



# Memorandum

**TO:** HONORABLE MAYOR  
AND CITY COUNCIL

**FROM:** Scott P. Johnson

**SUBJECT:** SEE BELOW

**DATE:** February 7, 2007

Approved

*Ray Winer*

Date

*2/13/07*

**COUNCIL DISTRICT:** Citywide

**SUBJECT: REPORT ON REQUEST FOR PROPOSAL (RFP) FOR ACQUISITION OF  
A RECORDS MANAGEMENT SYSTEM FOR THE FIRE DEPARTMENT**

## RECOMMENDATION

Adopt a resolution authorizing the Director of Finance to:

1. Execute an agreement with ACS Government Systems (Urbandale, IA) for the purchase, installation, implementation, training, and first year of software maintenance and support of an integrated Records Management System (RMS) for the Fire Department, for a total amount not to exceed \$263,652, including sales tax.
2. Execute four one-year options for ongoing maintenance and support subject to appropriation of funds.
3. Execute change orders not to exceed a 10% contingency amount of \$26,365 to cover unanticipated changes or requirements related to the design, implementation, maintenance and support of the system over a five-year period.

## OUTCOME

A state-of-the-art fire records management system (RMS) to perform most record keeping and data processing functions needed by the Fire Department for deployment planning, performance analysis, external reporting, and ongoing business activities.

## **BACKGROUND**

As part of the 2005-2006 Adopted Capital Budget, the San Jose City Council authorized the Fire Department to purchase an integrated records management system. In September 2005, the department's Bureau of Support Services developed a project structure and solicited participation from department members. An RMS committee, comprised of representatives from all functional areas and ranks, was established and given responsibility for overseeing and guiding the project. Additionally, the Deputy Director of Support Services met with both the City Attorney's Office and Finance Department to discuss coordination of the procurement process. The original project plan called for implementation in 2006-2007, with data collection beginning in July 2007, and data reporting starting in July 2008.

This City's IT Planning Board approved this initiative in 2005.

## **ANALYSIS**

The RFP process was initiated on July 28, 2006. Over 100 companies were notified of the requirement via the DemandStar bid notification system. In addition, the requirement was advertised on the City's internet Bid-line. 38 companies requested the RFP document and two proposals were received prior to the September 11, 2006 deadline as indicated below:

- Emergency Technologies (Raleigh, NC)
- ACS Government Systems (Urbandale, IA)

### **Phase 1, Minimum Qualifications (MQ) Evaluation**

Phase 1 of the evaluation process was to determine the proposals met the minimum qualifications as set forth in the RFP. Both proposals met or exceeded MQs.

### **Phase 2, Technical Evaluation (65%)**

This phase consisted of a thorough review and evaluation of each proposal for proposer experience and capability (25% of total weight) and the functional and operational capabilities of the proposed software solution (40%). The evaluation of the written proposals was followed by oral presentations.

Proposals were evaluated by a core team of seven Fire Department personnel representing the following disciplines: Fire Prevention, Emergency Medical Service (EMS) Rescue, Dispatch, Incident Reporting, Administration, Training, Hazmat, Investigation, and Information Technology. Consistent with City practices, all evaluation team members were required to sign confidentiality and conflict of interest forms prior to receiving proposals. Proposals were scored

by each team member independently and discussed only in a group setting with a purchasing representative present to facilitate the discussion, ensure independent scoring, and that the process was being followed.

The evaluation of the written proposals was followed by oral presentations from both firms that involved a thorough software demonstration. Attendees at the demonstrations included the core evaluators as well as an extended team of observers that were invited to submit their observations and feedback to the core evaluators for consideration in their final evaluations and scoring. The reasons for utilizing an extended team for the product demonstration were to ensure each RMS module addressed as many real-life situations as possible and allow for end-user input of the selected product.

At the conclusion of Phase 2, the evaluation team was unanimous in recommending the ACS solution. The ACS Firehouse software solution received the highest overall technical score, and was ranked as the #1 choice by each evaluator.

Phase 3, Cost Proposal Review (25%)

Cost was weighed at 25% and evaluated on the five year total cost of ownership that included initial acquisition and installation of the system, plus five years of maintenance and support. Cost was disclosed to the technical evaluation team at the conclusion of the technical evaluation.

The final scoring and ranking is demonstrated in the table below:

Rank	Company Name	Total Score (technical and cost)	% of High Score	% of Low Cost
1	ACS Government Systems	70	100%	100%
2	Emergency Technologies	36	51%	222%

10% of the total evaluation points were reserved for local and small business preference in accordance with the City's Local and Small Business Preference Ordinance. Neither company qualified for the preference; therefore, the preference was not a factor in the award recommendation.

The City requested that pricing for this project include the initial purchase, installation and first year maintenance and support, plus four additional years of maintenance and support. Five year total cost of ownership for ACS and Emergency Technologies were \$386,920.00 and \$857,737.00, respectively, excluding sales tax.

### Reference Checks

Reference checks were conducted with Santa Clara County Fire and City of Hartford (CT). Each reference check consisted of approximately 20 detailed questions designed to validate ACS' ability to deliver on schedule and budget, staff capabilities and expertise, and react to issues and changes that are likely to arise during a project of this magnitude. All references were very positive.

### Evaluation Summary

While both vendors have sophisticated products, it became clear during the product demonstration/test that the Firehouse software product proposed by ACS had clear advantages regarding ease-of-use and flexibility. That, coupled with better module integration, persuaded the committee to identify Firehouse as the preferred product and recommend its purchase to the Fire Department Senior Staff.

All companies whose proposals were evaluated were given the opportunity to protest the City's recommendation. The ten day protest period allowing any proposer to dispute the award recommendation commenced on January 22, 2007. No protests were received prior to the February 1, 2007 deadline.

### **POLICY ALTERNATIVES**

*Alternative:* Continue to address deployment planning, performance analysis, and business processes with ad hoc, stand-alone solutions.

*Pro:* Requires no new investment.

*Con:* Numerous data management shortcomings would continue to hamper the department's efforts to quantify analyze, and forecast operational performance in anticipation of changing demographic and city growth patterns.

***Reason for not recommending:***

Contrary to Council's direction.

### **PUBLIC OUTREACH/INTEREST**

This item does not meet any of the criteria below; however, as described above, this requirement was advertised on the City's internet Bid-Line, and the DemandStar solicitation notification system.

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**Criteria 1:** Requires Council action on the use of public funds equal to \$1 million or greater; **(Required: Website Posting)**



**Criteria 2:** Adoption of a new or revised policy that may have implications for public health, safety, quality of life, or financial/economic vitality of the City. **(Required: E-mail and Website Posting)**



**Criteria 3:** Consideration of proposed changes to service delivery, programs, staffing that may have impacts to community services and have been identified by staff, Council or a Community group that requires special outreach. **(Required: E-mail, Website Posting, Community Meetings, Notice in appropriate newspapers)**

Although this project does not meet the \$1 million threshold for Criterion 1, this memorandum is posted on the City's website for the February 27, 2007 Council Agenda.

### **COORDINATION**

This memorandum has been coordinated with the Fire and Information Technology Departments, the City Manager's Budget Office, and the City Attorney's Office.

### **FISCAL/POLICY ALIGNMENT**

This action is consistent with the following General Budget Principles "We must focus on protecting our vital core city services for both the short- and long-term" and "We must continue to streamline, innovate, and simplify our operations so that we can deliver services at a higher quality level, with better flexibility, at a lower cost" and the Strategic Initiative "Make San Jose a Tech-Savvy City; lead the way in using technology to improve daily life."

### **COST SUMMARY/IMPLICATIONS**

Not applicable.

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**BUDGET REFERENCE**

Fund Number	Appropriation Number	Appropriation Name	Total Appropriation	Contract Amount	Capital Budget Page (FY 06/07)	Last Budget Action (Date, Ordinance)
392	4303	Records Management System	\$605,000	\$263,652	V-885	10/17/06 # 27888

**CEQA**

Not a project.

  
SCOTT P. JOHNSON  
Director, Finance

For questions please contact Walter C. Rossmann, Chief Purchasing Officer, at (408) 535-7051.

