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Addendum 1
Solicitation 25-99498
RFP for Fire Department Records Management System

This addendum serves to notify all bidders of the following changes to the solicitation documents:

The following questions asked are answered in **bold** below:

- 1) The RFP references a reporting system for NFIRS/NERIS and specifies NEMSIS—does your organization currently utilize Electronic Patient Care Reporting (ePCR)?
 - a) **We currently utilize the ePCR but we need a software that will allow us to customize the patient care report page on the NERIS report so we can capture the medical interventions and patient care we would like to internally track without purchasing a standalone ePCR.**

- 2) If ePCR is in use, approximately how many records are generated annually?
 - a) **We generate about 9,000 medical reports annually and we generate about 16,000 reports annually.**

- 3) The RFP mentions a payroll extract to your payroll system—should we include a scheduling module as part of our proposal?
 - a) **A scheduling module is a must. The RMS module is only one module. We need the following modules; RMS to include customizable expanded patient care interventions section, employee scheduling and personnel management module that interfaces with our city payroll software system, a fire investigation module that is compliant with NFPA 921, and an asset management module that allows us to track apparatus checks and maintenance needs as well as all our firefighting equipment.**

- 4) How many stations are currently in operation?
 - a) **We have 8 stations with 129 operations staff and a total of 155 fire department personnel in all of our divisions.**

- 5) How many apparatus are in your fleet?
 - a) **We run 10 frontline apparatus (6 Engines, 1 Truck, 2 Quints, and 1 Heavy Rescue), 5 reserve apparatus (3 Engines, 1 Quint, and 1 Rescue), 4 wildland units (1 Type 3 Engine and 3 Type 6 Engines), and approximately 27 small response and civilian units.**

- 6) What is the total number of staff (both full-time and part-time)?
 - a) **155**

- 7) Are you expecting the software vendor to also provide hardware as part of the solution?
 - a) **We are not expecting any hardware from the vendor unless there is something needed for functionality.**

- 8) What specific challenges does the City of Duluth currently face with the existing RMS?
 - a) The system is no longer updated and it is difficult to customize and run custom reports. Our current RMS system will not be NERIS compliant after 2025. We also need the ability to customize the questions we are asking when collecting information for reports.

- 9) Are there any particular pain points or issues the new system must address?
 - a) Ideally, the new RMS system would allow us to have templated text in our reports to ensure our reports are standardized from one Captain to the next. It would also have a system that is easy to retrieve custom-built reports from.

- 10) Are there specific third-party systems or software that need integration besides CAD and payroll?
 - a) Ideally it would be nice to have integration with ArcGIS/ESRI.

- 11) Are there specific data migration requirements from the legacy system?
 - a) That all data deemed necessary is converted to the new system.

- 12) What existing systems need to communicate with the new RMS through APIs?
 - a) A bonus would be integration with ESRI/ArcGIS as we currently have information stored in this system for Pre-Plans and operational permit/rental license keyholder information from the Life Safety side of the department.

- 13) Is there a need for data encryption beyond standard protocols (both in transit and at rest)?
 - a) Maintaining compliance with regulations along with modern encryption with user authentication & access control.

- 14) What types of reports are most frequently generated, and how often?
 - a) Personnel and their incident responses, our ICR's when requested by outside agencies, number of incidents of a specific type, run data such as turnout time, response time, etc.

- 15) Is there a strict timeline for implementation, and what are the key milestones?
 - a) If possible, by the end of 2025.

- 16) How much data from the legacy system needs to be migrated?
 - a) All of it to maintain proper history of records.

- 17) What are the preferred methods for training (e.g., online modules, on-site sessions)?

- a) Either is fine. We have staff on hand that can train crews if online is the preferred method by the company.

18) Is there a predefined budget range for the project?

- a) We do not have a predefined budget range for this project.

19) Is there a need for a scheduling platform that integrates with the RMS solution of choice? If not, would there be a need to integrate the departments current scheduling solution with the RMS of choice?

- a) The scheduling platform will need to be able to talk to the RMS software. When a report is generated in the RMS side, it needs to pull in the apparatus and crew information into the report, at a minimum. There maybe more information that will need to be populated but those are a few examples of what may be needed.

20) Is there a need for preplanning capabilities?

- a) We currently use ESRI/ArcGIS pre incident plan viewer that currently talks to our Enterprise Permitting and Licensing solution and updates with new keyholder information automatically. Ideally, we would like our new system to integrate with our current preplan program.

21) Is there a need for mobile capabilities utilizing a secondary notification tool like a mobile app?

- a) Potentially, depending on use case and functionality.

22) For prevention, is there a need for permitting, invoicing, and online payments through the solution of choice?

- a)** No, we currently use a solution for licensing, permitting and invoicing.

Please acknowledge receipt of this Addendum on the proposal cover sheet.

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