



Sacramento Metropolitan Fire District

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Fire Chief

RFP14-08: Fire Inspection and Plan Check Software Question and Answers

11/24/2014 – Compilation of Questions and Answers from Prospective Proposers:

Proposal Language: Page 5/24 - Requirement #5K

Be able to interface with other systems, specifically be able to export data from permit tracking database to be shared with other systems.

Question: Does this data export need to happen on a regularly scheduled basis or would you simply need the capability for users to export this data on an as needed basis?

Answer: Data export can take place on an as needed basis.

Proposal Language: Page 6/24 - Vendor Support Requirement #4

Vendor shall provide adequate and timely support (within 24-hours or less) to start resolving the technical issue(s).

This includes onsite assistance if SMFD request assistance at no additional cost.

Question: Can technical support be provided via a web meeting instead of onsite support?

Answer: Yes

Proposal Language: Page 7/24 - Reference Material Requirement– #2

The software vendor must pre-load the desired code sets. As new editions or updates to the code sets are adopted by the county, the software vendor must load the new editions and updates.

Question: Does SMFD have applicable code sets in a digital format, such as Excel, XML, Microsoft Access, etc. or are these in PDF format only?

Answer: Yes, SMFD has applicable code sets and can format in all above stated digital formats.

Proposal Language: Page 7/24 - Training Requirements – #3

Metro Fire training is conducted in a morning session and afternoon session at four simultaneous sites. The morning session is conducted from 9:00 a.m. to 12 noon. The afternoon session is conducted from 1:30 p.m. to 4:30 p.m. There are 4 groups per session (two sessions per day) that are comprised of approximately 10 to 20 personnel per group. A total of three (3) make-up sessions shall be conducted for line personnel (A, B, and C shift). Two sessions shall be conducted for other personnel. It is expected that all 509 members receive 6 hours of initial training to ensure competency in the utilization of the new software.

Question: Can training be provided over multiple days instead of four simultaneous sites in one day?

Answer: Yes

Proposal Language: Page 12/24 - Section D

Provide ratio of personnel to accounts that would be assigned to handle the Districts contract.

Question: Please clarify

Answer: This question is used to determine how impacted your customer support team is. In your response you will more and likely detail your organizational structure and identify the number of personnel that you have engaged in handling customer support calls versus the number of customers you have. The District is concerned about response times to requests for service.

Proposal Language: Page 12/24 - Section F

Provide a list of municipal fire departments company is currently servicing.

Question: This is essentially our current customer list; will this information be kept private or publicly available?

Answer: Please provide your response to this question in a separate attachment clearly marked CONFIDENTIAL – Proprietary Information - Not for Public Release. Place into a sealed envelope. This separate attachment does not need to conform to the 20 page limit in your response. The District will maintain this list in a confidential manner, and by your indication of its confidential nature, it will not be subject to release under a Public Records Act request.

Proposal Language: Page 13/24 - Section H

Provide a copy of company's annual financial report for the last two years and any independently audited financial statements for the most recent completed years.

Question: We are a private company and do not typically share this sensitive information, is this necessary?

Answer: The District uses this information during the evaluation process to score respondents fiscal health. Please provide your response to this question in a separate attachment clearly marked CONFIDENTIAL – Proprietary Information - Not for Public Release. Place into a sealed envelope. This separate attachment does not need to conform to the 20 page limit in your response. The District will maintain this information in a confidential manner, and by your indication of its confidential nature, it will not be subject to release under a Public Records Act request.

General Question: Has SMFD gone through any software demos with any vendors prior to this RFP?

RFP14-08: Fire Inspection and Plan Check Software
Question and Answers (Continued)

Answer: Yes. Members of the Community Risk Reduction Division viewed software only as a resource to see what was available in the marketplace. The demos were used to assist the District in preparing this request for proposal. It should be noted, however, that this proposal was NOT tailored to fit any particular vendor's product.

General Question: Does SMFD prefer that this to be a custom solution whereby SMFD owns all source code OR a COTS (Commercial off the shelf software) package?

Answer: There is no preference; however, we imagine any solution will need some customizing to accommodate our needs.

General Question: After the vendor is chosen, does SMFD have a deadline for the entire project to be completed and live in production?

Answer: Live production is expected around July, 2015.
