



**ARLINGTON COUNTY, VIRGINIA  
AGREEMENT NO. 23-FIR-RFP-304b  
AMENDMENT NUMBER 1**

This Amendment Number 1 is made on 8/30/2023 and amends Agreement Number 23-FIR-RFP-304b (“Main Agreement”) dated June 22, 2023, between Locality Media, Inc., dba First Due (“Contractor”) and the County Board of Arlington County, Virginia (“County”).

The County and the Contractor agree to amend the main contract called for under the Main Agreement as follows:

1. **Exhibit A, Contractor’s Table of Conformance** is hereby changed to implement Optional Module FCP-OPT-01.3 Events & Activities, to include a one-hour planning session and up to 6 hours of webinar train-the-trainer sessions. Services related to configuring and customizing the Events & Activities Platform as described in the Scope of Services, Implementation and Configurations Services. FCP-OPT-01.3 Events & Activities is hereby removed from Optional Modules and added to Calendars & Scheduling pursuant to the attached Revised Exhibit A – Definitions, Scope of Services and Contractor’s Table of Conformance.
2. **Exhibit B, Contract Pricing** is hereby replaced in its entirety with the attached Revised Exhibit B, Contract Pricing.

All other terms and conditions of the Main Agreement remain in effect.

WITNESS these signatures:

THE COUNTY BOARD OF ARLINGTON  
COUNTY, VIRGINIA

LOCALITY MEDIA, INC., DBA FIRST DUE

AUTHORIZED DocuSigned by:  
SIGNATURE: Tomeka D. Price  
NAME: TOMEKA D. PRICE

AUTHORIZED DocuSigned by:  
SIGNATURE: Andreas Huber  
NAME: Andreas Huber

TITLE: PROCUREMENT OFFICER  
DATE: 8/30/2023

TITLE: CEO & President  
DATE: 8/30/2023

REVISED EXHIBIT A  
DEFINITIONS

The following definitions apply to this procurement:

1. **An Authorized User/Workstation** is any computer that is connected to access the Licensed Software and that may be logged on to access the programs, interfaces, data, or files created and/or maintained by the Licensed Software.
2. **Application Users** include trained and authorized employees of the County, trained and authorized independent contractors engaged by the County and entities contracting with the County for services.
3. **Backup** is a copy of files and programs made to facilitate recovery, if necessary.
4. **Business Day/Hours.** While the Fire Department is a twenty-four-hour per day, seven days per week, three hundred sixty-five days per year (24/7/365) operating agency, normal operating hours for the County are: Monday-Friday, 7 a.m.-5 p.m. Eastern Standard/Daylight Time, excluding County-designated holidays. Arlington County observes the following holidays:
  - New Year's Day
  - Martin Luther's King Day
  - President's Day
  - Memorial Day
  - Juneteenth
  - Independence Day
  - Labor Day
  - Election Day (when approved by County)
  - Veterans Day
  - Thanksgiving
  - Day after Thanksgiving
  - Christmas Eve (when approved by County)
  - Christmas Day
5. **Cloud Computing** is a model for enabling ubiquitous, convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction.
6. **Content** is any data, including the selection, arrangement and organization of such data, entered, uploaded to the application, or otherwise provided to Contractor by the County or by any Application User, and any software-related documentation, from whatever source, provided by any Authorized User to the Contractor in connection with this Contract.

7. **Deliverable** is the tangible embodiment of the Scope of Services, including the development or creation of work product, performed or provided by Contractor as identified in the Contract Documents.
8. **Delivery of Licensed Standard Software** is Licensed Standard Software delivered to the County in a machine-readable form via a network connection, or on appropriate media if requested by the County, as soon as the software is available after the Contract Effective Date.
9. **Documentation** is all Contractor materials detailing and providing instructions for the System, including course materials, system specifications, release notes, hardware requirements, user manuals, administrator manuals and technical manuals needed to allow the County and its agents to install, implement, operate and make productive use of the Licensed Software.
10. **Down Time** is time during which the system or a large portion of the system is out of action or unavailable for use. There are four categories of Down Time. The Contractor is responsible for Included Down Time, which is included in System availability calculations.

***Included Down Time***

- 1) Major Failures (measured as Hours of Major Failure, or HMF)
- 2) Functional Failures (measured as Functional System Failures in minutes and hours)

***Excludable Down Time***

- 3) Planned Down Time. This would include Planned updates and testing related incidents.
- 4) The following causes for the software not functioning as intended:
  - a. **Third-Party Incident:** An unplanned interruption to the System, or reduction in the quality of the System caused by a third party and not the Contractor's hardware or software. Third parties include an Internet Service Provider and other third parties that provide infrastructure or are responsible for infrastructure upon which the Contractor's software solution relies.
  - b. **Force Majeure Incident:** Any incident caused by Force Majeure, as defined in the Contract Documents.
11. **Failover** is a method in which standby equipment automatically takes over when the main system fails.
12. **Go-Live** is the point at which the software system, module or update is implemented into active and live operation mode.
13. **Ingested** is a technical term for pulling data in from an interface as opposed to exporting data to another location.

14. **Installation of Licensed Standard Software** is deemed to occur, for all billings or other events described in the Contract Documents, upon the earlier of:
  - (a) the transfer or loading of the Licensed Standard Software onto a County server or computer;  
or
  - (b) thirty days after delivery of the Licensed Standard Software.
  
15. **Interface Control Document (ICD)** provides a record of all interface information (such as concept/purpose, diagrams, tables, and textual information), including the details and descriptions of the interface or interfaces between subsystems or to a system or subsystem.
  
16. **Licensed Custom Software** includes any software (programs or portions of programs) developed by the Contractor specifically for the County's own use.
  
17. **Licensed Products** includes the licensed software, the related licensed documentation, and the authorized copies of the product sold by the Contractor in accordance with the Contract Documents.
  
18. **Licensed Software** includes the Development Software, Upgrades, and Licensed Custom Software provided under this Agreement.
  
19. **Maintenance Services (or Maintenance)** are services, preventive and remedial, provided by the Contractor to ensure continued operation of the System.
  
20. **Project Acceptance** means completed and successful acceptance by the County as described in the Scope of Services.
  
21. **Reliability Testing** is part of the overall Acceptance Testing requirements that demonstrates the operational capability and reliability of the System and System Components.
  
22. **Requirements** are the functional, performance, operational, compatibility and Acceptance Testing criteria and other parameters and characteristics of the Software, Services and Deliverables as set forth in the Scope of Services and other Contract Documents.
  
23. **Root Cause Analysis (RCA)** is a principle-based, systems approach for the identification of underlying causes associated with a particular set of risks or incidents.
  
24. **Services** include development, installation, Software configuration, maintenance, support and training and provision to the County of any Deliverable described in the Scope of Services. Services

include the discovery, creation, or development of any work product.

25. **Software Change Control Methodology (SCCM)** is a County process to ensure appropriate change control and maintain the integrity of the requirements and the Contract.

26. **System Acceptance** is the act of validating that the complete system (including all necessary components, interfaces, etc.) satisfies the specified requirements set forth in the Table of Conformance and is acceptable to the end users.

27. **System Availability** is the time the system is fully functioning. The expected System Availability is 24 hours a day, 7 days a week, 365 days per year, or at a minimum 99.5% uptime. The formula for calculating System Availability is as follows:

a) **Formula: *Functional System Availability*** = 
$$\frac{TOH - HMF - FSF}{TOH}$$

Total Operational Hours (**TOH**) – Hours of Major failures (System not down, but largely unusable) (**HMF**) – Functional System failures (specific critical features not available, or unusable) (**FSF**). **Does not include Planned Down Time (PD).**

b) **Formula: *Total System Availability*** = 
$$\frac{TOH - HMF - FSF - PD}{TOH}$$

This is the same as Functional System Availability, but includes Planned Down Time, which shall be tracked, and includes:

- i. Scheduled Down Time for system upgrades
- ii. Scheduled restarts necessary to correct issues.

c) Any delays in response that the County agrees were caused by the County shall be deducted from either calculation.

28. **Upgrades** are any enhanced and/or improved versions of the Licensed Software that are provided under this Agreement and released after the Effective Date of this Agreement.

## SCOPE OF SERVICES

The Contractor shall provide Fire Prevention and Code Enforcement software solution(s) meeting the primary objectives listed below.

- A. **Fire Code Permitting and Inspections Software Solution** – A system to manage and support the Fire Prevention Office’s (FPO) complete inspections and permitting process, including records management, scheduling, mobile field inspections, issuing relevant fees, permits, invoices, and interfaces to appropriate County systems. The software solution that the County seeks to acquire is described in detail in Exhibit A – Contractor’s Table of Conformance.

**Requirements for the software solution include all equipment, installation, software, hardware, infrastructure including network, security, training, shipping, transportation, and services, including but not limited to interfaces, training and 24/7/365 support. The Contractor shall provide all parts and labor necessary to maintain System availability of 99.5%.**

1. The Contractor and its software solution shall provide the following as detailed in Exhibit A Table of Conformance: Tab C. Information Risk & Security:
  - General Configuration and Access Controls
  - Identity and Access Management
  - Cryptography, Encryption and Key Management
  - Patching and Updates
  - Logging and Monitoring
  - Incident Response
  - Information Security Policy and Insurance
  - Password and Login Controls
  - Risk Audit and Quality of Service
2. The Contractor and its software solution shall provide the following as detailed in Exhibit A Table of Conformance: Tab D. General Software Requirements:
  - General System Capability Requirements
  - System Architecture
  - Software maintenance, training, and support
  - Upgrades and Enhancements
  - Documentation
  - Data Management
  - Software Training
  - Reporting
  - Interfaces
  - Legacy Data and Data Migration
3. **Change Control**- For initial system implementation and all future non-emergency changes to System software involving custom interfaces, configuration or custom enhancements, the Contractor shall adhere to the following three-step Software Change Control methodology (SCCM). In the event of an

emergency where time is critical, it shall be at the sole discretion of the County's System Administrator or Public Safety Information Technology (PSIT) personnel to authorize emergency work to be performed without using the SCCM.

**Step 1: Requirements Development**

- a. Review of features, changes, and requirements with PSIT. Only items approved by the County Project Officer shall be included in requirements documentation.
- b. Preparation of requirements documentation, to include:
  - i. Detailed descriptions of the required features
  - ii. User Interface and User Design (UI/UX)
    - 1. Screenshots of all impacted menus, screens and reports
    - 2. Written summary of impacts to any business processes
- c. Data
  - i. Entity Relationship Diagram (ERD) changes, if applicable, as determined by the County Project Officer
  - ii. List of all affected data types and element changes, if applicable, as determined by the County Project Officer

**Step 2: Design & Approval**

- a. Review of Requirements Documentation (RD) with County stakeholders
- b. Submission of completed requirements documentation to the County Project Officer for review.
- c. Provision of Level of Effort (LOE) based on requirements. All LOEs shall have a Not to Exceed (NTE) clause measured in hours to ensure accuracy in estimating. RD must be accepted and approved by the County Project Officer in writing before the Contractor performs any programming or changes.

**Step 3: Change Testing and Validation**

All changes are subject to the testing steps listed in the Implementation Testing section immediately following this section, unless otherwise specified by the County Project Officer.

**4. Implementation Testing**

The County requires three types of Acceptance Tests: functional, performance and reliability. Functional Acceptance tests will be conducted first on each System component (i.e., mobile field inspections, interfaces, password & login controls, etc.) independently. Upon acceptance of all System components, the Contractor will perform a final set of functional, performance and Reliability Tests on the System to ensure that all components work together as intended and at the contracted performance levels. Errors will be classified and attended to according to the following Error Severity Level designations:

- a. Level 1 Error —System or component does not function while the System is online. Issue affects multiple users, critical operations and/or database functionality.  
Once the problem is resolved, a new Acceptance Test period will begin. System will not be accepted until the problem is resolved, and the System operates for 30 consecutive calendar days without a Level 1 or Level 2 Error.

- b. Level 2 Error — System or component may be turned live, but a component does not work properly. Productive use of the affected application or module is compromised, and a procedural workaround is not available.

System will not be accepted until the problem is resolved, and system operates for 30 consecutive calendar days without a Level 1 or Level 2 Error.

- c. Level 3 Error — System or component may be turned live, but a component does not work properly. Productive use of the affected application or component is not significantly impacted and a procedural work-around is available.

If the error is not fixed within the 30-calendar-day Acceptance Test period, the Acceptance Test period will be delayed until a mutually established time.

- d. Level 4 Error — System or component may be turned live but contains minor errors that do not impact productive use of the affected application or module. System or component will be accepted.

Process for Implementation Testing:

The Contract should follow the process below, which will guide the implementation testing. The County will notify the Contractor of the successful completion of each test.

- a. **Acceptance Testing: Functional Requirements**

The County will confirm all System functionality prior to final system acceptance. Each specific System function agreed to as part of the final Contract must be tested and tracked from original documentation by the Contractor. The Contractor is required to document that the final System design, Acceptance Test plan, and System documentation includes each RFP requirement. During the functional Acceptance Testing, the Contractor will demonstrate the operation of each proposed or required feature, function, and interface in a development environment based on the test plan that the County must approve prior to contract approval. Should any feature, function, or interface fail, the Contractor will resolve the problem based on the Error Severity Level.

- b. **Acceptance Testing: Reliability Requirements**

1. The Reliability Test will be conducted at the successful implementation of each System Component and again when all System Components have been successfully implemented for the designated period.
2. In order to complete the Reliability Test successfully the following must occur:
  - i. All Systems and System Components must demonstrate full availability for 90 consecutive calendar days.



- ii. Should any System or System Component fail three times during the testing phase, the Contractor will replace the failing System or System Component, without charge to the County.
    - iii. System and System Component performance will continue to meet the Functional requirements of the Contract, as tested or verified by County personnel at any time.
    - iv. System and System Component performance will continue to meet the Performance requirements of the Contract, as tested or verified by County personnel at any time.
  3. If the System or any System Component falls below the required availability mark of 99.5% availability as defined in System Availability, the Reliability Test will be stopped. At this time the Contractor should correct any deficiencies in preparation for a retest. If the deficiencies are of such severity that the retest cannot be initiated within 15 calendar days of the initial failure, the Contractor will be required to implement a correction plan based on root cause analysis, including proposed course of action that will result in correction of the issue and restoration of System Availability.
  4. The Contractor shall have three opportunities to complete the Reliability Test over a period of 180 calendar days. If the Contractor fails to successfully complete the test in this time period, then, the Contractor shall forfeit the Reliability payment, and the County may elect to terminate the Contract, as specified in the Terms and Conditions.
5. **Project Schedule and Milestones:** The Contractor shall adhere to the following project schedule\*\*:

**Project Kick-Off.** Within 20 business days\*\* of contract execution, the Contractor shall

- a. Meet with designated County personnel for a Kick-Off meeting, including at a minimum the Contractor's Project Manager and Technical Lead.
- b. Provide all data collection workbooks requiring County completion or feedback from the County.

**Requirements Planning.** Within 40 business days\*\* of contract execution, the Contractor shall provide an updated implementation plan based on the contract execution date:

- i. Updated Interface Control Document (ICD) for County Approval.
- ii. Updated project schedule, based on key personnel schedules and availability, that includes scheduling of the go-live date.
- iii. Data Conversion and Migration plan for legacy data migration from CodePal to the new system.
- iv. Updated requirements document with traceability to Table of Conformance.
- v. Testing & Go-Live implementation plan for implementation of the Contractor's software.
- vi. Installation of licensed software and provision of login credentials to County personnel to log in to the system.

**Requirements Completion & System Configuration.** Within 60 business days\*\* of contract execution, the Contractor shall have developed and submitted to the County the following:

- i. Configured Software for Review
- ii. Acceptance Test Plans, including at a minimum:
  1. Reliability Testing Plan
  2. Training plan for all County personnel
  3. Training plan for third-party testers' use of functions available to them as described in the updated requirements.
  4. Cutover plan

**User Acceptance Testing.** Within 100 business days\*\* of contract execution, the Contractor shall begin Acceptance Testing. The County requires two types of user Acceptance Tests:

- a. Functional Unit Acceptance Test to confirm all requirements listed in the Table of Conformance are met.
- b. Functional Integration Acceptance Test to confirm all requirements are met and maintain functionality when integrated with one another. Successful passing of Functional Integration Acceptance results in System Acceptance.

**Go-Live.** Upon completion of training of County personnel, and successful completion of Acceptance, Performance and Reliability Testing, the County will initiate, with the support of the Contractor, the initial rollout of the System.

## **5. Transition Requirements**

When the Contract terminates for any reason, the Contractor shall:

- a. Provide the software solution records in a format acceptable to the County at no additional cost (e.g., Excel, xml, pdf, etc.).
- b. Work with the County to ensure a seamless, expedient, and non-disruptive transition to any new contractor.

\*\*Timeframes are subject to change based on the timeliness of the County in completing required project tasks, customer priorities and schedules, and third-party vendors and integrations.

TABLE OF CONFORMANCE

**Arlington County, VA**

**Table of Conformance  
Response Instructions**

Detailed requirements for the systems desired by Arlington County are provided in this workbook. These requirements are based on the needs and requirements of the County as well as industry standard guidelines for public safety systems design, implementation and operation. The following codes should be used to indicate the ability of the proposed system to meet the needs of the County.

Response	Code
Proposed system complies with requirement.	C
Proposed system does not comply with requirement.	N
Proposer recommends an alternative no-cost way to meet requirement. Proposer shall provide explanation in the "Comments" column.	A
Proposed system requires a custom software modification to comply with requirement, but does not require third party software. Proposer shall provide an explanation in the Comments column and list additional costs, cross-referencing the requirement, in the Cost Proposal.	M
Proposed system requires third party software to comply with requirement. Proposer shall provide an explanation in the Comments column and list additional costs, cross-referencing the requirement, in the Cost Proposal.	T

Place an "X" within the appropriate response column next to each requirement. Where applicable and where requested, provide additional information that describes the way in which the proposed system fulfills the given requirement or how an alternative to the requirement will meet the County's needs. Short responses may be provided in the "Comments" column, while longer answers may be provided on a separate page. Do not insert rows into any portion of the document.

Please respond to each requirement. Omitted responses will be evaluated as response codes of "N" (proposed system does not comply with requirement).

## Tab A: Fire Permitting &amp; Inspections:

Fire Code Permitting and Inspections System		C	N	A	M	T
<b>General Functionality</b>						
FCP-G-01	The system shall have the ability to track information about all locations requiring an inspection or permit, related to:					
FCP-G-01.1	Occupancies	X				
FCP-G-01.2	Special Events	X				
FCP-G-01.3	Hazardous Materials	X				
FCP-G-02	The system shall have the ability to create a profile for a physical location that includes:					
FCP-G-02.1	Address type (mailing/service)	X				
FCP-G-02.2	Street number	X				
FCP-G-02.3	Direction (N/S/E/W)	X				
FCP-G-02.4	Street name	X				
FCP-G-02.5	City, State, Zip	X				
FCP-G-02.6	Country	X				
FCP-G-02.7	Region/County/District	X				
FCP-G-02.8	Latitude/Longitude	X				
FCP-G-02.9	Occupancy type	X				
FCP-G-02.10	Property use	X				
FCP-G-02.11	Comments/Notes	X				
FCP-G-02.12	Status (Active/Inactive)	X				
FCP-G-02.13	Related addresses	X				
FCP-G-02.14	Legal description	X				
FCP-G-02.15	Party (owner/occupant information with contacts and billing information)	X				
FCP-G-02.16	Fire protection equipment inventory	X				
FCP-G-02.17	Haz-Mat	X				
FCP-G-02.18	Hood system	X				
FCP-G-02.19	List of required permits	X				
FCP-G-02.20	Map (ability to upload graphics/photos) to include occupancy certificate or permits	X				
FCP-G-02.21	Activities (Inspections/Investigations/complaints/System test/Bar check/Etc.)	X				
FCP-G-02.22	Notes/Comments	X				
FCP-G-02.23	District	X				
FCP-G-02.24	Zone	X				
FCP-G-02.25	Other (User Defined)	X				
FCP-G-03	The system shall have the ability to capture inspection information such as:					
FCP-G-03.1	Address	X				
FCP-G-03.2	Business Name	X				
FCP-G-03.3	Property type	X				
FCP-G-03.4	Phone	X				
FCP-G-03.5	Email	X				
FCP-G-03.6	Electronic signature	X				
FCP-G-03.7	Designation	X				
FCP-G-03.7.1	Pass	X				
FCP-G-03.7.2	Fail	X				
FCP-G-03.7.3	Reinspection Required	X				
FCP-G-03.8	Inspection date	X				
FCP-G-03.9	Activity type	X				
FCP-G-03.10	Complete/incomplete	X				
FCP-G-03.11	Owner/occupant	X				
FCP-G-03.12	Building Manager	X				
FCP-G-03.13	Inspector	X				
FCP-G-03.14	Violations	X				
FCP-G-03.15	Status of Required System Tests	X				
FCP-G-04	The system shall have the ability to create supplemental inspections.	X				
FCP-G-05	The system shall have the ability to create custom checklists.	X				

Fire Code Permitting and Inspections System		C	N	A	M	T
<b>General Functionality</b>						
FCP-G-06	The system shall have the ability to support indexing and to create ad hoc inspections on any data in the database.	X				
FCP-G-07	The system shall have the ability to create a fire inspection pass, fail or reinspection inspections	X				
FCP-G-08	The System Administrator will have the ability to VOID a Permit or Inspection record.	X				
FCP-G-08.1	Notations as to the reason for VOID shall be required.	X				
FCP-G-09	System shall allow authorized users to selectively edit and void Permit or Inspection information records, including but not limited to:					
FCP-G-09.1	Single record	X				
FCP-G-09.2	Single Inspection or Permit	X				
FCP-G-09.3	Group/all records	X				
FCP-G-09.4	All except specific records	X				
FCP-G-09.5	Specific information from a single record	X				
FCP-G-10	Ability for activity reports to automatically include:					
FCP-G-10.1	Inspectors email address	X				
FCP-G-10.2	Inspectors telephone number	X				
FCP-G-11	Ability to account for number of days working in summary statistics (e.g., Inspections/day; Permits/day; etc.).	X				
FCP-G-12	System shall ensure congruent value selections in the application for respective identical values in CJRMS.	X				
FCP-G-13	The Contractor shall provide an overview of the proposed solution's Inspection and Permits Module and its functionality.	X				
FCP-G-14	The system shall have the ability to track and categorize inspection activity.	X				
FCP-G-15	The system shall have the ability to assign manually, reassign, override assignment and auto assign inspections to staff based on user defined criteria including districts.	X				
FCP-G-16	The system shall have the ability to search inspections by inspector.	X				
FCP-G-17	The system shall have the ability to search inspections by:					
FCP-G-17.1	Complete	X				
FCP-G-17.2	Incomplete	X				
FCP-G-17.3	Pass	X				
FCP-G-17.4	Fail	X				
FCP-G-17.5	Reinspect	X				
FCP-G-17.6	District	X				
FCP-G-17.7	Zone	X				
FCP-G-18	The system shall have the ability to create custom inspection forms.	X				
FCP-G-19	The system shall have the ability to support code references.	X				
FCP-G-20	The system shall have the ability to enter inspections and track code compliance complaints.	X				
FCP-G-21	The system shall have the ability to enter the details of an inspection.	X				
FCP-G-22	The system shall have the ability to maintain the history of individual permits for a given site address.	X				
FCP-G-23	The system shall have the ability to record hazmat information for buildings.	X				
FCP-G-24	The system shall have the ability to issue different types of permits and apply current and future fee schedules.	X				
FCP-G-25	The system shall have the ability to record and track multiple violations of any type.	X				
FCP-G-26	The system shall have the ability to maintain a history of violations by location.	X				
FCP-G-27	The system shall have the ability to assign a unique ID number to each inspection.	X				
FCP-G-28	The system shall have the ability to provide a means of producing violation inspections. At a minimum, this information shall include:					
FCP-G-28.1	Violation Type	X				
FCP-G-28.2	Date of Violation	X				
FCP-G-28.3	Data of Correction	X				
FCP-G-28.4	Fines and Citations	X				
FCP-G-28.5	Code Reference	X				
FCP-G-28.6	Final Disposition	X				

Fire Code Permitting and Inspections System		C	N	A	M	T
<b>General Functionality</b>						
FCP-G-29	The system shall have the ability to query and search by any user defined field to include at a minimum:					
FCP-G-29.1	Permit number	X				
FCP-G-29.2	Applicant name	X				
FCP-G-29.3	Permit status	X				
FCP-G-29.4	Address	X				
FCP-G-29.5	Sub-address	X				
FCP-G-29.6	Application date	X				
FCP-G-29.7	Status type	X				
FCP-G-30	The system shall have the ability to track the status of the inspection.	X				
FCP-G-31	The system shall have the ability to support multiple Hazard Class fields per inspection or permit.	X				
FCP-G-32	The system shall have the ability to query all permits or inspections:					
FCP-G-32.1	Zone	X				
FCP-G-32.2	Occupancy Type	X				
FCP-G-32.3	Violation Type	X				
FCP-G-32.4	District	X				
FCP-G-33	The system shall have the ability to add a code violation table to an inspection module.	X				
FCP-G-34	The system shall have the ability to document and inspection inspectionable quantities of hazmat.	X				
FCP-G-35	The system shall have the ability to query and display assigned inspections by user including:					
FCP-G-35.1	Start Date	X				
FCP-G-35.2	Inspection Type	X				
FCP-G-35.3	Description	X				
FCP-G-35.4	ID	X				
FCP-G-35.5	Address	X				
FCP-G-35.6	District	X				
FCP-G-35.7	Completed Indicator	X				
FCP-G-36	The system shall have the ability to query and display assigned permits including:					
FCP-G-36.1	Issue Date	X				
FCP-G-36.2	Expiration Date	X				
FCP-G-36.3	Name	X				
FCP-G-36.4	Address	X				
FCP-G-36.5	Sub-address	X				
FCP-G-36.6	District	X				
FCP-G-36.7	Type	X				
FCP-G-36.8	ID	X				
FCP-G-36.9	Issued Indicator	X				
FCP-G-36.10	Renewable Indicator	X				
FCP-G-37	The system shall have the ability to display and use a inspection console for canned and custom inspections.	X				
FCP-G-38	The system shall have the ability to search by checklists including:					
FCP-G-38.1	Agency	X				
FCP-G-38.2	Activity	X				
FCP-G-38.3	Checklist	X				
FCP-G-38.4	Check Item	X				
FCP-G-38.5	Constrains	X				
FCP-G-38.6	Criteria	X				
FCP-G-38.7	Operator	X				

Fire Code Permitting and Inspections System		C	N	A	M	T
<b>General Functionality</b>						
<b>FCP-G-39</b>	The system shall have the ability to create and search user defined fields including:					
<b>FCP-G-39.1</b>	Address	X				
<b>FCP-G-39.2</b>	Request	X				
<b>FCP-G-39.3</b>	Fee	X				
<b>FCP-G-39.4</b>	Activity	X				
<b>FCP-G-39.5</b>	Violation	X				
<b>FCP-G-39.6</b>	Invoice	X				
<b>FCP-G-39.7</b>	Item	X				
<b>FCP-G-39.8</b>	Party	X				
<b>FCP-G-39.9</b>	Permit	X				
<b>FCP-G-39.10</b>	Project	X				
<b>FCP-G-40</b>	The system shall have the ability to attach graphic files to inspections and permit records (e.g., scene diagram and photos.)	X				
<b>FCP-G-41</b>	The system shall have the ability to attach any Windows-compliant files to an inspections and permit record (e.g. JPEG, video, image, and Word documents.)	X				
<b>FCP-G-42</b>	The system shall support the generation and creation of photographs on reports.	X				
<b>FCP-G-43</b>	The system shall permit downloading of photos.	X				
<b>FCP-G-44</b>	The system shall support sending photos to email addresses.	X				
<b>FCP-G-45</b>	The system shall have the ability to set up a departmental hierarchy including:					
<b>FCP-G-45.1</b>	Department Name	X				
<b>FCP-G-45.2</b>	Department ID	X				
<b>FCP-G-45.3</b>	FPO ID	X				
<b>FCP-G-45.4</b>	County ID	X				
<b>FCP-G-45.5</b>	Address	X				
<b>FCP-G-45.6</b>	Contact Information	X				
<b>FCP-G-45.7</b>	Email Address	X				
<b>FCP-G-46</b>	The system shall have the ability to email and calendar inspection appointments.	X				
<b>Workflow &amp; User Interface/User Design (UI/UX)</b>						
<b>FCP-WUX-01</b>	The system shall have the ability to sort pull down fields (alphabetically, numerically and through a "CONTAINS" function).	X				
<b>FCP-WUX-02</b>	The system shall have the ability for a Fire Marshall to input a separate narrative into the inspection.	X				
<b>FCP-WUX-03</b>	The system shall have the ability to search and use a "type advance" feature to search and select a value in a drop-down list.	X				
<b>FCP-WUX-04</b>	The system shall have the ability to create County-specific checklists	X				
<b>FCP-WUX-05</b>	System shall allow configuration of record type defaults that apply to all users	X				
<b>FCP-WUX-06</b>	System shall allow configuration of "Commonly Used" activities or records per user.	X				
<b>FCP-WUX-07</b>	System shall allow authorized users to query individual personnel activity by:					
<b>FCP-WUX-07.1</b>	Personnel ID/Name	X				
<b>FCP-WUX-07.2</b>	Officer assignment	X				
<b>FCP-WUX-07.3</b>	Reporting district	X				
<b>FCP-WUX-07.4</b>	Date/Time range	X				
<b>FCP-WUX-07.5</b>	Inspection or Permit type	X				
<b>FCP-WUX-08</b>	The system shall have the ability to display the nature of the link (e.g. telephone number, address, current Permits & Inspections, etc.).	X				
<b>FCP-WUX-09</b>	The system shall have the ability to segregate pull down lists by frequency of use.	X				
<b>FCP-WUX-10</b>	The system shall have the ability for end users to identify and track the status of the individual's inspections upon log on.	X				
<b>FCP-WUX-11</b>	The system shall have the ability to select "other" in a drop-down list and allow the user to enter a narrative for the entry.	X				
<b>FCP-WUX-12</b>	The system shall have the ability to create user defined assignments (e.g., system test, system reinspection test, hood test, safety inspections, childcare inspection, etc..).	X				
<b>FCP-WUX-13</b>	The system shall have search and query functionality to allow all users to search for all available system data using user defined parameters.	X				

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<b>Workflow &amp; User Interface/User Design (UI/UX)</b>						
FCP-WUX-14	System shall expedite routine data entry tasks (i.e., workflow functionality) by leveraging the following techniques, at a minimum:					
FCP-WUX-14.1	Code-driven drop-down menus	X				
FCP-WUX-14.2	Type ahead based on dropdown menus	X				
FCP-WUX-14.3	Shortcut keys (e.g., BR = Brown)	X				
FCP-WUX-14.4	Default menus	X				
FCP-WUX-15	System shall be configurable by the County to determine order in which data is entered.	X				
FCP-WUX-16	System shall prompt users to complete all mandatory fields prior to updating a record.	X				
FCP-WUX-17	The proposed solution shall have the ability to allow authorized users to:	X				
FCP-WUX-18	Enable the ability for an InProgress inspection or permit to be transferred to another user.	X				
FCP-WUX-19	To define based on the inspection or request type to which position(s) or individual(s) the inspection or request shall be routed including the final inspection to the customer	X				
FCP-WUX-20	To define whether the individual or position receiving the inspection or request is required to act on the inspection/request	X				
FCP-WUX-21	The proposed solution shall have the ability to:					
FCP-WUX-21.1	Reopen and modify an inspection or request	X				
FCP-WUX-21.2	Add comments to the inspection or request	X				
FCP-WUX-22	The proposed solution shall have the ability to track all workflow items by status and date.	X				
FCP-WUX-23	The proposed solution shall have the ability to notify a user if inspections/requests are waiting for their action.	X				
FCP-WUX-23.1	When a time limit is exceeded, the proposed solution shall send a system and or email notification to the next person in the process.	X				
FCP-WUX-24	The proposed solution shall support routing assignment by person, position, or group.	X				
FCP-WUX-25	The proposed solution shall have the ability to create an escalation action based on delinquency inspection.	X				
FCP-WUX-26	The proposed solution shall have the ability to create check lists to complete specific activities and generate delinquency inspections.	X				
FCP-WUX-27	The proposed solution shall have the ability to enter property information when completing a inspection or permit.	X				
FCP-WUX-28	The proposed solution shall have the ability to associate specific tasks to an individual.	X				
FCP-WUX-29	The proposed solution shall have the ability to auto generate inspection #'s in sequential order and display fire and FPO inspection information including:					
FCP-WUX-29.1	Inspection Number	X				
FCP-WUX-29.2	Inspection Time	X				
FCP-WUX-29.3	Inspection Address	X				
FCP-WUX-29.4	Inspection Type	X				
FCP-WUX-29.5	Inspections	X				
FCP-WUX-29.6	My Inspections	X				
FCP-WUX-30	The proposed solution shall have the ability to create assignments including:					
FCP-WUX-30.1	Start Date	X				
FCP-WUX-30.2	Start Time	X				
FCP-WUX-30.3	End Date	X				
FCP-WUX-30.4	End Time	X				
FCP-WUX-30.5	District	X				
FCP-WUX-30.6	Zone	X				
FCP-WUX-30.7	Name	X				
FCP-WUX-30.8	Start Date	X				
FCP-WUX-30.9	Assignment	X				
FCP-WUX-30.10	FPO ID Number	X				
FCP-WUX-30.11	Status	X				
FCP-WUX-30.12	Hours	X				
FCP-WUX-30.13	Comments	X				
FCP-WUX-30.14	Other (User Defined)	X				



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<b>Workflow &amp; User Interface/User Design (UI/UX)</b>						
<b>FCP-WUX-31</b>	The proposed solution shall have the ability to create tables that display for assignment including:					
<b>FCP-WUX-31.1</b>	FPO ID Number	X				
<b>FCP-WUX-31.2</b>	Position classification / Rank	X				
<b>FCP-WUX-31.3</b>	Status	X				
<b>FCP-WUX-32</b>	The proposed solution shall have the ability to provide a list of personnel assigned to each district/zone, including:					
<b>FCP-WUX-32.1</b>	Last Name	X				
<b>FCP-WUX-32.2</b>	First Name	X				
<b>FCP-WUX-32.3</b>	Middle Name	X				
<b>FCP-WUX-32.4</b>	FPO ID Number	X				
<b>FCP-WUX-32.5</b>	Shift	X				
<b>FCP-WUX-32.6</b>	Rank	X				
<b>FCP-WUX-33</b>	The proposed solution shall have the ability to create form rights and design.	X				
<b>FCP-WUX-34</b>	The proposed solution shall have the ability to assign permissions including:					
<b>FCP-WUX-34.1</b>	FPO ID Number	X				
<b>FCP-WUX-34.2</b>	Rank	X				
<b>FCP-WUX-34.3</b>	Assignment	X				
<b>FCP-WUX-34.4</b>	District	X				
<b>FCP-WUX-34.5</b>	Zone	X				
<b>FCP-WUX-35</b>	The proposed solution shall have the ability to show assigned FPO to scheduled inspections, tests, permits.	X				
<b>FCP-WUX-36</b>	The proposed solution shall have the ability to assign groups and districts to activities.	X				
<b>FCP-WUX-37</b>	The proposed solution shall have the ability to create and administer code tables including:					
<b>FCP-WUX-37.1</b>	Code Table Name	X				
<b>FCP-WUX-37.2</b>	Description	X				
<b>FCP-WUX-37.3</b>	Category	X				
<b>FCP-WUX-37.4</b>	Class	X				
<b>FCP-WUX-37.5</b>	Client Defined	X				
<b>FCP-WUX-37.6</b>	Share with Map	X				
<b>FCP-WUX-38</b>	The proposed solution shall have the ability to create and schedule inspection and Permit activities including the minimum following information:					
<b>FCP-WUX-38.1</b>	Activity Name	X				
<b>FCP-WUX-38.2</b>	Date	X				
<b>FCP-WUX-38.3</b>	Department	X				
<b>FCP-WUX-38.4</b>	Unit	X				
<b>FCP-WUX-38.5</b>	Shift	X				
<b>FCP-WUX-38.6</b>	Location	X				
<b>FCP-WUX-38.7</b>	Adhoc Inspections	X				
<b>FCP-WUX-38.8</b>	District	X				
<b>FCP-WUX-38.9</b>	Zone	X				
<b>FCP-WUX-39</b>	The proposed solution shall have the ability to configure inspectioning tools to generate non-standard ad-hoc inspections based on user-defined criteria based on any data in the system.	X				
<b>FCP-WUX-40</b>	The proposed solution shall have the ability to autogenerate, track and report outstanding inspections, inspection assignments, system tests, permits and invoices	X				
<b>FCP-WUX-40.1</b>	Inspection Assignments shall be able to be generated based on user defined time limits and district	X				
<b>FCP-WUX-40.2</b>	Any updates to previously assigned inspections will automatically create necessary database transactions required to accurately reflect the changes input by the user for all related tables and records so accuracy of the database and reporting is maintained.	X				
<b>FCP-WUX-41</b>	The proposed solution shall allow users to search reports by:					
<b>FCP-WUX-41.1</b>	District	X				
<b>FCP-WUX-41.2</b>	Zone	X				
<b>FCP-WUX-41.3</b>	User Defined Time Limits	X				
<b>FCP-WUX-42</b>	The proposed solution shall have the ability to track and approve work efforts and requests by means of an approval or workflow hierarchy.	X				
<b>FCP-WUX-43</b>	The proposed solution shall have the ability to allow system administrators to define time limits for each step in the process.	X				

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<b>Workflow &amp; User Interface/User Design (UI/UX)</b>						
FCP-WUX-44	The proposed solution shall have the ability to auto populate alternate reference information from other departments i.e., permitting, building, FRMS, Treasury, etc., into the case report via an interface or import function.	X				
FCP-WUX-45	The proposed solution shall have the ability to notify users and supervisors via email of reinspection, or delinquent inspections within a selectable timeframe.	X				
FCP-WUX-46	The proposed solution shall have the ability to auto-generate an end of tour inspection report.	X				
FCP-WUX-47	The proposed solution shall have the ability to create and modify inspections and forms that can retrieve data from the database for release to other departments within the government (i.e. Building, Permit, Treasury forms that would pull data from inspection inspections).	X				
<b>National, State &amp; Local Compliance</b>						
FCP-NSLC-01	The proposed solution shall have the ability to generate user-definable, ad-hoc inspections.	X				
FCP-NSLC-02	The proposed solution shall maintain compliance with all current and future Virginia Statewide Fire Prevention Code, Arlington County Fire Prevention Code and NFPA standards requirements where applicable.	X				
FCP-NSLC-03	The proposed solution shall have the ability to prompt the user to select the specific code and NFPA standard as necessary on all failed inspection.	X				
FCP-NSLC-04	The Contractor shall perform updates to the system to maintain compliance with all current and future Virginia Statewide Fire Prevention Code, Arlington County Fire Prevention Code and NFPA standards requirements where applicable upon notification by the FPO.	X				
FCP-NSLC-05	The proposed solution shall have the ability to site the specific code and NFPA standard as necessary on all inspections. i.e., failed inspection.	X				
FCP-NSLC-06	The proposed solution shall have the ability to generate NFPA 1031 inspections.	X				
FCP-NSLC-07	Where lookup tables are used, the system shall provide agency specific codes that will link to valid state and federal codes for inspections and submission.	X				
FCP-NSLC-08	The proposed solution shall have the ability to review and download applicable codes for printing or email.	X				
FCP-NSLC-09	The proposed solution shall have the ability to upload NFPA, Virginia Fire Prevention, and Arlington County Fire Prevention references.	X				
FCP-NSLC-10	The proposed solution shall have the ability to link fee amounts to compliance and inspection activities as identified in Sec. 12-49.1. Permits and inspections fees of the Fire Prevention Code.	X				
FCP-NSLC-11	The proposed solution shall have the ability to reference Virginia Fire Prevention, applicable NFPA standards and County code violations.	X				
<b>Printing &amp; Document Management</b>						
FCP-PDM-01	The system shall have the ability to create a PDF document wherever a print or email function is available.	X				
FCP-PDM-02	The system shall have the ability to add and or link to photos, videos, PDFs and other data files to an inspection.	X				
FCP-PDM-03	The system shall have the ability to support electronic signatures through a signature pad.	X				
FCP-PDM-04	The system shall support configuration and management of all record type outputs (printouts).	X				
FCP-PDM-05	The system shall have the ability to send an inspection via email from within the proposed application.	X				
FCP-PDM-06	The system shall have the ability to auto-generate the issuance of a permit upon notice of receipt of payment.	X				
FCP-PDM-07	The system shall have the ability to print a receipt or invoice.	X				
FCP-PDM-08	The system shall have the ability to print physical permits.	X				
<b>Communication, Collaboration &amp; Alerting</b>						
FCP-CCA-01	The system shall shall have the ability to support email delivery of final inspection inspections and permits.	X				
FCP-CCA-02	The system shall shall have the ability to automatically notify users of past due invoices based on user defined time frame	X				
FCP-CCA-06	The system shall shall have the ability to email a receipt or invoice.	X				
FCP-CCA-07	The system shall shall have the ability to email physical permits in lieu of providing physical permits.	X				
<b>Resident Portal</b>						
FCP-RPORT-01	The system shall have the ability for authorized and registered residents or businesses to login to the system.	X				
FCP-RPORT-02	The proposed solution shall allow residents to make requests, upload documents for permits and inspections.	X				
FCP-RPORT-03	The system shall have the capability create online applications and generate an applicant submission notice to the applicant and a notice to ACFD of applicant submission.	X				

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FCP-RPORT-04	The proposed solution shall have the following functionality:					
FCP-RPORT-04.1	Creation of an account via the resident portal	X				
FCP-RPORT-04.2	Shall be validated by County personnel	X				
FCP-RPORT-04.3	Review and analyze their permit responsibilities (e.g. dashboard)	X				
FCP-RPORT-04.4	Check Status of Permits and Inspections via a unique identifier.	X				
FCP-RPORT-04.5	Schedule Inspection	X				
FCP-RPORT-04.6	Permit Retrieval	X				
FCP-RPORT-04.7	Payments Made	X				
FCP-RPORT-05	The proposed solution shall have the ability for residents to self-schedule inspections and re-inspection date(s) via online portal.	X				
<b>Fees, Billing, and Invoicing</b>						
FCP-FBI-01	The proposed solution shall have the ability to calculate fees (e.g. Hazmat, and late fees.) according to user-defined criteria.	X				
FCP-FBI-02	The proposed solution shall have the ability to support the recording and payment of fees for each type of permit.	X				
FCP-FBI-03	Ability to track personnel time spent on agency-defined events (e.g., community meetings, training, special events, etc) for statistical purposes (e.g., internal or grant related).	X				
FCP-FBI-04	The proposed solution shall have the ability to track staff hours expended for inspections and permits.	X				
FCP-FBI-05	The Contractor shall provide an overview of the proposed solution's Accounts Receivable module.					X
FCP-FBI-06	The proposed solution shall have the ability to include a financial billing module to support invoicing the inspections and permits, and the fines associated with any violations.	X				
FCP-FBI-07	The proposed solution shall have the ability to auto-generate invoice numbering utilizing user defined criteria.	X				
FCP-FBI-08	The proposed solution shall have the ability to interface and track payments in the county's online payment system.	X				
FCP-FBI-09	The proposed solution shall have the ability to ingest data for different invoice types based on the required interfaces. Examples include:					
FCP-FBI-09.1	Permit invoice	X				
FCP-FBI-09.2	Inspection invoice	X				
FCP-FBI-09.3	Past Due invoice	X				
FCP-FBI-09.4	Reinspection invoice	X				
FCP-FBI-10	The proposed solution shall allow users to modify the look and verbiage of invoices.	X				
FCP-FBI-11	The proposed solution shall have the ability to auto flag and generate past due user defined notices	X				
FCP-FBI-12	The proposed solution shall have the ability to track delinquent accounts.	X				
FCP-FBI-13	The proposed solution shall provide all data required to support financial register entries in County systems for tracking the receipt of money.					X
FCP-FBI-14	The proposed solution shall have the ability to interface as defined in the Interface Control Document and Interface reference material provided as part of this solicitation.	X				
FCP-FBI-15	The proposed solution shall have the ability to search all financial information by all user defined fields.	X				
FCP-FBI-16	The proposed solution shall have the ability to create and generate daily, weekly, monthly, predefined and ad hoc inspections of payments, invoices and outstanding invoices	X				
FCP-FBI-17	The proposed solution shall provide all data required to support generation of queries and inspections that reconcile financial transactions in the designated County system on a daily, weekly and monthly payments.					X
FCP-FBI-18	The proposed solution shall have the ability to allow users to set and update fees and hourly rate schedules.					X
FCP-FBI-19	The proposed solution shall provide all data required to support accurate entries in the Countys System used as a financial register for tracking receipt of money and payments.					X
FCP-FBI-20	The proposed solution shall have the ability to associate payments to invoice number, business address, business names, payment type, other fields.					X
FCP-FBI-21	The proposed solution shall provide all data required to support generation of queries and inspections for the purpose of reconciling payments to the County System vs invoices including partial payments.					X
FCP-FBI-23	The proposed solution shall have the ability to include a financial billing module to support invoicing the inspections and permits, and any fees associated with any inspections or permits.	X				
FCP-FBI-24	The proposed solution shall have the ability to auto-generate invoice numbering utilizing user defined criteria.	X				
FCP-FBI-25	The proposed solution shall have the option to calculate a rate of "No Fee Required" for any inspection or permit.	X				

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FCP-FBI-25.1	The proposed solution shall allow a user to provide notes on the reason for "No Fee Required" as an optional field when "No Fee Required" option is selected for any permit or inspection.	X				
<b>Calendars &amp; Scheduling</b>						
FCP-CAL-01	The proposed solution shall provide an ability to schedule assignments in overlapping districts.	X				
FCP-CAL-02	The proposed solution shall have the ability to provide a master calendar for personnel and activities.	X				
FCP-CAL-03	The proposed solution shall have the ability to schedule and calendar operations, training, public education events, administration, maintenance and other discreet areas and activities throughout the department.	X				
FCP-CAL-04	The proposed solution shall have the ability to allow authorized users to create and modify calendars for discreet areas and activities.	X				
FCP-CAL-05	The proposed solution shall have the ability to allow users to create customized views of any calendar.	X				
FCP-CAL-06	The proposed solution shall have the ability to allow users to generate inspections of all inspections for a specific date or date range.	X				
FCP-CAL-07	The proposed solution shall have the ability to create and generate daily, weekly, monthly, predefined and ad hoc inspections for scheduled, pending and outstanding inspections, tests and permits.	X				
FCP-CAL-08	The proposed solution shall have the ability to track clearance time (date of issuance to date of removal) of public safety hazard notices.	X				
FCP-CAL-09	The proposed solution shall have the ability to manually or automatically schedule re-inspection date(s) for sites with violations and auto generate reminder notifications.	X				
FCP-CAL-10	The proposed solution shall have the ability to view previous inspections and schedule reinspection dates, times, personnel.	X				
FCP-CAL-11	The proposed solutions shall have the ability to provide an automatic notification to the inspector of an impending re-inspection time period.	X				
FCP-CAL-11.1	The time period shall default to 15-20 days.	X				
FCP-CAL-11.2	The time period shall be configurable by System Administrator.	X				
FCP-CAL-12	The proposed solution shall have the ability to provide a means to insert new workload into a daily schedule.	X				
FCP-CAL-13	The proposed solution shall have the ability to auto-generate a renewal notice and invoice at a user-defined criteria to citizen who sign up for notifications interval prior to the expiration date of the permit.	X				
FCP-CAL-14	The proposed solution shall have the ability to support a calendar with list of scheduled events for the day.	X				
FCP-CAL-15	The proposed solution should have the ability to allow user to share calendar in outlook i.e., mirror outlook.		X			
FCP-OPT-01.3	Events & Activities - Create Events, View Global Activity Log, and Access Global Calendar	X				
<b>Reporting</b>						
FCP-RPRT-01	System shall generate a canned report displaying all added and linked records for a user-defined period of time.	X				
FCP-RPRT-02	System shall be able to generate reports itemizing personnel activity by:					
FCP-RPRT-02.1	Type of Permit or Inspection	X				
FCP-RPRT-02.2	Date range	X				
FCP-RPRT-03	System shall allow authorized users to generate reports summarizing personnel activity by:					
FCP-RPRT-03.1	Individual	X				
FCP-RPRT-03.2	Timeframe (e.g., hour range)	X				
FCP-RPRT-03.3	Location	X				
FCP-RPRT-03.4	Date range	X				
FCP-RPRT-03.5	Activity type	X				
FCP-RPRT-04	System shall allow authorized users to print personnel activity reports.	X				
FCP-RPRT-05	System shall allow authorized users to export personnel activity reports to:					
FCP-RPRT-05.1	Excel	X				
FCP-RPRT-05.2	Text files	X				
FCP-RPRT-05.3	HTML	X				
FCP-RPRT-05.4	PDF	X				
FCP-RPRT-06	The proposed solution shall have the ability to report on individual inspection with information regarding the nature of the inspection, the FPO that responded, descriptive information about the site.	X				
FCP-RPRT-07	The proposed solution shall have the ability to create an end of tour inspection report including:					
FCP-RPRT-07.1	Beginning Date and Time	X				
FCP-RPRT-07.2	Ending Date and Time	X				
FCP-RPRT-07.3	Activity	X				

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FCP-RPRT-07.4	Assignment	X				
FCP-RPRT-07.5	Personnel	X				
FCP-RPRT-07.6	Personnel Hours	X				
FCP-RPRT-08	Ability to route activity reports to agency-defined personnel	X				
<b>GIS &amp; Data Analytics</b>						
FCP-GIS-01	Contractor agrees to configure all dashboards and data visualization tools available as part of the Contractor software.	X				
FCP-GIS-02	The proposed solution shall have the ability to provide data analytics capabilities which include graphical and statistical tools utilizing:					
FCP-GIS-02.1	ESRI GIS	X				
FCP-GIS-02.2	Business Intelligence tools	X				
FCP-GIS-03	The proposed solution shall have the ability to connect to BI tools for experienced analysts and non-technical professionals alike that can be used for tactical, strategic, and administrative analysis.	X				
FCP-GIS-04	The proposed solution shall have the ability to present statistics in graphical formats, such as bar graphs, pie charts, line graphs, tabular form, or maps.	X				
FCP-GIS-05	The proposed solution shall have the ability to aggregate data on various criteria, such as:					
FCP-GIS-05.1	Current period vs. previous period	X				
FCP-GIS-05.2	Current period vs. historical average	X				
FCP-GIS-05.3	Pass vs. fail vs. reinspect	X				
FCP-GIS-05.4	District	X				
FCP-GIS-05.5	Zone	X				
FCP-GIS-06	System shall allow authorized users to analyze linkages among data elements based on any combination of:					
FCP-GIS-06.1	Persons	X				
FCP-GIS-06.2	Organizations (e.g. Property Management companies)	X				
FCP-GIS-06.3	Property	X				
FCP-GIS-06.4	Telephone numbers	X				
FCP-GIS-06.5	Locations	X				
FCP-GIS-06.6	Permit or Inspection Type	X				
FCP-GIS-07	System shall allow authorized users to display standard map elements (e.g., scale bar, north arrow, legend, title, date, time, creator, disclaimers, etc.)	X				
FCP-GIS-08	Ability for the County to define its own pin map icons (size, color, symbols, etc.).	X				
FCP-GIS-09	Ability to save map analysis results.	X				
FCP-GIS-10	Ability to generate recurring map analyses at a user-defined interval (e.g. every Sunday generate a map showing expiring Permits or Inspections from the past week).	X				
FCP-GIS-11	Ability to display and print linkages in either text or graphic format.	X				
FCP-GIS-12	Contractor shall leverage GIS data to provide analysis on Inspections and Permits and support decision making regarding prioritization of resource allocation. Examples include:					
FCP-GIS-12.1	Ability to identify "hot spots" on a map.	X				
FCP-GIS-12.2	Ability to conduct a radius search on a map.	X				
FCP-GIS-12.3	Ability to conduct a polygon search on a map.	X				
FCP-GIS-12.4	Ability to print maps at any point during the drill down.	X				
FCP-GIS-12.5	Ability to use different icons to display different data types.	X				
FCP-GIS-13	Ability to select a defined geographical area on a map and display any combination of the following for a user-defined time range:					
FCP-GIS-13.1	Record Type	X				
FCP-GIS-13.2	Inspection or Permit type	X				
FCP-GIS-13.3	Inspection or Permit status	X				
FCP-GIS-14	The proposed Fire and Inspections solution shall have the ability to create dashboards that are configurable by FPO discipline i.e., permitting, inspections, based on any of the data parameters in the system.	X				
FCP-GIS-15	The proposed solution shall have the ability to calculate current and outstanding invoices, and electronic payments.	X				
FCP-GIS-16	The proposed solution shall have the ability to search by addresses including agency, inspection type, equipment, fire protection system, occupancy type, property use, code, range, city, state, zip code, district, region and county.	X				

Fire Code Permitting and Inspections System		C	N	A	M	T
<b>FCP-GIS-17</b>	The proposed solution shall have the ability to search by activities including at a minimum:	X				
<b>FCP-GIS-17.1</b>	Agency	X				
<b>FCP-GIS-17.2</b>	Inspector	X				
<b>FCP-GIS-17.3</b>	Status	X				
<b>FCP-GIS-17.4</b>	Group	X				
<b>FCP-GIS-17.5</b>	Dates	X				
<b>FCP-GIS-17.6</b>	Activity number	X				
<b>FCP-GIS-17.7</b>	Barcode	X				
<b>FCP-GIS-17.8</b>	Address.	X				
<b>FCP-GIS-18</b>	The proposed solution shall have the ability to search by activity alerts including date, address, district, sub-address, pass, fail, reissue, inspector, and category.	X				
<b>FCP-GIS-19</b>	The proposed solution shall have the ability to search by requests including date range, agency, type, party name, status, and address.	X				
<b>FCP-GIS-20</b>	The proposed solution shall have the ability to search by permit including agency, expiration date range, type, issued to role type, paid status, permit number, party name and address.	X				
<b>FCP-GIS-21</b>	The proposed solution shall have the ability to search by permit alerts including permit end date range and type.	X				
<b>FCP-GIS-22</b>	The proposed solution shall have the ability to search by party including agency, role type, party name, expiration date, issued date, open permit, permit type, permit number and user defined criteria.	X				
<b>FCP-GIS-23</b>	The proposed solution shall have the ability to search by item including agency, activity type, item type, description, status, next service date range, service type, number, and address.	X				
<b>FCP-GIS-24</b>	The proposed solution shall have the ability to search notes including agency, sub agency, date range, containing text, module, address, and the ability to reassign.	X				
<b>FCP-GIS-25</b>	The proposed solution shall have the ability to perform a general search including code version, category, search criteria, reference, and violation.	X				
<b>FCP-GIS-26</b>	System shall allow authorized users to view personnel activity within a given geographic location.	X				
<b>FCP-GIS-27</b>	Ability to drill down into specific records in relationship diagrams.	X				
<b>FCP-GIS-28</b>	Ability to click on a linked element to show links based on that element (e.g. if a failed inspection or expired permit is linked to a business, click on the business to show its linkages).	X				
<b>FCP-GIS-29</b>	The proposed solution shall have the ability to combine data from FPO and designated interfaced systems for analysis.	X				
<b>FCP-GIS-30</b>	The proposed solution shall have the ability to overlay multiple GIS data layers.	X				
<b>Mobile Field Inspections ***All requirements in this section shall be able to be met while being used on a mobile device in the field***</b>						
<b>FCP-MOB-01</b>	The proposed solution shall have the ability to collect inspection information using mobile devices and upload and print or email the information.	X				
<b>FCP-MOB-02</b>	The proposed solution shall have mobile field inspection functionality.	X				
<b>FCP-MOB-03</b>	The proposed solution shall have the ability to support full functionality on mobile devices operating in the field for inspections	X				
<b>FCP-MOB-04</b>	The proposed solution shall have the ability for the Mobile Field Inspections module to produce inspections from a mobile environment.	X				
<b>FCP-MOB-05</b>	The proposed solution shall have the ability for user configurability for task buttons, font size for readability, and ease of use for the conditions of a mobile environment.	X				
<b>FCP-MOB-06</b>	The proposed solution shall have the ability to support promotable user-defined tables, screens, and forms.	X				
<b>FCP-MOB-07</b>	The proposed solution shall have the ability to support multiple forms of navigation, such as touch screen, mouse, function keys, programmed keys, icons, or tabbing.	X				
<b>FCP-MOB-08</b>	The proposed solution shall have the ability to order and define the data elements needed for mobile inspections.	X				
<b>FCP-MOB-09</b>	The proposed solution shall have the ability to support user defined inspection checklist based on inspection type.	X				
<b>FCP-MOB-10</b>	The proposed solution shall have the ability to support multiple checklists to be used per inspection.	X				
<b>FCP-MOB-11</b>	The proposed solution shall have the ability to store multiple digital photographs and images of a structure.	X				
<b>FCP-MOB-12</b>	The proposed solution shall have the ability to record requests for inspections outside of regular inspections cycle.	X				

Fire Code Permitting and Inspections System		C	N	A	M	T
<b>FCP-MOB-13</b>	The proposed solution shall have the ability to support requests that include the capture of the following minimum data:	X				
<b>FCP-MOB-13.1</b>	Name	X				
<b>FCP-MOB-13.2</b>	Contact information of requisition party	X				
<b>FCP-MOB-13.3</b>	Reason for requesting outside of the cycle.	X				
<b>FCP-MOB-14</b>	The proposed solution shall have the ability to track information about all locations requiring and inspection in a mobile environment.	X				
<b>FCP-MOB-15</b>	The proposed solution shall have the ability to support the following fields:	X				
<b>FCP-MOB-15.1</b>	Inspection Types	X				
<b>FCP-MOB-15.2</b>	Status of Inspection	X				
<b>FCP-MOB-15.3</b>	Inspectors Actions	X				
<b>FCP-MOB-15.4</b>	Shift	X				
<b>FCP-MOB-15.5</b>	Scheduled Date	X				
<b>FCP-MOB-15.6</b>	Scheduled By	X				
<b>FCP-MOB-15.7</b>	Inspected on Date	X				
<b>FCP-MOB-15.8</b>	Inspected on Time	X				
<b>FCP-MOB-15.9</b>	Finished date and time	X				
<b>FCP-MOB-15.10</b>	Inspection Length	X				
<b>FCP-MOB-15.11</b>	Next Inspection	X				
<b>FCP-MOB-16</b>	The proposed solution shall have the ability to record and track multiple violations of any type in a mobile, handheld environment.	X				
<b>FCP-MOB-17</b>	The proposed solution shall have the ability to cite Virginia Statewide Fire Prevention Code, Arlington County Fire Prevention Code and NFPA Code violations.	X				
<b>FCP-MOB-18</b>	The proposed solution shall have the ability to capture digital signatures.	X				
<b>FCP-MOB-19</b>	The proposed solution shall have the ability to support the following fields:	X				
<b>FCP-MOB-19.1</b>	Code set	X				
<b>FCP-MOB-19.2</b>	Violation code	X				
<b>FCP-MOB-19.3</b>	Description	X				
<b>FCP-MOB-19.4</b>	Violation narrative	X				
<b>FCP-MOB-19.5</b>	Number of violations	X				
<b>FCP-MOB-19.6</b>	Status of violations	X				
<b>FCP-MOB-19.7</b>	Location	X				
<b>FCP-MOB-19.8</b>	Date identified	X				
<b>FCP-MOB-19.9</b>	Date corrected	X				
<b>FCP-MOB-19.10</b>	Recommendations	X				
<b>FCP-MOB-19.11</b>	Photos	X				
<b>FCP-MOB-19.12</b>	Signature	X				
<b>FCP-MOB-19.13</b>	Signature's name.	X				
<b>FCP-MOB-20</b>	The proposed solution shall have the ability to complete, update, and maintain billing in the field.	X				
<b>FCP-MOB-21</b>	The proposed solution shall have the ability to support the following fields:	X				
<b>FCP-MOB-21.1</b>	Billing Date	X				
<b>FCP-MOB-21.2</b>	Bill Amount	X				
<b>FCP-MOB-21.3</b>	Data Collected	X				
<b>FCP-MOB-21.4</b>	Amount Collected	X				
<b>FCP-MOB-21.5</b>	Y/N corporate billing address	X				
<b>FCP-MOB-21.6</b>	Corporate Address	X				
<b>FCP-MOB-21.7</b>	City	X				
<b>FCP-MOB-21.8</b>	State	X				
<b>FCP-MOB-21.9</b>	Zip Code	X				
<b>FCP-MOB-22</b>	The proposed solution shall have the ability to calculate fees for permitting and violations.	X				
<b>FCP-MOB-23</b>	The proposed solution shall have the ability to waive fees from handheld devices in the field.	X				
<b>FCP-MOB-24</b>	The proposed solution shall have the ability for the Property Module to serve as the foundation for all incident, permit, and inspection data as it stores the premise files for all properties and businesses.	X				

Fire Code Permitting and Inspections System		C	N	A	M	T
FCP-MOB-25	The proposed solution shall have the ability to support the following fields:					
FCP-MOB-25.1	Business Name	X				
FCP-MOB-25.2	Business Contact Name	X				
FCP-MOB-25.3	Building or Facility Name	X				
FCP-MOB-25.4	Building Unit Number	X				
FCP-MOB-25.5	Building Street Address	X				
FCP-MOB-25.6	Building City	X				
FCP-MOB-25.7	Building State	X				
FCP-MOB-25.8	Building Zip	X				
FCP-MOB-25.9	Phone Number	X				
FCP-MOB-25.10	Fax Number	X				
FCP-MOB-25.11	Business Email	X				
FCP-MOB-25.12	Owner	X				
FCP-MOB-25.13	Owner Contact Name	X				
FCP-MOB-25.14	Owner Street Address	X				
FCP-MOB-25.15	Owner City	X				
FCP-MOB-25.16	Owner State	X				
FCP-MOB-25.17	Owner Zip	X				
FCP-MOB-25.18	Owner Phone Number	X				
FCP-MOB-25.19	District	X				
FCP-MOB-25.20	Zone	X				
FCP-MOB-26	The proposed solution shall have the comprehensive reporting functionality, to include reports of:					
FCP-MOB-26.1	The complete inspection history for an individual structure.	X				
FCP-MOB-26.2	Inspections due during a specified time period.	X				
FCP-MOB-26.3	Inspections completed by a specified individual within a user-defined period of time.	X				
FCP-MOB-26.4	All outstanding violations	X				
FCP-MOB-26.5	Inspections by inspector, property, violation, date, owner, or other user customizable query based on data fields.	X				
FCP-MOB-26.6	Violation information	X				
FCP-MOB-27	The proposed solution shall have the ability to review permits in a mobile environment.	X				
FCP-MOB-28	The proposed solution shall have the ability to review the history of permits.	X				
FCP-MOB-29	The proposed solution shall have the ability to query and search by permit number, and any associated data, within a mobile environment.	X				
FCP-MOB-30	The proposed solution shall have the ability to support the following fields for permits:					
FCP-MOB-30.1	Type of Permit	X				
FCP-MOB-30.2	Date of Permit	X				
FCP-MOB-30.3	Permit Number	X				
FCP-MOB-30.4	Expiration of the Permit	X				
FCP-MOB-30.5	Fee look up	X				
FCP-MOB-30.6	Occupancy load	X				
FCP-MOB-30.7	Issued by	X				
FCP-MOB-31	The proposed solution shall have the ability to track and maintain complaints in a mobile environment.	X				
FCP-MOB-32	The proposed solution shall have the ability to support the following fields for complaints:					
FCP-MOB-32.1	Complainant	X				
FCP-MOB-32.2	Street address, city, state, zip code	X				
FCP-MOB-32.3	Complaint Type	X				
FCP-MOB-32.4	Complaint	X				
FCP-MOB-32.5	Status	X				
FCP-MOB-32.6	Assigned To	X				
FCP-MOB-32.7	Property Look Up	X				
FCP-MOB-32.8	Assignment	X				
FCP-MOB-33	The proposed solution shall have the ability to capture workload and activity data to compute statistical performance data.	X				
FCP-MOB-34	The proposed solution shall have the ability to capture data to track time elapsed from scheduled to completed activities.	X				



Fire Code Permitting and Inspections System		C	N	A	M	T
FCP-MOB-35	The proposed solution shall have the ability to capture data to track time elapsed from issuance of enforcement actions (stop work, red tags, secured utilities) to release and clearance time.	X				
FCP-MOB-36	The proposed solution shall have the ability to capture pre-inspection workload activates and time spent.	X				
FCP-MOB-37	The proposed solution shall have the ability to capture travel time for inspection related activities separately from the time to complete the inspection activity.	X				
FCP-MOB-38	The proposed solution shall have the ability to capture multiple addresses (physical location, corporate address for billing, contact for site)	X				
FCP-MOB-39	The proposed solution shall have the ability to assign multiple fees based on the required permits and associated fees.	X				
FCP-MOB-40	The proposed solution shall have the ability to automatically assign a fee for regularly scheduled annual inspections.	X				
FCP-MOB-41	The proposed solution shall have the ability to waive the inspection fee for the first re-inspection activity.	X				
FCP-MOB-42	The proposed solution shall have the ability to assignee a fee for re-inspection after multiple re-inspections for the same corrective action requirement.	X				
FCP-MOB-43	The proposed solution shall have the ability to produce a written Notice of Violation upon request.	X				
FCP-MOB-44	The proposed solution shall have the ability to capture signatures on the notice of the violation inspection.	X				
FCP-MOB-45	The proposed solution shall have the ability to email a completed Notice of Violation inspection	X				
FCP-MOB-46	The proposed solution shall have the ability to provide automated scheduling of routine annual inspection activities	X				
FCP-MOB-47	The proposed solution shall have the ability to provide a daily schedule of inspection for filed inspectors.	X				
FCP-MOB-48	The proposed solution shall have the ability to track, and re-schedule missed inspections.	X				
FCP-MOB-49	The proposed solution shall have the ability to provide a notification or inspection to supervisors for late inspection or missed reinspection's.	X				
FCP-MOB-50	The proposed solution shall have the ability to provide a method for management to view all inspection workload	X				
FCP-MOB-51	The proposed solution shall have the ability to assign a category or use group type for all businesses.	X				
FCP-MOB-52	The proposed solution shall have the ability to allow supervisors to re-assign workloads.	X				
FCP-MOB-53	The proposed solution shall have the ability to assign workload by geographic location.	X				
FCP-MOB-54	The proposed solution shall have the ability to automatically generate assignment lists by use group and geographic location.	X				
FCP-MOB-55	System shall provide capability to take photographs and associate them to a permit, inspection or an incident.	X				
FCP-MOB-56	System shall provide an automated unique workflow for taking photographs at time of incident (e.g. permit, inspection, etc.)	X				
FCP-MOB-57	System shall support the capture and storage of photos taken while the system is without connectivity, for later upload into system.	X				
FCP-MOB-58	System shall link all identifying numbers (e.g., incident, address, permit type, permit #, etc.) to a photo.	X				
FCP-MOB-59	System shall, once the permit or inspection information is captured in the System, send record data to the correct designated systems with no manual data entry.	X				
FCP-MOB-60	System shall allow FPO personnel to enter text by either typing on the mobile device, or via Text to Speech recognition software.	X				
FCP-MOB-61	System shall be able to be installed on designated County devices remotely with the assistance of Contractor personnel.	X				
FCP-MOB-62	System shall restrict access to specific attachments based on County-defined permissions.	X				
FCP-MOB-63	The System shall allow FPO personnel to enter required data for records with or without network connectivity	X				
FCP-MOB-64	Upload of records from the mobile device to the cloud shall conform to the following methods:					
FCP-MOB-64.1	Connectivity via cellular connection	X				
FCP-MOB-64.2	802.x wireless connection to hotspots	X				
FCP-MOB-65	The system shall be able to be installed on-site through a direct connection (USB or other) to the device.	X				
FCP-MOB-66	The System shall allow FPO personnel to save all record types with or without network connectivity.	X				
FCP-MOB-67	The System shall allow FPO personnel to print all record types via Bluetooth connection.	X				
FCP-MOB-68	The System shall allow FPO personnel to print all record types via wireless connection (802.X)	X				

Fire Code Permitting and Inspections System		C	N	A	M	T
<b>FCP-MOB-69</b>	The proposed solution shall have the ability to support use of County's approved and current model of Mobile Data Computers and Surface Pros for Mobile Field Inspections.	X				
<b>FCP-MOB-70</b>	The proposed solution shall have the ability to support voice response input and text to speech output for mobile text data displays, at user discretion.	X				
<b>FCP-MOB-71</b>	The proposed solution shall have the ability to store blueprints/floor plans as images attached to the records.	X				
<b>FCP-MOB-72</b>	The proposed solution shall have the ability to record Prevention related public service activities (such as the use of the Fire House, visits to school, etc.) This shall include a description of the activity, date, place, participation units and personnel, number of attendees (from the public), and time spent on activity.	X				
<b>FCP-MOB-73</b>	The proposed solution shall have the ability to produce printouts of associated Pre-Fire Plan for any individual structures, including floor plans and digital photos.	X				
<b>FCP-MOB-74</b>	The proposed solution shall have a Property Module which provides users with a central repository for recording detailed information about every piece of property in the department's service area.	X				
<b>FCP-MOB-75</b>	The proposed solution shall have the ability for the property data to be recorded and tracked through Mobile Field Inspections and shall include:					
<b>FCP-MOB-75.1</b>	Building Type	X				
<b>FCP-MOB-75.2</b>	Construction History	X				
<b>FCP-MOB-75.3</b>	Occupancies	X				
<b>FCP-MOB-75.4</b>	Built-in safety features	X				
<b>FCP-MOB-75.5</b>	Contracts	X				
<b>FCP-MOB-75.6</b>	Hazmat Inventory	X				
<b>FCP-MOB-76</b>	The proposed solution shall have the ability to be highly configurable, allowing the system administrator to add fields, image viewers, and note editors to any area required to track additional information.	X				
<b>FCP-MOB-77</b>	The proposed solution shall have the ability to produce an invoice for the inspection and attach to an email in the field.	X				
<b>FCP-MOB-78</b>	The proposed solution shall have the ability to produce the following documents:					
<b>FCP-MOB-78.1</b>	Placards	X				
<b>FCP-MOB-78.2</b>	Red Tags	X				
<b>FCP-MOB-78.3</b>	Stop work orders	X				
<b>FCP-MOB-78.4</b>	Secured Utilities	X				
<b>FCP-MOB-78.5</b>	Other Public Safety Hazard Notices	X				
<b>FCP-MOB-79</b>	The proposed solution shall have the ability to capture and track fire prevention and education activities by type.	X				
<b>FCP-MOB-80</b>	The proposed solution shall have the ability to capture data used to identify risks and trends to be used for training regarding Permitting and Inspections processes and activities.	X				
<b>FCP-MOB-81</b>	The proposed solution shall have the ability to link inspection activities at a location to incidents at a location.	X				
<b>FCP-MOB-82</b>	The proposed solution shall have the ability to track changes to data from other departments.	X				
<b>FCP-MOB-83</b>	The proposed solution shall have the ability to provide Fire with a field to capture occupancy loads that will be distinct from occupancy load data provided by other departments.	X				
<b>FCP-MOB-84</b>	The proposed solution shall have the ability to provide a means for payment of inspection related fees and penalties.	X				
<b>FCP-MOB-85</b>	The proposed solution shall have the ability to link to CAD to exchange information on the status of fire watches	X				
<b>FCP-MOB-86</b>	The proposed solution shall have the ability to schedule, conduct, track, and inspection on non-routine inspection workload.	X				
<b>FCP-MOB-87</b>	The proposed solution shall have the ability to link to special event inspections schedule information, personnel assigned to support special event inspections, corrective actions required, permits issued, and time elapsed on the inspections and for standby support of special event activities.	X				
<b>FCP-MOB-88</b>	The proposed solution shall have the ability to report on the personnel (including non-Fire Department personnel) supporting the task force inspection activities, time spent on the pre-inspection, inspection, and post-inspection activities, corrective actions required, clearance time and permits issued.	X				
<b>FCP-MOB-89</b>	The system shall be able to be installed remotely via internet connection.	X				
<b>FCP-MOB-90</b>	The system shall be able to be updated remotely via internet connection.	X				

Fire Code Permitting and Inspections System		C	N	A	M	T
<b>FCP-MOB-91</b>	The software shall run on the County preferred tablet mobile device, the MS Surface Pro 8.	X				
<b>FCP-MOB-92</b>	The Contractor software shall be able to be used on hardware with either Android or iOS operating systems.	X				
<b>FCP-MOB-93</b>	The Contractor software shall leverage both wireless and cellular connectivity when run on mobile devices, to ensure the application does not fall below minimum system availability requirements while being used in the field.	X				
<b>Interfaces</b>						
<b>FCP-INT-01</b>	The proposed solution shall include a two-way batch interface to push invoice information to the Enterprise Payment system and receive payment status updates from the Enterprise Payment system.	X				
<b>FCP-INT-02</b>	Ability for CAD Call for Service information to automatically populate and update personnel activity information.	X				
<b>FCP-INT-03</b>	Ability for personnel to add information that does not come from CAD to the system.	X				
<b>FCP-INT-04</b>	Contractor agrees to analyze, identify and provide interfaces to systems identified in ICD reference document.	X				
<b>FCP-INT-05</b>	The proposed solution shall have the ability to utilize county ESRI GIS data to facilitate the creation of mapping districts, addresses, inspections, and queries.	X				
<b>FCP-INT-06</b>	The proposed solution shall have the ability to pre-populate information that resides in the interfaced systems when an inspection or request is initiated.	X				
<b>FCP-INT-07</b>	The proposed solution shall have the ability to import a geotagged completed inspection from a third-party system testing application.	X				
<b>FCP-INT-08</b>	The proposed solution shall have the ability to import personnel data from the personnel system (ICD-10). (i.e.; name, address, contact information, and emergency contact.)	X				
<b>FCP-INT-09</b>	The proposed solution shall make available all data from the System required to support functionality in other systems covered in the Fees, Billing and Invoicing section above.					X
<b>Optional Modules</b>						
<b>FCP-OPT-01</b>	The Contractor shall provide pricing and functionality summaries for all non-required modules available, including at a minimum:					
<b>FCP-OPT-01.1</b>	Pre-Incident Planning					
<b>FCP-OPT-01.2</b>	Data & Analytics					
<b>FCP-OPT-01.4</b>	Training					
<b>FCP-OPT-01.5</b>	Assets & Inventory					
<b>FCP-OPT-01.6</b>	Scheduling & Personnel					
<b>FCP-OPT-01.7</b>	ePCR					
<b>FCP-OPT-01.8</b>	NFIRS					
<b>FCP-OPT-01.9</b>	Hydrants					
<b>FCP-OPT-01.10</b>	Fire Prevention					
<b>FCP-OPT-01.11</b>	Community Connect					
<b>FCP-OPT-01.12</b>	Mobile Responder					
<b>FCP-OPT-01.13</b>	Fire Marshalls (Fire Marshal, Fire Investigation Reporting)					
<b>FCP-OPT-02</b>	Contractor shall ensure accurate pricing and functional summaries for any newly developed modules are provided to the County no less than 60 days prior to any contract action.					

## Tab C. Information Risk &amp; Security

Information Security		C	N	A	M
<b>General Configuration &amp; Access Controls</b>					
<b>GCAC-01</b>	Port configuration for all Contractor software shall be documented and submitted for review and approval by Department of Technology Services (DTS) Network and Security teams, including at a minimum:	X			
<b>GCAC-01.1</b>	TCP/UDP port and protocol information with description	X			
<b>GCAC-01.2</b>	Expected Transaction Flows	X			
<b>GCAC-02</b>	Contractor shall ensure any cloud solution addresses each of the OWASP (Open Web Application Security Project) Top Ten	X			
<b>GCAC-03</b>	The Contractor shall install a County-approved anti-virus software on all software and hardware, which Contractor shall configure as needed to ensure all functionality is operating as required.	X			
<b>GCAC-04</b>	Contractor shall describe any password reset functionality via security questions or other authentication factors	X			
<b>GCAC-05</b>	Contractor shall detail security mechanisms for exposing any API(s) and/or web service(s) to destinations inside or outside Firewalls	X			
<b>GCAC-06</b>	System shall support monitoring and interface to the County's approved mobile device management (MDM) software.	X			
<b>GCAC-07</b>	System shall leverage County approved Multi-Factor Authentication for access to the application.	X			
<b>GCAC-08</b>	Software shall authenticate against the County's approved Identity Provider (Microsoft Azure AD) in support of Single-Sign On (SSO).	X			
<b>GCAC-09</b>	System shall be configured to allow detailed scanning, logging and monitoring by County DTS Network & Security approved software.	X			
<b>GCAC-10</b>	The system shall secure all vendor, contractor, and subcontractor details, especially Personal Identifiable Information (PII).	X			
<b>GCAC-11</b>	That allows fields to be masked or redacted from reports and screens through configuration.	X			
<b>Identity &amp; Access Management</b>					
<b>IAM-01</b>	The system shall have the ability to build user profiles and control different levels of access rights, which can be assigned to unique user ID's.	X			
<b>IAM-02</b>	The system shall allow a System Administrator to add/modify/delete statutes, codes, etc. as needed by County personnel.	X			
<b>IAM-03</b>	The system shall have the ability to use Role Based Access Control to permit authorized users to generate permitting, performance and financial inspections.	X			
<b>IAM-04</b>	The system shall have the ability to support security group and permission settings based on user's role.	X			
<b>IAM-05</b>	The system shall provide capability to restrict access to records within the system, based on User ID or User Profile.	X			
<b>IAM-06</b>	System shall allow for those with System Administration roles to view and query all data in the System, regardless of creator of the data.	X			
<b>IAM-07</b>	County shall have access to configure or update Identity and Access Management controls to include:	X			
<b>IAM-07.1</b>	Creation, modification and deactivation of user accounts	X			
<b>IAM-07.2</b>	Creation and modification of access control groups for user accounts	X			
<b>IAM-08</b>	Contractor shall detail every system administrative privilege controlled by role based access control.	X			
<b>IAM-09</b>	Contractor shall define all roles that exist for role based access control, and their baseline configuration.	X			

Information Security		C	N	A	M	T
IAM-10	Contractor shall be responsible for configuration of all user profiles of the System software.	X				
IAM-11	Remote access shall allow the County, or County-credentialed outside users, the same features and functionalities permitted by the user's level of access on web-enabled computers, laptops, tablets and smart phones.	X				
<b>Cryptography, Encryption and Key Management</b>						
CEK-01	Contractor shall ensure strong work factor encryption systems are implemented for the systems data is in motion	X				
CEK-02	Contractor shall ensure strong work factor encryption systems are implemented for the systems data is at rest.	X				
CEK-03	Contractor shall utilize and provide policies describing their key management lifecycle.	X				
CEK-04	Contractor shall provide any encryption keys in a digital wallet or key vault accessible by authorized County personnel to verify/validate key management or in the event of a security incident.	X				
CEK-05	Contractor shall ensure key strength and work factor for all encryption systems shall conform to DTS Security requirements.	X				
CEK-06	Contractor's software shall ensure passwords are encrypted when in motion or at rest.	X				
CEK-07	Contractor shall only use key vaults or digital wallets approved for use by County DTS	X				
CEK-08	Contractor shall only use assymetric encryption for non-repudiation that has been approved by County DTS.	X				
CEK-09	Contractor shall issue and maintain a valid X.509 certificate for all websites used by the County that the Contractor hosts.	X				
<b>Patching &amp; Updates</b>						
PS-01	Contractor shall be responsible for updating all system components security and OS patching.	X				
PS-01.1	Contractor shall update all system components within one day of release for critical patches (Common Vulnerabilities and Exposures (CVE) Common Vulnerabilities and Exposures scores higher than 8.0)	X				
PS-01.2	Contractor shall update all system components within three day of release for high level patches (Common Vulnerabilities and Exposures (CVE) Common Vulnerabilities and Exposures scores higher than 6-8)	X				
PS-01.3	Contractor shall update all system components within one month of relase for medium level patches (Common Vulnerabilities and Exposures (CVE) Common Vulnerabilities and Exposures scores higher than 4-6)	X				
PS-01.4	Contractor shall update all system components within one month or upon written justification for why patching is not being resolved for Low (CVE score of 1-4).	X				
PS-02	The Contractor shall provide updates regarding patching to designated County personnel prior to release.		X			
PS-03	Contractor patching and update responsibilities for system components shall include at a minimum:	X				
PS-03.1	Active research and monitoring of patches impacting all servers and software relied upon by the Contractor Software	X				
PS-03.2	Testing before deployment of any patches or update installations	X				
PS-03.3	Debugging and troubleshooting any issues related to patching and updates of servers	X				
PS-04	Contractor shall certify the Contractor's system supports the latest version of the following modern browsers:	X				
PS-04.1	Edge	X				
PS-04.2	Chrome	X				
PS-04.3	Mozilla	X				
PS-04.4	Safari	X				

Information Security		C	N	A	M	T
<b>Logging &amp; Monitoring</b>						
LM-01	Contractor shall provide logs of DLP or SIEM systems in format defined by County for ingestion and review by County IT Security Operations personnel, if those tools are in use.	X				
LM-02	Contractor shall ensure access by County for information relating to diagnostics and system performance, and system performance metrics.	X				
LM-03	Contractor's software shall maintain system logs of unauthorized access attempts, with the minimum following information for each unauthorized attempt:	X				
LM-03.1	Date	X				
LM-03.2	Time	X				
LM-03.3	User ID	X				
LM-03.4	Device	X				
LM-03.5	Location	X				
LM-04	Contractor's software shall maintain an audit trail of all security maintenance performed with the following minimum information:	X				
LM-04.1	Date	X				
LM-04.2	Time	X				
LM-04.3	User ID	X				
LM-04.4	Device	X				
LM-04.5	Location	X				
LM-04.6	Version or release information (if available)	X				
LM-04.7	Relevant security vulnerabilities (e.g. CVE, if applicable)	X				
LM-5	Contractor shall use a Data Loss Prevention (DLP) tool to identify any data leakage or unauthorized data movement related to the system.	X				
LM-6	Contractor shall use a Security Incident and Event Management (SIEM) monitoring tool for active monitoring of system components.		X			
LM-7	Contractor shall provide County with credentials to login and review or validate DLP or SIEM tools.	X				
LM-8	The system shall log all database operations (read, write or execute).	X				
LM-9	The system shall allow logs to be archived and recalled as needed.	X				
LM-10	The system shall maintain a full audit trail of all security maintenance performed.	X				
LM-11	The system shall provide the capability to audit the system.	X				
LM-12	System shall capture any changes made in the system, capturing at a minimum:	X				
LM-12.1	Timestamp of events	X				
LM-12.2	User associated to the event	X				
LM-12.3	Nature of the event (Creation/Read/Update/Delete or Read/Write/Execute)	X				
LM-12.4	Initial/Final Value	X				
LM-12.5	Device ID (or MAC address)	X				
LM-13	The system shall allow auditing and assurance capabilities for both online or batch reporting.	X				
LM-14	The system shall be able to export any online or batch reporting into County standard formats.	X				
LM-15	System shall include database activity monitoring or file access monitoring to monitor data that is in motion.	X				
LM-16	The system shall scan for viruses or malware within uploaded documents.	X				
<b>Incident Response</b>						
IR-01	Upon becoming aware of a security incident, or of circumstances that could have resulted in unauthorized access to or disclosure or use of County Data, the Contractor shall notify the County within 24 hours, fully investigate the incident, and cooperate fully with the County's investigation of and response to the incident.	X				
IR-02	Except as otherwise required by law, the Contractor will not provide notice of the incident directly to any person and/or agency whose Personally Identifiable Information was involved, regulatory agencies, or other entities, without prior written permission from the County.	X				

Information Security		C	N	A	M	T
<b>IR-03</b>	Except as otherwise required by law, the Contractor will not provide notice of the incident directly to any person and/or agency whose Personally Identifiable Information was involved, regulatory agencies, or other entities, without prior written permission from the County.	X				
<b>IR-03.1</b>	Provision of notification to individuals whose Personally Identifiable Information was compromised and to regulatory agencies or other entities as required by law or contract;	X				
<b>IR-03.2</b>	Provision of one year's credit monitoring to the affected individuals if the Personally Identifiable Information exposed during the breach could be used to commit financial identity theft;	X				
<b>IR-03.3</b>	Payment of legal fees, audit costs, fines, and other fees imposed by regulatory agencies or contracting partners as a result of a security incident.	X				
<b>IR-04</b>	The Contractor shall adhere to the Recovery Time Objective (RTO) not to exceed 2 calendar days or 48 hours in the event of any emergency or incident.	X				
<b>IR-05</b>	The Contractor shall provide a detailed description of risk mitigation and disaster recovery architecture for the Contractor system as well as continuity of operations plans.	X				
<b>IR-06</b>	The Contractor shall utilize as part of commercial disaster recovery services, a completely redundant system running in parallel (warm or hot site) in a geographically diverse location from the production environment.	X				
<b>Information Security Policy &amp; Insurance</b>						
<b>ISPI-01</b>	Contractor shall provide copies of the following Policies, and attest to it's distribution and agreement by any employee's or Contractors who work with County Information Technology assets:	X				
<b>ISPI-01.1</b>	Acceptable Use Policy	X				
<b>ISPI-01.2</b>	Remote Access Policy	X				
<b>ISPI-01.3</b>	Access Control Policy	X				
<b>ISPI-02</b>	In the event of any incident that requires activation of the County Emergency Operations Plan (EOP), the Contractor shall comply with all guidance and instruction from designated and authorized parties, in accordance with the then current EOP.	X				
<b>ISPI-03</b>	The Contractor agrees to indemnify, hold harmless and defend the County from and against all claims, damages, or other harm related to such security incidents.	X				
<b>ISPI-04</b>	Contractor shall provide in their response a summary surrounding business continuity controls and methodology to ensure the system meets availability requirements.	X				
<b>ISPI-05</b>	Contractor shall provide in their response a summary surrounding disaster recovery planning to ensure the system meets availability requirements.	X				
<b>ISPI-06</b>	Contractor shall describe their information security training policies and programs for their employees.	X				
<b>ISPI-07</b>	Contractor shall identify and list as part of the administrative manual, all configuration changes that can be done only by Contractor's staff.			X		
<b>ISPI-08</b>	Contractor shall provide their most recent copy of their cybersecurity insurance policy.	X				
<b>ISPI-09</b>	Contractor shall provide the amount of coverage listed within the cybersecurity insurance policy and dates of coverage for the policy	X				
<b>Password and Login Controls</b>						
<b>PLC-01</b>	System shall have system enforced password controls that require:	X				
<b>PLC-01.1</b>	Specified strong passwords to include minimum length and combination of alpha and numeric characters	X				
<b>PLC-01.2</b>	User passwords automatically changed or revoked after a user defined period has passed	X				
<b>PLC-01.3</b>	Users to change their passwords following the initial setup or resetting of the password	X				
<b>PLC-02</b>	System shall prevent system administrators from disabling password controls	X				
<b>PLC-03</b>	System shall prevent auto logon, application remembering, embedded scripts, and hard-coded passwords in the software.	X				
<b>PLC-04</b>	System shall maintain a history of previously used passwords to prevent Users from reusing any of their previously used passwords.	X				
<b>PLC-05</b>	System shall permit Users to change their own passwords at their discretion.	X				

Information Security		C	N	A	M	T
PLC-06	System shall prohibit logon after a specified number of consecutive invalid login attempts.	X				
PLC-07	System shall automatically deactivate any session by logging the User out after a specified set of time.	X				
PLC-08	System shall ensure passwords entered are in a non-display field.	X				
<b>Risk, Audit and Quality of Service</b>						
RAQS-01	The Contractor shall provide documented completion and compliance to the following for all system components:	X				
RAQS-01.1	Statement on Standards for Attestation Engagements (SSAE) 18		X			
RAQS-01.1.1	Service Organizational Control 1 Type I Report		X			
RAQS-01.1.2	Service Organizational Control 1 Type II Report		X			
RAQS-01.1.3	Service Organizational Control 2 Report	X				
RAQS-02	Any Contractor personnel visiting the County's facilities shall comply with all applicable County policies regarding access to, use of, and conduct within such facilities.	X				
RAQS-03	The Contractor shall ensure any data stored in a cloud deployment model is hosted within the eastern region of the United States.	X				
RAQS-04	The Contractor shall use the Government Cloud.	X				
RAQS-05	The Contractor shall comply with all relevant data and information security standards including:	X				
RAQS-05.1	ISO 27001	X				
RAQS-05.2	ISO/IEC 27017: Cloud Computing Security and Privacy Management System-Security Controls	X				
RAQS-05.3	ISO/IEC 27036: Multipart standard for the information security of supplier relationship management	X				
RAQS-05.4	Applicable ITU-T X series: Data networks, open system communications and security recommendations	X				

#### Tab D. GENERAL SOFTWARE REQUIREMENTS

Requirements for Software		C	N	A	M	T
<b>General System Capability Requirements</b>						
GFUN-01	The Contractor shall support the departments ongoing accreditation efforts.	X				
GFUN-02	The system shall have the ability to allow for free form notes in all modules provided.	X				
GFUN-03	The system shall have the ability to track the date, time, and user information of each change completed to a record in any module.	X				
GFUN-04	The system shall have the ability to not require any information be entered more than once for a field that may appear in multiple locations.	X				
GFUN-05	The system shall have the ability to create customizable fields.	X				
GFUN-06	The system shall have the ability to color code a field and indicate whether a field is mandatory.	X				
GFUN-07	The system shall have the ability to configure GUI screens.	X				
GFUN-08	The system shall have the ability to use a spell check function.	X				
GFUN-09	The system shall have the ability to create standard and ad hoc forms.	X				
GFUN-10	The system shall have the ability to autosave based on a settable timeframe.	X				
GFUN-11	The system shall have ability to create editable documents.	X				
GFUN-12	The system shall have the ability to support a customizable imbedded help function.	X				
GFUN-13	The system shall have the ability to calculate time using a 24-hour clock.	X				
GFUN-14	The system shall have the ability to email, print or generate a PDF from within the program.	X				
GFUN-15	The system shall have search and query functionality to allow all users to search for all available system data using user defined parameters.	X				
GFUN-16	The system shall have formulas to ensure any activities that cross midnight have proper time calculations.	X				
GFUN-17	System shall allow for System Administrator Roles to add/change/delete any dropdown on the device (i.e. offenses, streets, officers, etc.).	X				
GFUN-18	System shall automatically run a standard report identifying potential duplicate records as part of quality assurance.	X				
GFUN-19	System shall provide for automated filling of fields that are the same across multiple forms, reports or screens within the solution. (e.g. Permit information, name information, etc.).	X				
GFUN-20	Contractor shall make available all existing software assets required to meet the requirements of the County throughout the contract lifecycle.	X				



Requirements for Software		C	N	A	M	T
GFUN-21	The system shall have the ability to export information in PDF and email format.	X				
GFUN-22	Any multi-tiered software shall be continually configured by the Contractor to maintain alignment of business rules for mobile applications and web applications, providing the County with a complete solution with aligned versioning.	X				
GFUN-23	The system shall ensure any wireless transmission of data does support Arlington County wireless standards.	X				
GFUN-24	All software shall be licensed to support at least 30 concurrent users.	X				
GFUN-25	The proposed solution shall have the ability to add electronic signatures through a designated workflow and approval process.	X				
<b>System Architecture</b>						
GSYS-01	Contractor shall provide diagrams of the system architecture, including at a minimum:	X				
GSYS-01.1	Hardware	X				
GSYS-01.2	Software	X				
GSYS-01.3	Security Components	X				
GSYS-01.4	Bandwidth recommendations between components	X				
GSYS-02	Contractor shall list all components necessary to make the system function as designed, including details on their versioning, in the Administrator Manual.	X				
GSYS-03	Contractor shall identify any components not wholly owned or managed by the Contractor.	X				
GSYS-04	Contractor shall provide a copy of any standard agreements needed to ensure continued component functionality of the system relating to above.	X				
GSYS-05	Contractor shall disclose all details of system components relating to operation of the system.	X				
GSYS-06	Contractor shall list all database system products with which the system is certified to operate.	X				
GSYS-07	Contractor shall list recommended (optimal) desktop hardware software requirements needed to support the System on all platforms.	X				
GSYS-08	Contractor shall list the minimum desktop hardware and software requirements needed to support the System on all platforms.	X				
GSYS-09	Contractor shall list what hardware platforms, operating systems, and web browsers are supported by the Contractor software.	X				
GSYS-10	Contractor shall identify any requirements for installed or 3rd party apps, browser plug-ins, or other system components.	X				
GSYS-11	Contractor shall identify recommended environments and instances for appropriate management of the system (development, staging, test, production, etc.)	X				
GSYS-12	Contractor shall list all included support software, tools and utilities (e.g. compilers, text editors, library products, code generators, scripts) needed to perform configuration, installation, operation, administration and management tasks in the administrator manual.					
GSYS-13	Contractor shall list all support software vendors and applications for the above if they are not the whole owner of the software.	X				
GSYS-14	Contractor shall provide their most current UI standards for the system					
GSYS-15	Contractor shall provide standard Service Level Agreements (SLA's) that address the following:	X				
GSYS-15.1	System Availability	X				
GSYS-15.2	System Performance	X				
GSYS-15.3	Incident Response Time	X				
GSYS-15.4	Incident Resolution Time	X				
GSYS-15.5	Penalties for service not delivered according to the agreed levels.	X				
GSYS-16	System shall have an administrative module which allows configuration by designated County employees.	X				
GSYS-17	System shall comply with Section 503 compatibility guidelines.	X				
GSYS-17.1	System shall allow incorporation of County CSS (Cascading Style Sheets)	X				
GSYS-17.2	System shall allow any public facing websites to be fully configurable by County for User Interface/User Experience (UI/UX)	X				
GSYS-18	System shall leverage mobile responsive web design on all webpages and modules.	X				
<b>System Availability &amp; Accessibility</b>						
GSAA-01	The system is expected to have uptime of 24 hours a day, 7 days a week, 365 days per year.	X				
GSAA-02	System shall have a minimum requirement of system availability at 99.5% uptime.	X				
GSAA-03	System shall have all functionality accessible through a web browser.	X				
GSAA-04	The system shall have the ability for users to access it remotely via web.	X				
GSAA-05	System shall support access from both Apple or Android Operating System (OS) based devices.	X				
GSAA-06	Records shall be transmitted from any mobile device to hosted environments in a timely fashion (less than 5,000 ms)	X				
GSAA-07	Upload time of a 5 MB file shall not exceed 2,000 ms.	X				
GSAA-08	Upload of records from the mobile device to the cloud shall conform to the following methods:	X				
GSAA-08.1	System shall support connectivity via cellular connection	X				
GSAA-08.2	System shall support 802.x wireless connection to hotspots	X				

Requirements for Software		C	N	A	M	T
<b>Software Maintenance, Training &amp; Support</b>						
<b>Software Change Control</b>						
GSCC-01	Contractor agrees to comply with the County's Software Change Control Methodology and use it as set forth and described in the solicitation.	X				
GSCC-02	Contractor agrees to use the SCCM for system implementation and all future non-emergency changes to Contractor software used by County personnel, including custom interfaces, configuration or custom enhancements.	X				
GSCC-03	Contractor acknowledges it is at sole discretion of designated County personnel to forego use of the SCCM.	X				
GSCC-04	Contractor shall schedule and coordinate all system maintenance in advance with the County no less than 5 business days in advance.	X				
GSCC-05	Contractor will obtain approval for all non-emergency break-fix maintenance prior to deployment, in accordance with SCCM.	X				
<b>Support &amp; Maintenance</b>						
GSUP-01	The Contractor shall provide software maintenance for the Contractor Software including but not limited to:	X				
GSUP-01.1	Upgrades, including new releases	X				
GSUP-01.2	Remediation of bugs or defects	X				
GSUP-02	Contractor shall specify a minimum standard for support and maintenance, including response times, categorization and classification of issues.	X				
GSUP-03	Contractor shall provide all details on maintenance required to maintain the System at 99.5 % availability.	X				
GSUP-04	Contractor shall have a way to escalate or raise priority of issues designated by authorized users.	X				
GSUP-05	Contractor shall provide training on the ticketing system to end users.	X				
GSUP-06	Contractor shall provide access and to view information for all submitted tickets.	X				
GSUP-07	Contractor shall provide remote diagnostics for the system is provided.	X				
GSUP-08	Contractor shall have a documented process for triage and analysis of issues related to trouble tickets submitted by the County.	X				
GSUP-09	Contractor shall provide technical support during County business hours.	X				
GSUP-10	Contractor shall provide a document detailing its Service Level Agreements for triage and resolution timelines for reported issues.	X				
GSUP-11	Contractor shall offer access to County personnel for the ticketing system they use to track trouble tickets.	X				
GSUP-12	Contractor shall have technical support available 24/7/365 for any issues with the Contractor solution.	X				
<b>Upgrades &amp; Enhancements</b>						
GUPD-01	Upgrades shall be included as part of the Contractor's software at no cost, including new releases to the software, provided the County has a current agreement with Contractor.	X				
GUPD-02	Contractor shall ensure the most current version of the Contractor's software is available and compliant with all County operating system and web browser requirements.	X				
GUPD-03	Contractor shall describe the product roadmap and SDLC planning process for new features, upgrades and releases.	X				
GUPD-04	Contractor shall upgrade and maintain as necessary, at no additional cost to the County, the system software covered under this agreement (provided agreement is active).	X				
<b>Documentation</b>						
GDOC-01	Contractor shall provide the following documentation no later than 30 days prior to Go-Live:	X				
GDOC-01.1	Data Dictionary	X				
GDOC-01.2	User Manual	X				
GDOC-01.3	Administrator Manual	X				
GDOC-02	Contractor shall provide updated documentation for any new releases or upgrades, no later than 30 days prior to Go-Live.	X				
GDOC-03	Contractor shall provide all necessary training resources and documents for citizens, County personnel, or administrators.	X				
GDOC-04	The Contractor shall provide a register of all software, components, their purpose, and detailed versioning as part of records required to maintain optimal working order of the System.	X				
GDOC-05	Contractor shall maintain a register with all Contractor software including version history.	X				
GDOC-06	Contractor shall provide release notes no later than 5 business days prior to release for each of the 18 annual releases, as well as any modifications or customizations required by Arlington County as part of this contract.		X			
<b>Data Management</b>						
DMNG-01	The Contractor shall respond to any request for County Data or related logs within 2 business days, and provide the data within no more than 5 business days.	X				
DMNG-02	Contractor shall maintain a detailed description of the data backup methodology for the life of the contract, including at a minimum:	X				
DMNG-02.1	Classification of data criticality	X				
DMNG-02.2	Frequency of full and incremental backups	X				
DMNG-02.3	Offsite rotation	X				
DMNG-02.4	Restoration procedures	X				
DMNG-02.5	Storage of backups.	X				

Requirements for Software		C	N	A	M	T
<b>DMNG-03</b>	The Contractor shall maintain geographically diverse backups of all configurations at a warm or hot site back-up site for failover in the event of catastrophic failure of the existing System.	X				
<b>DMNG-04</b>	Contractor shall maintain backups of all configurations, so that in the event of catastrophic failure of both primary and secondary servers, all servers can be restored within three hours of reporting System failure.	X				
<b>DMNG-05</b>	Contractor shall ensure a backup of the County instance is taken before any configuration changes to Contractor Software, to ensure no impact to operations when performing updates to configurations.	X				
<b>DMNG-06</b>	The Contractor shall ensure backups are successfully completed at the agreed interval and that restoration capability is maintained for restoration to a point-in-time and or to the most current backup available.	X				
<b>DMNG-07</b>	The Contractor shall ensure any backups, restoration or imaging of servers are done in accordance with the guidelines set forth in the County Software Change Control (SCC) listed in the solicitation.	X				
<b>DMNG-08</b>	Describe what disaster recovery services (including physical security of building and access to server, as well as protection from fire, flooding, etc) are available.	X				
<b>DMNG-09</b>	Describe use of any RAID, data dispersion, or other Data Loss Prevention (DLP) tools or techniques.	X				
<b>DMNG-10</b>	The system shall have the ability to utilize data validation to ensure the quality of data. This may include administrative code tables, dates, user-supplied data such as street names or personnel lists, data formatting and other forms of data validation to ensure optimal data integrity.	X				
<b>Software Training</b>						
<b>TRN-01</b>	The Contractor shall submit a plan for County approval detailing the training provided for all County personnel.	X				
<b>TRN-02</b>	The Contractor shall include initial training for the Contractor's Software.	X				
<b>TRN-03</b>	The Contractor shall include, as an itemized cost option, annual refresher training for the Contractor's software.	X				
<b>TRN-04</b>	Upon completion of the testing and training of users, provide all requested support for the initial rollout of the System.	X				
<b>TRN-04.1</b>	This is training required after successful completion of Acceptance, Performance, and Reliability Testing.	X				
<b>TRN-05</b>	The Contractor shall assist the County by providing training materials, support and consultation with both Project and Training managers on-site for the first five days of the implementation.	X				
<b>TRN-06</b>	The Contractor shall provide comprehensive, hands-on training for up to five (5) County system administrators.	X				
<b>TRN-07</b>	The Contractor should provide initial and annual recorded trainings firsthand in-person or online (i.e., not using the train-the-trainer model or a non-synchronous recorded trainer)	X				
<b>Reporting</b>						
<b>RPRT-01</b>	Allow County to create Arlington-specific reports (e.g., form generator):	X				
<b>RPRT-01.1</b>	During Implementation	X				
<b>RPRT-01.2</b>	Following Implementation, without vendor intervention	X				
<b>RPRT-02</b>	Allow County to modify vendor provided reports (e.g., re-name data fields, add data fields, delete data fields, etc.)	X				
<b>RPRT-03</b>	The system shall include Vendor developed County-specific reports during implementation, as requested by County.	X				
<b>RPRT-04</b>	Ability for all reports (canned and Arlington County unique reports) to have the ability to automatically import appropriate data elements from other reports and/or master indices.	X				
<b>RPRT-05</b>	System shall include County symbology and icons where designated or requested (e.g., Arlington County and/or FD header, emblem, etc.).	X				
<b>RPRT-06</b>	System shall allow the user to create a copy of an existing report, then modify information and save as a new report (batch entry).	X				
<b>RPRT-07</b>	System shall allow agency-defined personnel to approve reports prior to publication.	X				
<b>RPRT-08</b>	System shall allow user to resume work on a saved report at the exact location in report completion process with no loss of data.	X				
<b>RPRT-09</b>	Contractor shall remove any reports deemed not necessary by the County as part of implementation.	X				
<b>Interfaces</b>						
<b>INT-01A</b>	Contractor shall provide the 6 mandatory interfaces listed on the Inteface Diagram	X				
<b>INT-01A.1</b>	ESRI ArcPro (GIS)					
<b>INT-01A.2</b>	PaymentUs by JP Morgan Chase (Enterprise Payment System)					
<b>INT-01A.3</b>	Oracle E-Business Suite					
<b>INT-01A.4</b>	TCE Publisher (Commercial Systems Testing)					
<b>INT-01A.5</b>	Public Safety Data Warehouse (SQL Data Warehouse)					
<b>INT-01A.6</b>	Azure Active Directory					
<b>INT-01B</b>	Contractor shall provide the 3 optional interfaces listed on the Inteface Diagram upon County's request, at designated rates set forth in agreement:					
<b>INT-01B.1</b>	Community Risk Tool (ArcPro GIS based)					
<b>INT-01B.2</b>	Tiburon Command CAD (Central Square CAD system)					
<b>INT-01B.3</b>	Accella (Inspections System)					

Requirements for Software		C	N	A	M	T
<b>INT-02</b>	System shall support the capture and presentation of the following metadata surrounding the any interfaces and be accessible by authorized and designated County personnel.	X				
<b>INT-02.1</b>	Routines	X				
<b>INT-02.2</b>	Upload times	X				
<b>INT-02.3</b>	Error reporting and Logging	X				
<b>INT-02.4</b>	Exceptions	X				
<b>INT-02.5</b>	Failures	X				
<b>INT-03</b>	The proposed solution shall have the ability to populate outlook calendar as needed.		X			
<b>INT-04</b>	Contractor shall provide one or more diagrams for the recommendations regarding the following:	X				
<b>INT-04.1</b>	Interfaces	X				
<b>INT-04.2</b>	Data exchanges required for the proposed solution	X				
<b>INT-05</b>	Contractor shall provide a plan to ensure all interfaces are ready for functional testing according to the Implementation plan.	X				
<b>INT-05.1</b>	Any costs or required work to maintain existing functionality due to an upgrade or changes in Contractor software shall be borne exclusively by the Contractor.	X				
<b>INT-06</b>	The Contractor shall provide any required changes or correction to any interfaces provided by the Contractor, caused by changes made to 3rd party software other than the Contractor's, at standard hourly fees negotiated as part of this solicitation based on the resources and roles required to perform the work.	X				
<b>INT-07</b>	Contractor shall provide cost impact on the Integration fee for each individual interface for consideration.	X				
<b>INT-08</b>	Contractor should identify any standard interfaces already developed as part of an Contractor's response based on the County provided System interface Control Document Reference document.	X				
<b>INT-09</b>	Contractor shall ensure all interfaces listed can be achieved via an API.	X				
<b>INT-10</b>	Contractor shall ensure each API has all parameters, calls and responses documented.	X				
<b>INT-10.1</b>	Contractor shall update and maintain API documentation for the life of the contract.	X				
<b>Legacy Data &amp; Data Migration</b>						
<b>LDDM-01</b>	Contractor shall include migration of historical data to ensure it is available for functional testing and included within the database to maintain necessary records.	X				
<b>LDM-01.1</b>	Accurate and complete data from the migration shall be included as part of all testing.	X				

REVISED EXHIBIT B  
CONTRACT PRICING

**Total Costs for Fire Code Permitting and Inspections Software**

<b>Cost Category</b>	<b>Year 1 Price</b>	<b>Year 2 Price</b>	<b>Year 3 Price</b>	<b>Year 4 Price</b>	<b>Year 5 Price</b>
Fire Code Permitting and Inspections Software Implementation and Project Management <ul style="list-style-type: none"> <li>• Implementation and Configuration Services</li> <li>• Services related to custom integration with Arlington's payment gateway integration.</li> </ul>	\$ 6,750.00	\$ -	\$ -	\$ -	\$ -
Fire Code Permitting and Inspections Software Ongoing Maintenance and Support <ul style="list-style-type: none"> <li>• Inspections Annual Subscription</li> <li>• Permitting Annual Subscription</li> <li>• Invoicing Annual Subscription</li> <li>• Custom integration with Arlington's payment gateway integration Annual Support and Maintenance</li> </ul>	\$ 30,500.00	\$ 31,415.00	\$ 32,357.45	\$ 33,328.17	\$ 34,328.02
<b>Events &amp; Activities, to include one-time cost and annual subscription fee</b>	<b>\$500</b>	<b>\$2,000.00</b>	<b>\$2,060.00</b>	<b>\$2,121.80</b>	<b>\$2,185.45</b>
<b>Fire Code Permitting and Inspections Software TOTAL:</b>	<b>\$ 37,750.00</b>	<b>\$ 33,415.00</b>	<b>\$ 34,417.45</b>	<b>\$ 35,449.97</b>	<b>\$ 36,513.47</b>

**First Due Optional Modules**

Description	One-Time Cost	Annual Subscription Fee^
Occupancy Management & Pre-Incident Planning (currently implemented) ^	N/A	\$ 7,350.00
Responder (currently implemented) ^	N/A	\$ 6,500.00
Community Connect (currently implemented) ^	N/A	\$ 9,750.00
Automated Pre-Plans (currently implemented) ^	N/A	\$ 7,050.95
Hydrant Management- Basic	\$ 250.00	\$1,650.00
Investigations	\$500.00	\$4,900.00
Incident Reporting - NFIRS	\$975.00	\$9,750.00
Incident Reporting - ePCR	\$1,625.00	\$16,250.00
Scheduling	\$1,900.00	\$18,900.00
Personnel Management	\$250.00	\$2,000.00
Training Records	\$500.00	\$4,000.00
Assets & Inventory	\$500.00	\$4,000.00
CAD Integration Upgrade for Incident Reporting module	N/A	\$ 3,250.00
Kno2 Hospital Connection Fee (Hospital Connections: 5)	\$800.00	
Kno2 Standard Subscription		\$5,400.00
Onsite Training Rate per 1 Day/1 Trainer	\$ 2,000.00	
Additional Future Integrations  <i>Note: If additional integrations are required in the future, First Due will work with the County to scope the integration and determine the appropriate cost based on the level of effort.</i>	TBD	TBD
<b>**Prices Valid Until: July 1, 2024</b>  ^Contractor agrees to extend the above NVERS pricing for the four modules noted to County.		