**RFI No. OMF059**

## PROFESSIONAL, TECHNICAL AND EXPERT SERVICES

**City of Portland, Oregon**
**May 10, 2010**

# REQUEST FOR INFORMATION

### for

## Fire Information Systems Conversion to Open Source

**RESPONSES DUE:  May 24, 2010 by 4:00 p.m.**

**Envelope(s) shall be sealed and marked with RFI # and Project Title.**

<u>**Submit one (1) original and three (3) complete, bound copies, and one CD of the Response to:**</u>
City of Portland
Portland Fire and Rescue
Diana Rogero
55 SW Ash Street
Portland, OR  97204

<u>**Refer questions to:**</u>
Diana Rogero
Public Safety Systems Revitalization Program
Phone:  (503) 823-5398
Email: diana.rogero@portlandoregon.gov

# PART I          GENERAL INFORMATION

**1.  INTRODUCTION**        Portland Fire and Rescue (PF&R) and the Public Safety Systems Revitalization Program (PSSRP) are exploring options to convert the current information system to open-source. This conversion will help ensure that PF&R continues to have a reliable, flexible information system to support their operations.

**2.  BACKGROUND**         PF&R provides an extensive range of public safety services including fire prevention, public education, response to fire, medical and other emergency incidents, and disaster mitigation.

PF&R's current information system provides information services to PF&R related to emergency incidents, fire inspections, station scheduling and many other operations (See Exhibit A). The applications that comprise the FIS were developed in-house by City staff for the Windows VB platform. Due to Microsoft's termination of support for development on this platform, PF&R and PSSRP are evaluating various options for ensuring that PF&R continues to have reliable and extensible information systems for the next seven to ten years.

The Portland City Council passed a resolution in September 2009 with the commitment to ensure "Open Source Software is also considered in the improvement of the City's technology environment". PF&R and PSSRP are actively exploring an option to convert PF&R's current information system to open source development tools and languages and/or to open source run-time environments.

**3.  PURPOSE**          **The City of Portland Fire and Rescue and PSSRP are seeking responses from qualified individuals, firms, teams or consultants, hereafter called "Respondent(s)," with demonstrated experience in converting information systems from Windows VB to an open source environment.**

The purpose of this Request for Information (RFI) is to gather data to assist the City to better understand the availability of suppliers in the marketplace, and approaches and solutions to the project contemplated. Respondents are invited to submit a response to this RFI by addressing one or more of the following general business requirements:

a) The converted system is expected to provide all the functionality of PF&R's current information system.
b) The converted system is expected to use all the data currently contained in PF&R's current information system.
c) The converted system is expected to include these limited enhancements:
   i)   Integrated user front end to simplify access to different modules;
   ii)  Improved integration where needed, to the extent possible;
   iii) A reporting tool that allows users at all levels to create and generate reports. This tool may be custom-built or acquired-and-configured.
d) The conversion project is expected to have little or no impact on PF&R staff in terms of process changes or user training.
e) The converted system architecture is expected to be reliable and extensible enough to sustain the resulting applications adequately for the next 7 – 10 years.
f) The converted system is expected to rely as much as possible on open-source languages, tools and platforms but may include proprietary components if necessary.
g) City support staff is expected to be prepared to administer and maintain the resulting system after it is implemented.
h) The conversion project is expected to meet its budget, time and quality goals.

<table>
<tr><td>4. **RFI PARAMETERS**</td><td>**There will be NO contract resulting from this Request for Information (RFI);** rather a separate competitive solicitation may result following the City's review of the information provided.  This RFI in no manner obligates the City of Portland or its bureaus to the issuance of a Request for Proposal (RFP) or to the eventual purchase of any services that may be described or proposed.</td></tr>
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**4. RFI PARAMETERS**

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If a future RFP or other type of solicitation results from this RFI, Respondents to this RFI are hereby notified that all information, documentation and any specific content or approaches included in the RFI responses may be analyzed, may appear in various reports and may be used in the resulting solicitation.

**Eligibility to Participate in Subsequent Procurement: Following review of the information provided by the Respondents, if the City of Portland decides to issue an RFP or another form of solicitation, those parties who did respond to this RFI, as well as those parties who did not respond to this RFI, will be eligible to participate in that solicitation process.**

**5. COST OF RESPONSE**

This Request for Information does not commit the City to pay any costs incurred by any Respondent in the submission of a response or in making necessary studies or designs for the preparation thereof, or for procuring or contracting for the services to be furnished under the Request for Information.

**6. CONFIDENTIALITY**

All information submitted by Respondents shall be public record and subject to disclosure pursuant to the Oregon Public Records Act (ORS 192.410 et seq.), except such portions of the responses for which Respondent requests exception from disclosure consistent with Oregon Law.  Any portion of a response that the Respondent claims constitutes a "trade secret" or is "confidential" must meet the requirements of ORS 192.501, ORS 192.502 and/or ORS 646.461 et seq.  If the entire response is marked as constituting a "trade secret" or being "confidential," at the City's sole discretion, such a response may be rejected as non-responsive.

If a request to inspect the response is made, the City will notify the Respondent of the request.  If the City refuses to release the records, the Respondent agrees to provide information sufficient to sustain its position to the District Attorney of Multnomah County, who currently considers such appeals.  If the District Attorney orders that the records be disclosed, the City will notify the Respondent in order for the Respondent to take all appropriate legal action.  The Respondent further agrees to hold harmless, defend and indemnify the City for all costs, expenses and attorney fees that may be imposed on the City as a result of appealing any decision regarding the Respondent's records.

The Chief Procurement Officer has the authority to waive minor irregularities and discrepancies that will not materially affect this RFI process.

**7. PROJECT DATA**

Exhibit A:      Description of the Current Fire System

# PART II  RESPONSE PREPARATION AND SUBMITTAL

**1. PRE-SUBMITTAL MEETING**

There will be no pre-submittal meeting or site visit scheduled for this project.

**2. RFI CLARIFICATION**

Questions and requests for clarification regarding this Request for Information must be directed in writing, via email or fax, to the person listed below. **The deadline for submitting such questions/clarifications is May 17, 2010**. An addendum will be issued no later than 72 hours prior to the response due date to all recorded holders of the RFI if a substantive clarification is in order.

> Diana Rogero
> Public Safety Systems Revitalization Program
> 55 SW Ash Street
> Portland, OR 97204
> Phone: (503) 823-5398
> Email: diana.rogero@portlandoregon.gov

**3. RESPONSE CLARIFICATION**

At any point during the evaluation process, the City is permitted, but not required, to seek clarification of a response.

**4. RESPONSES DUE**

Sealed responses must be received no later than the date and time, and at the location, specified on the cover of this solicitation. The outside of the envelope shall plainly identify the subject of the response, the RFI number and the name and address of the Respondent. It is the Respondent's responsibility to ensure that responses are received prior to the specified closing date and time, and at the location specified. The City shall not be responsible for the proper identification and handling of any responses submitted to an incorrect location.

**5. RESPONSE SUBMITTAL**

Respondents are encouraged to provide all information as requested in this Request for Information (RFI) and address them in the following order:

    a) Cover Letter
- RFI number and project title
- name(s) of the person(s) authorized to represent the Respondent in discussions and their contact information
- Information about Respondent

    b) Capabilities
- Describe the type of firm who has the capacity and capability to perform the work described in this RFI.
- Describe any experience or certification crucial for successful completion of the work.

    c) Project Approach And Understanding
- Describe the proposed work tasks and activities, the methodology that should be used to accomplish them, and identify level of expertise of each team member who will work on each task.
- Describe the proposed work products that will result from each task or activity.
- Identify points of input and review with City staff.
- Identify an estimated timeframe to complete each task.

    d) Descriptions of the infrastructure options for a converted system: programming

language, development environment, runtime platform, etc.

e) The price structure of personnel rates, etc.

Responses should be clear, succinct and not exceed __20__ pages.

For purposes of review and in the interest of the City's Sustainable Paper Use Policy and sustainable business practices in general, the City encourages the use of submittal materials (i.e. paper, dividers, binders, brochures, etc.) that contain post-consumer recycled content and are <u>readily recyclable</u>. The City discourages the use of materials that cannot be readily recycled such as PVC (vinyl) binders, spiral bindings, and plastic or glossy covers or dividers. Alternative bindings such as reusable/recyclable binding posts, reusable binder clips or binder rings, and recyclable cardboard/paperboard binders are examples of preferable submittal materials. Respondents are encouraged to print/copy on both sides of a single sheet of paper wherever applicable; if sheets are printed on both sides, it is considered to be two pages. Color is acceptable, but content should not be lost by black-and-white printing or copying.

# EXHIBIT A

## PF&R's Current Information System

The current PF&R information system is comprised of fourteen applications. Six applications are classified as "critical" or "core." This classification is based on the volume of users, nature of the information recorded in the system, need to meet State of Oregon and Federal reporting requirements and necessity to train staff, protect and provide safe equipment to emergency responders.  The remaining eight applications are classified as "necessary." These applications collect, track and store data needed for managing the effective operation of PF&R. The applications access data in a collection of SQL databases, several of which are used by more than one application.

### CRITICAL/CORE APPLICATIONS

1.  **Incident** - The Incident application is critical to PF&R's emergency operations because it creates a record of each incident in connection with the Computer-Aided Dispatch (CAD) system, collects detailed fire, casualty, cause, loss and juvenile data, enables PF&R to meet State of Oregon reporting requirements, collects pre-hospital patient care reports, and records investigation and on-scene information about incidents and individuals involved.
    This application involves a large database, and currently interfaces with the Northrop Grumman CAD system at the Bureau of Emergency Communications (BOEC) and initiates responder and incident records.  This application will interface with the Versaterm's Versadex CAD system, which is currently being implemented with an anticipated go-live date of April 4, 2011.
    Emergency responders update and complete incident records on every run when they return from a call, recording the on-scene activities of each apparatus and crew.  The application also records non-system incidents and juvenile fire-setter information as it relates to an incident.
    Various State of Oregon, managerial, and statistical reports exist in the application and share data with the following applications: Journal, Prefire, Personnel and FIRES 2000.

2.  **Journal** - This application is divided into four sections; it records and contains critical information about work shifts, safety checks and daily station activities.
    - Roll Call – Contains information about normal and replacement crew status for each of 31 fire stations and three shifts (A, B and C shift) ensuring that PF&R meets its 24/7 emergency coverage requirements.  Roll call is generated 2-4 weeks in advance based on transfers, relief shift schedule, long-term leaves and vacation records.  Each apparatus is required to have a full crew at all times.
    - Apparatus – Records the results of apparatus tests.  Apparatus includes trucks, engines, fireboats, squads, etc. that respond to fire and Emergency Medical Services (EMS) incidents.  An extensive check of the apparatus and all associated equipment is performed every day, including self-contained breathing apparatus (SCBA), air monitors, personal protection equipment, etc., which are critical to firefighter safety and security.
    - Entry – Captures any information that a company officer wants to make into a record.  On-the-job injuries and vehicle accidents are examples of mandatory entries.
    - Productivity – Captures station and staff activities not typically tracked in other applications.
    This application shares data with applications: Personnel, Incident and Training.

3.  **Training** - Training is a critical safety component of PF&R's operations and is mandated by OSHA and other State of Oregon agencies.  This application is critical to PF&R's ability to enter training information for both EMS and Department of Public Safety Standards and Training (DPSST).  In addition to regularly scheduled and required training for firefighters, both station captains and lieutenants set up and conduct training on a daily basis with their crews, which is recorded and tracked in the Training Application.  The information entered in Training is used by applications: Personnel and Journal.

4.  **FIRES 2000 -** This application collects and maintains information about businesses for the purpose of projecting, scheduling, performing, entering results and tracking accounting activities for required fire inspections of commercial occupancies (businesses, schools, hospitals, etc.).  This application involves a large database and is the most complicated.  Last year, PF&R completed over 15,000 inspections that were scheduled and tracked in FIRES 2000. This application enables PF&R inspectors to conduct routine inspections and reasonably ensure that buildings are safe for the public to occupy, preventing the loss of life and property.
    This application shares data with Applications: Personnel, Incident, and Prefire, and interfaces to SAP, Portland

TRACS (building permits), and Mobile Data Computer (MDC)/Mapping applications.

5. **Prefire** - This application is used to collect, maintain and update information and diagrams of buildings, complexes and sites. Each station is responsible for creating site drawings in Microsoft Visio and inputting data into the Prefire application specific to target hazards (high risk sites) within their station area.
Information can be seen by emergency responders on the MDC in the apparatus en-route to an incident. Responders can view the address, map, location of hydrants, water sources, one-way streets, etc., and can access diagrams of buildings and hazardous situations critical to crew safety prior to arriving on scene. For example, if Prefire shows a lightweight roof at the scene of a fire, firefighters are alerted to use tactics consistent with this type of construction in order to assure firefighter safety and survivability.
This application provides information that is vital to the safety of emergency responders and enables PF&R to arrive on scene quickly and with as much advanced information as possible.
This application shares data with Applications: Personnel and FIRES 2000 and interfaces to CAD and MDC/Mapping.

6. **Personnel** - This application interacts with the City's SAP payroll system and contains personnel information including employee-specific data, personnel accruals, transfer records, vacation records, call shift information, training records, certifications, injury reports, etc. This application is critical to PF&R's ability to meet staffing, payroll and labor requirements.
This application shares data with Applications: Journal, Training, Incident, FIRES 2000 and Prefire.

## NECESSARY APPLICATIONS

7. **Apparatus Maintenance** - This application is necessary for tracking apparatus information and maintenance records to ensure that emergency equipment is maintained in safe working order for operators and is ready to respond to incidents as quickly as possible.

8. **Cash Receipt –** This application is necessary for entering data and creating and tracking receipts for event-related permits sold by PF&R. It also tracks revenue and enables PF&R to maintain sound accounting practices. Current plans include merging this application into the City's SAP system or FIRES 2000 application.

9. **Hydrant Inventory -** This application is used to store data gathered during the annual hydrant survey and is necessary to capture and report test type, date, time, defects and updates to hydrants. This information is necessary to maintaining the integrity of Portland's fire hydrants and ensuring water is readily available to fight fires and protect life and property.

10. **Hose Inventory -** This application is used for inventory documentation and is necessary for tracking hose changes, maintaining records of hose tests and reporting damaged fire hoses to ensure that equipment is maintained in safe working order.

11. **Juvenile Fire Setter -** This application collects information about juveniles, schooling, family situations, incident data, interview information and follow-up data. It is necessary to PF&R's ability to meet State of Oregon reporting requirements related to juvenile fire setting incidents, educate families and children about fire safety and make referrals to appropriate help when necessary.

12. **Permits 2000 -** This application is necessary to PF&R's ability to create and issue event-related permits for activities such as public assembly, burning, explosives and hazardous materials transport. This application will be merged into the FIRES 2000 application.

13. **Work & Supply Request -** This application is necessary to track and receive employee requests related to facility and apparatus repairs and maintenance. It enables PF&R employees based at over 30 locations to make requests and receive updates electronically on this web-based application. Last year, over 6,400 requests were logged in the application.

14. **Television Library -** This application is used to inventory PF&R's television library material, which is available to stations and staff for training and information. Because PF&R employees are based at over 30 locations over the Portland-metro area, it is necessary to update and maintain this application, which makes PF&R-wide information and training available to all locations in an efficient, accessible manner.