="list-style-type: none"> • Is a Disaster Recovery (DR) plan Provided? 		
REQUIREMENT	RESPONSE	COMMENTS
<ul style="list-style-type: none"> • Is a Business Continuity Plan (BCP) Provided? 		
<ul style="list-style-type: none"> • Are there any IT Security Compliances such as SOC 1, PCI, HIPAA, ISO 27001? • If so, when does it expire and is the certification available to review? 		
<ul style="list-style-type: none"> • Do any other 3rd parties receive the data? • If so, are they also in compliance? 		
<ul style="list-style-type: none"> • Is the company TXDIR and/or FEDRAMP approved and compliant? 		
ONLINE STORAGE		
<ul style="list-style-type: none"> • Complete RMS records will be available online for a minimum of 7 years. 		
PERFORMANCE		
<ul style="list-style-type: none"> • Operate 24 hours per day, 7 days per week except when system down time is necessary for upgrades and routine maintenance. 		
AUDIT		
<ul style="list-style-type: none"> • Support an audit log of each transaction performed, including date, time, and user ID of person performing transaction. 		
<ul style="list-style-type: none"> • Allow System Administrator to review selected transactions. 		
DOCUMENTATION		
<ul style="list-style-type: none"> • Provide complete user level functional manuals in electronic form. 		
SYSTEM TRAINING		
<ul style="list-style-type: none"> • Perform onsite end user module training. 		
<ul style="list-style-type: none"> • Perform onsite report creation training. 		
<ul style="list-style-type: none"> • Perform onsite System Administrator training. 		
<ul style="list-style-type: none"> • Perform onsite “trainers” training to equip the City/CFD staff for ongoing training responsibilities. 		
<ul style="list-style-type: none"> • Provide minimum of three consecutive days of training to City/CFD personnel. 		
TECHNICAL SUPPORT		
<ul style="list-style-type: none"> • List days of week and hours technical support is available. 		
<ul style="list-style-type: none"> • List typical response times based on issue severity. 		

REQUIREMENT	RESPONSE	COMMENTS
TRAINING TEST SYSTEM		
<ul style="list-style-type: none"> Support a full training mode which is independent of the live, operational system (including independent code tables and files). 		
BACKUP AND PURGE		
<ul style="list-style-type: none"> Support archiving of records in all files/tables based on date, prior to purge. 		
<ul style="list-style-type: none"> Allow backup/purge to occur without affecting RMS operation (i.e., RMS to remain “up” during backups). 		
FIRE/EMS REPORTING		
<ul style="list-style-type: none"> Provide ability to create ad-hoc reports. 		
<ul style="list-style-type: none"> Provide ability to export the entire RMS database to a separate database, in a variety of standard file formats. 		
<ul style="list-style-type: none"> Provide ability to export user-selected portions of the RMS database to a separate file, in a variety of standard file formats. 		
<ul style="list-style-type: none"> Provides a variety of “canned” reports. 		
<ul style="list-style-type: none"> Support entry of NFIRS 5.0 required data. 		
<ul style="list-style-type: none"> Ability to support NFIRS “plus one” type coding (3-character NFIRS code plus 4th character for local use). 		
<ul style="list-style-type: none"> Automatically create incident and populate fields with data transferred from CAD. 		
<ul style="list-style-type: none"> Support manual entry of incident information. 		
<ul style="list-style-type: none"> Allow the entry of unlimited length text in comments type fields. 		
<ul style="list-style-type: none"> Record report information in RMS for all units assigned to an incident, with individual date/time stamps for all status changes. 		
<ul style="list-style-type: none"> Ability to update RMS with Central Square CAD information received. 		
<ul style="list-style-type: none"> Allow company officer to enter incident report for their unit as soon as it clears the incident, even if the incident is not closed. 		
<ul style="list-style-type: none"> Support ability to store partially completed report(s), complete another transaction, 		

and return to the interrupted report(s) for completion.		
---	--	--

REQUIREMENT	RESPONSE	COMMENTS
<ul style="list-style-type: none"> Allow review of all partially completed reports. 		
<ul style="list-style-type: none"> Allow any operator to select and complete a partially completed report. 		
<ul style="list-style-type: none"> Automatically perform edit checks of field data (NFIRS Rules). 		
<ul style="list-style-type: none"> Support ability to supplement a report (by the same or different company). 		
<ul style="list-style-type: none"> Ability for supervisor to review and approve report. 		
<ul style="list-style-type: none"> Ability to require supervisor approval for certain incidents based upon incident type. 		
<ul style="list-style-type: none"> Ability to enter mutual aid reports and record outside jurisdictional unit(s) ID and involvement. 		
<ul style="list-style-type: none"> Ability to generate and print public information report for an incident. 		
<ul style="list-style-type: none"> Ability to generate standard queries and reports based upon various categories and criteria (not just NFIRS codes). 		
BASIC EMS SPECIFIC INCIDENT REPORTING		
<ul style="list-style-type: none"> Ability to use remote tablet at patient location without internet connection. 		
<ul style="list-style-type: none"> Ability to chart advanced EMS patient procedures. 		
<ul style="list-style-type: none"> Ability to have automatic narrative generation from data entry fields. 		
<ul style="list-style-type: none"> Ability to generate narrative templates. 		
<ul style="list-style-type: none"> Ability to have extensive QA/QI tools. 		
<ul style="list-style-type: none"> Ability to establish a benchmark time that defines arrival to patient with the press of a button. System will then use that time as the starting time for procedures, vitals, etc. 		
<ul style="list-style-type: none"> Ability to enter information via drop-down boxes and combo boxes that have an "auto-scroll" feature for rapid entry. 		
<ul style="list-style-type: none"> Ability to enter data fields with pre-filled data such as states and zip codes. 		
<ul style="list-style-type: none"> Ability for individual custom patient narrative template that prompts the user for information. 		

REQUIREMENT	RESPONSE	COMMENTS
<ul style="list-style-type: none"> Ability to populate patient information such as address, medical history, allergies, and medications from previous patient contact reports. 		
<ul style="list-style-type: none"> Ability for Administrator users to easily and rapidly modify EMS report forms. 		
<ul style="list-style-type: none"> Ability for Administrator users to easily and rapidly modify the information contained within drop-down boxes, combo boxes, and other input fields. 		
ADDRESS VERIFICATION		
<ul style="list-style-type: none"> Automatically verify any address in any module against pre-defined geofile from CAD. 		
<ul style="list-style-type: none"> If no address conflict exists, automatically enter the location into the data entry form. 		
<ul style="list-style-type: none"> If address conflict exists, display choices to the operator and allow selection of the correct address. 		
<ul style="list-style-type: none"> Allow override and entry of non-verified address. 		
SCHEDULE/ROSTER SOFTWARE		
<ul style="list-style-type: none"> Ability to receive roster information from the scheduling/roster program (TeleStaff) and populate the personnel file in RMS. 		
<ul style="list-style-type: none"> Ability to receive updated roster information from the scheduling/roster program (TeleStaff) as rosters change during the shift. 		
<ul style="list-style-type: none"> Support the ability to schedule personnel to shift and unit or integrate with 3rd party software such as TeleStaff. 		
STATE NFIRS UPLOAD		
<ul style="list-style-type: none"> Ability to extract the State required NFIRS data and submit electronically in the required format. 		
AD-HOC DATA EXPORTING		
<ul style="list-style-type: none"> Ability to export data from multiple, related tables. 		
MOBILE APPLICATION		

<ul style="list-style-type: none"> Ability to support tablet-based field data collection. 		
--	--	--

REQUIREMENT	RESPONSE	COMMENTS
<ul style="list-style-type: none"> Provides a no-cost solution allowing users to share and collect data from neighboring agencies on the same system. 		
<ul style="list-style-type: none"> Ability to allow the mobile computing with the full suite of modules while disconnected from the network. 		
<ul style="list-style-type: none"> Ability to integrate with CAD to provide filed reporting with NFIRS and EMS ePCRs. 		
<ul style="list-style-type: none"> Ability to apply Geo-Verification of addresses while in the disconnected mode. 		
<ul style="list-style-type: none"> Ability of synchronization of the mobile and the server. 		
GENERAL ePCR CONTRACT REQUIREMENTS		
<ul style="list-style-type: none"> Meets or exceeds the State’s performance standards required data set. 		
<ul style="list-style-type: none"> Populates patient data for repeat clients. 		
<ul style="list-style-type: none"> Customized data elements to meet Agency and State-specific EMS needs. 		
<ul style="list-style-type: none"> Easy data input and intuitive workflow, including auto-save functionality, multiple data input options, and quick navigation through drop-down lists. 		
<ul style="list-style-type: none"> Validation tools to help ensure that calls are complete and meet required data elements. 		
<ul style="list-style-type: none"> Electronic capture of patient signatures in the field on both mobile and web applications. 		
<ul style="list-style-type: none"> Include customizable drop-down lists for cardiac arrest, medications, and other functions, plus immediate time-stamping of vital signs and treatment events within the documentation flow. 		
<ul style="list-style-type: none"> Ability to scan driver’s license information and auto populate patient demographics. 		
<ul style="list-style-type: none"> Assessment tools to document initial and ongoing assessments, including pertinent positives and negatives. 		
<ul style="list-style-type: none"> Anatomical figures with 360-degree rotation and zoom-in capabilities. 		

<ul style="list-style-type: none"> Advanced vital signs documentation to include BP, HR, Resp., MAP, SpO2, Capnometry, and auto-calculation of Glasgow Coma Scale, Revised Trauma Score, and Pediatric Trauma Score. 		
REQUIREMENT	RESPONSE	COMMENTS
<ul style="list-style-type: none"> Easy to enter forms for complete, rapid documentation of advanced airway, burns, stroke, STEMI, patient refusals, MVC, and cardiac arrest patients, etc. 		
<ul style="list-style-type: none"> Customizable user roles, password management policies, validation routine, treatments. 		
<ul style="list-style-type: none"> Provides an easy way for administrators to send positive feedback, document errors, or request that information be added to an appended narrative. 		
<ul style="list-style-type: none"> Customize data searches for mandatory quality improvements reports that are required by government agencies. 		
<ul style="list-style-type: none"> Must not require an internet connection to function. 		
<ul style="list-style-type: none"> Application must have an automatic update feature that allows software to be updated via internet without need to reinstall software. 		
<ul style="list-style-type: none"> Must not require administrative rights on the local machine to operate and/or update. 		
<ul style="list-style-type: none"> The strongest encryption products to protect all data and communications, including 128-bit SSL Certification and 1024-bit RSA public keys. 		
<ul style="list-style-type: none"> Software access only with a valid user name and password combination, which is encrypted via SSL while in transmission. 		
<ul style="list-style-type: none"> Off-site, automatic data backups are performed simultaneously in the background. 		
PRE-PLANS / INSPECTIONS		
<ul style="list-style-type: none"> Enter pre-emergency plans by address/location or business name. 		
<ul style="list-style-type: none"> Track construction utilities, contact information and be able to attach photos and/or drawings. 		
<ul style="list-style-type: none"> Print or save to PDF for quick and easy reference. 		

• Locate all calls by date, incident, or type on a map.		
• Design custom Fire Inspection forms.		
• Enter fire inspections.		
REQUIREMENT	RESPONSE	COMMENTS
• Track fire inspection violations.		
• Ability to enter and start new/non-scheduled inspections in the field.		
• Electronic capture of occupant signatures in the field on both mobile and web applications.		
• Ability to use module when not connected to the internet.		
ACTIVITIES		
• Track non-emergency and public event type activities.		

4. INSTALLATION AND TRAINING

The bidder shall name in the proposal a Project Manager with resume, to be assigned as a single point of contact to the City/CFD, to coordinate and direct the vendor’s activities and communications between the City/CFD and the vendor.

The project shall begin immediately upon contract signing. The bidder shall include a preliminary project schedule with this proposal. After contract signing, the successful vendor shall confer with the City/CFD representative and submit a final project schedule within seven (7) days.

Conversion of the existing data is considered key to launching the new system. The vendor shall begin preparation of the conversion programs or scripts as soon as the City/CFD provides a sample of the data to be converted. The City/CFD shall be provided with converted data for testing as soon as possible so that verification of the converted data can begin. Steps regarding data conversion shall be included in the project schedule.

The vendor shall install all software and test it to assure proper running order. The vendor shall then conduct training sessions to familiarize all City/CFD personnel in operation of the system. The bidder shall describe the training program proposed, the number of days of training included, and the number of training days proposed for each class of user: field, administrators, and system support personnel.

At the conclusion of system installation and training, the vendor shall demonstrate to the City/CFD’s satisfaction that they system’s proposed functions are operational. They system will then be accepted under the conditions to enumerated in the contract.

The City/CFD accepts all responsibility for initial data entry beyond inclusion of the converted data. The bidder’s system shall provide all functions and screen formats necessary to perform data entry and the successful vendor will be responsible for guiding the City/CFD through this process.

5. SUPPORT SERVICES

The proposed system shall include first year support, maintenance, and updates of the software, to begin upon system acceptance.

The bidder shall describe in detail in the proposal (or include a sample support contract) the software support to be provided. This shall include how software problems will be resolved and terms of the warranty. The vendor shall provide an 800 number for support.

As part of software support, the bidder's support personnel shall have the capability to connect to the proposed system to investigate problems. If special software or hardware is required on the RMS system to support this capability it shall be included in the system price as a separate line item.

The bidder shall describe its software update or upgrade policy. Specifically:

- How frequently and under what circumstances is updated software provided?
- How will the City/CFD be notified of available updates?
- What is involved in implementing an update?
- Will the City/CFD incur any costs to implement updates?
- Does the vendor ever charge for updates or new versions of products licensed to the City/CFD? If so, under what circumstances?
- How frequently does the vendor release new, enhanced versions of the software? About how many enhancements would be expected with these new versions?
- With new versions, what is the vendor's approach to migration from earlier versions?

6. EXCEPTIONS/HARDWARE REQUIREMENTS

6.1 LIST EXCEPTIONS TO BID SPECIFICATIONS

(include detailed descriptions of the indicated requirements)

6.2 LIST HARDWARE REQUIREMENTS

EXHIBIT "A" Required Ethics Forms

CERTIFICATE OF INTERESTED PARTIES		FORM 1295																	
Complete Nos. 1 - 4 and 6 if there are interested parties. Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.		OFFICE USE ONLY																	
1 Name of business entity filing form, and the city, state and country of the business entity's place of business.																			
2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.																			
3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the goods or services to be provided under the contract.																			
4	Name of Interested Party	City, State, Country (place of business)	Nature of Interest (check applicable)																
			<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="text-align: center; width: 50%;">Controlling</td> <td style="text-align: center; width: 50%;">Intermediary</td> </tr> <tr> <td style="height: 15px;"></td> <td style="height: 15px;"></td> </tr> <tr> <td style="height: 15px;"></td> <td style="height: 15px;"></td> </tr> <tr> <td style="height: 15px;"></td> <td style="height: 15px;"></td> </tr> <tr> <td style="height: 15px;"></td> <td style="height: 15px;"></td> </tr> <tr> <td style="height: 15px;"></td> <td style="height: 15px;"></td> </tr> <tr> <td style="height: 15px;"></td> <td style="height: 15px;"></td> </tr> <tr> <td style="height: 15px;"></td> <td style="height: 15px;"></td> </tr> </table>	Controlling	Intermediary														
Controlling	Intermediary																		
5 Check only if there is NO Interested Party. <input type="checkbox"/>																			
6 AFFIDAVIT I swear, or affirm, under penalty of perjury, that the above disclosure is true and correct.																			
_____ Signature of authorized agent of contracting business entity																			
AFFIX NOTARY STAMP / SEAL ABOVE																			
Sworn to and subscribed before me, by the said _____, this the _____ day of _____, 20____, to certify which, witness my hand and seal of office.																			
_____ Signature of officer administering oath		_____ Printed name of officer administering oath																	
_____ Title of officer administering oath		_____ Title of officer administering oath																	
ADD ADDITIONAL PAGES AS NECESSARY																			

CONFLICT OF INTEREST QUESTIONNAIRE
For vendor doing business with local governmental entity

FORM CIQ

This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.
 This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).
 By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.
 A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.

OFFICE USE ONLY	
Date Received	

1 Name of vendor who has a business relationship with local governmental entity.

2 **Check this box if you are filing an update to a previously filed questionnaire.** (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)

3 Name of local government officer about whom the information is being disclosed.

Name of Officer

4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?

Yes No

B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?

Yes No

5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.

6 **Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).**

7

Signature of vendor doing business with the governmental entity Date

CONFLICT OF INTEREST QUESTIONNAIRE
For vendor doing business with local governmental entity

A complete copy of Chapter 176 of the Local Government Code may be found at <http://www.statutes.legis.state.tx.us/Docs/LG/htm/LG.176.htm>. For easy reference, below are some of the sections cited on this form.

Local Government Code § 176.001(1-a): "Business relationship" means a connection between two or more parties based on commercial activity of one of the parties. The term does not include a connection based on:

- (A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;
- (B) a transaction conducted at a price and subject to terms available to the public; or
- (C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

Local Government Code § 176.003(a)(2)(A) and (B):

(a) A local government officer shall file a conflicts disclosure statement with respect to a vendor if:

...
(2) the vendor:

(A) has an employment or other business relationship with the local government officer or a family member of the officer that results in the officer or family member receiving taxable income, other than investment income, that exceeds \$2,500 during the 12-month period preceding the date that the officer becomes aware that

(i) a contract between the local governmental entity and vendor has been executed;

or

(ii) the local governmental entity is considering entering into a contract with the vendor;

(B) has given to the local government officer or a family member of the officer one or more gifts that have an aggregate value of more than \$100 in the 12-month period preceding the date the officer becomes aware that:

(i) a contract between the local governmental entity and vendor has been executed; or

(ii) the local governmental entity is considering entering into a contract with the vendor.

Local Government Code § 176.006(a) and (a-1)

(a) A vendor shall file a completed conflict of interest questionnaire if the vendor has a business relationship with a local governmental entity and:

(1) has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);

(2) has given a local government officer of that local governmental entity, or a family member of the officer, one or more gifts with the aggregate value specified by Section 176.003(a)(2)(B), excluding any gift described by Section 176.003(a-1); or

(3) has a family relationship with a local government officer of that local governmental entity.

(a-1) The completed conflict of interest questionnaire must be filed with the appropriate records administrator not later than the seventh business day after the later of:

(1) the date that the vendor:

(A) begins discussions or negotiations to enter into a contract with the local governmental entity; or

(B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or

(2) the date the vendor becomes aware:

(A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);

(B) that the vendor has given one or more gifts described by Subsection (a); or

(C) of a family relationship with a local government officer.

**CITY OF CONROE
PURCHASING DEPARTMENT**

SENATE BILL 252 CERTIFICATION

On this day, I, _____, the Purchasing Representative for the City of Conroe, Texas, pursuant to Chapter 2252, Section 2252.152 of the Texas Government Code, certify that I did review the website list prepared, maintained, and made available to the City of Conroe by the Comptroller of the State of Texas of companies known to have contracts with or provide supplies or services to Iran, Sudan or any foreign terrorist organization. I have ascertained that the below-named company is not contained on said list of companies that do business with Iran, Sudan or any Foreign Terrorist Organization.

Company Name

RFP or Vendor number

CERTIFICATION CHECK PERFORMED BY:

Purchasing Representative

Date

("Company or Business Name")
Senate Bill 19 Verification

I, _____ (Person name), the undersigned representative of _____ (Company or Business Name) hereafter referred to as "Company"; being an adult over the age of eighteen (18) years of age, after being duly sworn by the undersigned notary, do hereby depose and verify under oath that the company named-above, under the provisions of Subtitle F, Title 10, Government Code Chapter 2274:

- (1) does not have a practice, policy, guidance, or directive that discriminates against a firearm entity or firearm trade association; and,
- (2) will not discriminate during the term of the contract against a firearm entity or firearm trade association.

Pursuant to Section 2274.001, Texas Government Code:

1. "Ammunition" means a loaded cartridge case, primer, bullet, or propellant powder with or without a projectile.
2. "Company" means a for-profit organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, or limited liability company, including a wholly owned subsidiary, majority-owned subsidiary, parent company, or affiliate of those entities or associations that exists to make a profit. The term does not include a sole proprietorship.
3. "Discriminate against a firearm entity or firearm trade association":
 - (A) means, with respect to the entity or association, to:
 - (i) refuse to engage in the trade of any goods or services with the entity or association based solely on its status as a firearm entity or firearm trade association;
 - (ii) refrain from continuing an existing business relationship with the entity or association based solely on its status as a firearm entity or firearm trade association; or
 - (iii) terminate an existing business relationship with the entity or association based solely on its status as a firearm entity or firearm trade association; and
 - (B) does not include:
 - (i) the established policies of a merchant, retail seller, or platform that restrict or prohibit the listing or selling of ammunition, firearms, or firearm accessories; and
 - (ii) a company's refusal to engage in the trade of any goods or services, decision to refrain from continuing an existing business relationship, or decision to terminate an existing business relationship:
 - (aa) to comply with federal, state, or local law, policy, or regulations or a directive by a regulatory agency; or

(b) for any traditional business reason that is specific to the customer or potential customer and not based solely on an entity's or association's status as a firearm entity or firearm trade association.

4. "Firearm" means a weapon that expels a projectile by the action of explosive or expanding gases.
5. "Firearm accessory" means a device specifically designed or adapted to enable an individual to wear, carry, store, or mount a firearm on the individual or on a conveyance and an item used in conjunction with or mounted on a firearm that is not essential to the basic function of the firearm. The term includes a detachable firearm magazine.
6. "Firearm entity" means:
 - (A) a firearm, firearm accessory, or ammunition manufacturer, distributor, wholesaler, supplier, or retailer; and
 - (B) a sport shooting range as defined by Section 250.001, Local Government Code.
7. "Firearm trade association" means any person, corporation, unincorporated association, federation, business league, or business organization that:
 - (A) is not organized or operated for profit and for which none of its net earnings inures to the benefit of any private shareholder or individual;
 - (B) has two or more firearm entities as members; and
 - (C) is exempt from federal income taxation under Section 501(a), Internal Revenue Code of 1986, as an organization described by Section 501(c) of that code.

DATE

SIGNATURE OF COMPANY REPRESENTATIVE

On this the ____ day of _____, 20____, personally appeared _____, the above-named person, who after by me being duly sworn, did swear and confirm that the above is true and correct.

NOTARY SEAL

NOTARY SIGNATURE

DATE

("Company or Business Name")
Senate Bill 13 Verification

I, _____ (Person name), the undersigned representative of _____ (Company or Business Name) hereafter referred to as "Company"; being an adult over the age of eighteen (18) years of age, after being duly sworn by the undersigned notary, do hereby depose and verify under oath that the company named-above, under the provisions of Subtitle F, Title 10, Government Code Chapter 2274:

- (1) does not boycott energy companies; and
- (2) will not boycott energy companies during the term of the contract.

Pursuant to Section 2274.001, Texas Government Code:

- 1. "Boycott energy company" has the meaning assigned by Section 809.001.
- 2. "Company" has the meaning assigned by Section 809.001, except that the term does not include a sole proprietorship.

DATE

SIGNATURE OF COMPANY REPRESENTATIVE

On this the _____ day of _____, 20____, personally appeared _____, the above-named person, who after by me being duly sworn, did swear and confirm that the above is true and correct.

NOTARY SEAL

NOTARY SIGNATURE

DATE

EXHIBIT "B"

BIDDER ADDENDUM ACKNOWLEDGEMENT

The bidder has read and fully understands this RFP and has asked any questions and received satisfactory answers from the City/CFD regarding any provisions of this RFP regarding which clarification was desired.

The bidder must initial next to each addendum posted to verify receipt:

Addendum #1: _____

Addendum #2: _____

Addendum #3: _____

Addendum #4: _____

Addendum #5: _____

Bidder – Please Fill In and Sign Below:

Name of Firm/Company: _____

Agent's Name: _____

Agent's Title: _____

Mailing Address: _____

City, State, Zip: _____

Phone & Fax Numbers: _____

E-Mail Address: _____

Authorized Signature: _____

Date: _____

EXHIBIT "C"

By signing below, the bidder indicates its agreement to the Terms and Conditions outlined in this RFP
(Reference: 2. Terms and Conditions).

Name of Firm/Company: _____

Agent's Name: _____

Agent's Title: _____

Authorized Signature: _____

Date: _____

EXHIBIT "D"

INSURANCE REQUIREMENTS

The Vendor agrees to maintain and require its subcontractors to maintain at all times the following coverage at no less than the limits indicated:

Worker's Compensations Insurance	--	Statutory
Employer's Liability	--	\$100,000
Automobile Liability (Including Owned and Non-Owned Autos)		
Bodily Injury	--	\$250,000 each person
	--	\$500,000 each occurrence
Property Damage	--	\$100,000 each occurrence
Commercial General Liability		
Combined Single Limits for Bodily Injury and Property Damage:		
<u>Each occurrence for premises/operations:</u>		
Broad form CGL liability coverage	--	\$1,000,000
Products/Operations aggregate	--	\$1,000,000
Advertising Injury	--	\$1,000,000
General Aggregate	--	\$2,000,000
Umbrella Liability	--	\$1,000,000 each occurrence
	--	\$1,000,000 annual aggregate
	--	\$25,000 self-insured retention

The Vendor's coverage must be written on an occurrence (not claims made) basis with companies acceptable to the City/CFD, must stipulate that no take-out endorsements are included on the General Liability policy, and each policy providing coverage hereunder shall contain provisions that no cancellation or material reduction in coverage in the policy shall become effective except upon thirty (30) days prior written notice thereof to the City/CFD. The City/CFD shall be named as additional insured with respect to liability imposed upon it resulting from the performance of work under this agreement. There shall be no right of subrogation against the City/CFD and this waiver of subrogation shall be endorsed upon the policies. Prior to the commencement of performance of the work, the vendor shall furnish proof of endorsements or other documentary evidence which shall identify the City/CFD as an additional insured to the City/CFD in duplicate, evidencing compliance with all requirements herein. The limits of such insurance shall in no way be construed as limiting the vendor's obligation to completely defend, indemnify and hold harmless the City/CFD.