CITY OF TORRINGTON
Addendum # 1
ADDENDUM 1 HAS BEEN ISSUED FOR QUESTIONS/ANSWERS REGARDING THE FIRE DEPARTMENT MANAGEMENT & SOFTWARE REPORTING SERVICES

RFP #FMR-022-051923 FIRE DEPARTMENT MANAGEMENT AND REPORTING SOFTWARE SERVICES

Bid opening: May 19, 2023 Time: 11:00 AM Location: City Hall, 140 Main St., Rm. 206, Torrington, CT

Submit signed addenda with bid.

The City of Torrington reserves the right to accept or reject any or all bids or any portion thereof, to waive technicalities, and to award the contract as will best serve the public interest.

Dated in Torrington: May 8, 2023   Purchasing Agent _____
                                                                            Pennie Zucco

 Contact name _____   Phone: _____

Authorized Representative _____

Authorized Signature _____

Company name _____

Address _____

City, State, Zip_____

Fax _____   Email _____

Federal Tax Identification Number: (FEIN) _____

QUESTIONS MAY 8, 2023:

Q1) Given that there is a "Submittals" section on page 18, would you like vendors to additionally provide point-by-point responses to Section B Scope of Services found on page 11?

A1) yes

Q2) How many personnel will you be scheduling for?
A2)59

Q3) Page 12, "The software must be able to receive a data migration from the following software" – Can you please provide us with additional details of what data the city would like to have imported?
A3) Multiple data information transfer from old database to new RMS, this includes NFIRS documentation since 2008, three years of equipment testing and checks, Fire Marshal Office inspection records back to 2008

Q4) Page 12, "The software must be able to output data for the following software/formats" – Can you please provide us with some additional details about these requests? "API", "Medicare/Medicaid" are identified as formats, however neither of these are technically formats and are wide open for interpretation.
A4) As long as the data can be formatted in a way to be transferred into the new RMS

Q5) What is the city currently using for roster management?
A5) In-house program using Filemaker

Q6) Please provide details regarding the New World output format.
A6) Standard database output

Q7) What are the expectations of the messaging system?
A7a) Is this something that would be displayed inside the solution? – **yes**
        or is the city looking for mass SMS/email messages to be sent to staff?
A7b) Not for mass delivery but for system users.

Q8) Are we able to submit Additional Provisions such as our Software Licensing Terms Attachment, Service Level Agreement, or any other terms and conditions that may result in a contract
A8) Yes

Q9) Currently, we cannot meet the following requirements.
- Coordination with Brycer The Compliance Engine service/software
- Ability to access NFPA codes and code reference material
- FLSA "Premium Overtime" report
- New World, Medicare/Medicaid, SQL, API, XML, Filemaker, or DMS
- There shall be a report building function that the user can devise parameters of a report and save such parameters for future use.
- Multiple reports mention a scheduled execution and delivery feature that is not available at this time. This pertains to the following reports: Sick Time, FMLA, and FLSA.

A9a) Would the city be willing to waive these requirements? No
A9b) or would all these requirements need to be met in order to be considered for an award? Yes

Q10) Page 6 of the RFP states that "Contractor shall be a citizen of the United States'. Does this mean that bids from Canada will not be accepted. We currently provide hosting on Amazon Web Services for the US fire departments we work with. The hosting site is located in Oregon.
A10) Must be located in US

Q11) How many users will be using the new system?
A11) 59

Q12) The RFP describes the requirements for workforce management and scheduling beginning on page 12. What software solution is the department currently using?
A12) In-house program, Filemaker based

Q13) Will the department continue to use the current solution or is the department wanting to replace it?
A13) No, looking to replace

Q14) Is the agency transporting EMS patients?
A14) No, currently supplemental First Responders (EMTs)

Q15) If yes, to how many hospitals?
A15) Would be one, rarely two

Q16) How many members are active in the agency?
A16) 59: 52 Line FF, 4 staff, 2 Chiefs, 1 Admin Assistant

Q17) Please confirm the Annual Call volume?
A17) ~3200

Q18) Please list the number of stations and apparatus for the agency.
A18) a. 6 - Staff (Explorers)
    b. 6 - Apparatus (engines & quints)
    c. 3 - Support
    d. 2 - Command