

Addendum

Bid Item 10-16-01 On-Site Incident Management Systems

- 1) Attachment 1, page 1, para A reads “On-Site Incident Management Systems - We are seeking up to nine (9) systems for regional response agencies.” Will a web-based Software as a Service (SaaS) system be acceptable?

Answer: SaaS is usually referenced when paying monthly/quarterly for access to a software that runs in "the cloud". No CD-ROMS/disks/USB drives are used to install anything. You usually must have internet access and a web browser for it to work. I believe "SaaS" is the desired functionality sought by the RFP.

- 2) Situational awareness is accomplished through sharing of information based on permissions and privileges. One system with secure permissioning will be the best choice but the RFP calls for up to 9 separate systems. Will one system be acceptable?

Answer: If one system can present acceptable functionality to the 9 separate entities, it will be considered.

- 3) Attachment 1, page 2, para 25 and 26 include 10 training sessions (9 general and 1 TTT) and Attachment 1 Section C Pricing only includes 9. Are we to assume that the total is really 10?

Answer: One general user training was requested for each County, plus one general user training for the hospitals. A tenth training was requested as a "Train-the-Trainer" type of training, for the admins from the counties and hospitals. To meet the original RFP intention, 10 training sessions would be needed.

- 4) Does the Council currently have a credentialing system that prints the cards that can be interfaced to the Incident Management System or does the Incident Management System truly have to print the cards? If the Council has a credentialing system, which one is it?

Answer: Neither the Council nor the region have an existing region-wide credentialing system. However individual agencies may have access to their own existing systems. The system being sought will be capable of producing cards specifically for on-scene access / use.

- 5) The system specifies the need to be able to print photo identification badges. Are additional specs available for the photo identification printer(s), i.e. single-sided or double-sided, laminating capability, monochrome or color printing? Does a camera also need to be provided, if so are there minimum specs requirements?

Answer: We do not currently have the printers. These will be purchase in a separate procurement, based upon specifications provided by the winning vendor.

- 6) May we have the names and bed counts of the hospitals in the Regional Healthcare Coalition?

Answer: Our region's healthcare coalition is made up of hospitals & healthcare facilities within the St. Louis Urban Area, which includes the Illinois counties of Madison, Monroe, and St. Clair, in addition to hospitals within the Missouri counties of St. Charles, St. Louis County, Franklin, Jefferson, and the City of St. Louis.

Bed licensing numbers for Missouri hospitals can be found on the "Missouri Hospital Association" website at: <http://health.mo.gov/safety/healthservregs/pdf/MOhospbbyCounty.pdf>

Bed licensing numbers for Illinois hospitals can be found on the "Illinois Health and Hospital Association" website at: <https://www.ihatoday.org/uploadDocs/1/capacityhosp.pdf>

- 7) Is the system to have similar functionality to E-Sponder or WebEOC being used in the region? Or is this intended to have another focus and work alongside those type of products?

Answer: The system being sought is specifically for use at the scene of an incident or planned event. It is not required to interface to, or function as a replacement of any existing regional collaboration systems.

Added 11/16/2016

- 8) The title and language of the document specifies an "On-Site" system. Are you open to a 100% cloud-based SaaS system, but has off-line capabilities for Forms for such things as damage assessments and other input and reporting needs that will be synched up as soon as an Internet connection is available?

Answer: Yes.

- 9) If you are open to a SaaS based system per question #1, is it possible to change the name of the bid, so it does not include "ON-LINE", and therefore not provide grounds for contention in the future?

Answer: The name of the bid does not include the word "On-Line". The RFP is posted and active, and will not be altered.

- 10) Our system is licensed by named users, rather than concurrent users. The per-user pricing is lower for named users versus concurrent. So it is not necessarily an issue of dollars. Please provide us the total number of individuals that may use the system(s) in all 10 entities.

Answer: Please specify the cost of user licensing in whatever standard incremental units your company uses. If you do not have predefined licensing units, please provide initial pricing for up to 30 users from each entity. There are nine entities, for a combined initial total of up to 270 users.

- 11) How many administrators of the system(s) will there be in total? It appears to be 20, two per entity, however we are not sure. This question relates to training, rather than licensing.

Answer: For redundancy, we would like to see 20 administrators. Two for each county, two for the regional healthcare coalition, and two regional administrators.

- 12) Training is specified to be 10 sessions onsite, for 30 people each. Are these end-users?

Answer: Nine (9) end user trainings, and one (1) Administrator/Train-the-Trainer training.

- 13) There may be better ways to do the training. Are you open to other training alternatives?

Answer: Alternatives will be accepted for consideration, please identify and fully explain proposed training alternatives.

- 14) For implementation purposes, it would be helpful to know what specific differences exist between the entities. There may be economies of scale and cross-communication advantages the more the implementations can be the same. Please provide more detail on the needs of any groups of entities, and how many entities in each group.

Answer: Eight (8) county-level Emergency Operations Centers, and one (1) regional healthcare coalition are the entities referred to in the RFP that will receive the systems.

- 15) How many users are anticipated per system? Is there a maximum total estimated

Answer: Answered in previous response.

- 16) How many incidents will the system be handling per month? Is there an annual estimate?

Answer: This is unknown, as this number will vary widely between entities. Please provide any limitations as to the number of incidents that can be created per month/year.

- 17) Is there a known set of operating systems and browsers that will need to be supported? Can you provide that list?

Answer: This is unknown, as OS and browser usage will vary widely between entities. Please provide capabilities and compatibilities with available operating systems and browsers.

- 18) Are there any restrictions from East-West Gateway perspective that would require nine separate systems if one instance was capable of supporting up to 9 entities?

Answer: There are no restrictions.

- 19) Which HICS forms should the system support? Are there custom elements in use?

Answer: All national standard HICS forms are requested. No custom elements are expected.

- 20) Evacuation Tracking: Is there a workflow of the desired process? If there is a GIS component, would East-West be using an existing system to which the IMS should integrate?

Answer: This is unknown. Nine different entities will be using the system, and may desire different workflows.

- 21) With regard to “After Action” - should the system exclude specific information from the log?

Answer: Exclusion of information is not required, please provide information on any capabilities your system has to exclude specific information if desired.

- 22) With regard to ID Cards, what demographic information should be captured ON the card, as opposed to in associated records in the system?

Answer: This is unknown. Nine different entities will be using the systems, and may desire different card configurations. Please provide information on the default card configuration for your system and its capabilities for customization

- 23) With regard to parent-child relationship linking, given the range of implementation scenarios and our team’s different experience-driven perspectives, we would like to clarify two possible interpretations of “parent-child”:

- a) Is the requirement asking for the tracking of human parent & child relationships within the system? Is there a workflow of medical evaluation or evacuation/reunification processes that we should be aware of?

Answer: This was not the intended interpretation of the posted criteria.

- b) Is the requirement referencing the technical term of a bundled resource’s parent-child elements, e.g. a “swift water rescue team” with: vehicle, boat, first responders, PSE, ropes, etc.?

Answer: This is the intended interpretation of the posted criteria.

- c) If the issue is how to assign these elements separately, is there an exception process in lieu of a standard IMS approval process? Are there unique audit issues that need to be addressed by the system to account for exceptions? Is there an existing workflow?

Answer: Nine different entities will be using the systems, and may desire different processes and workflows. Please provide information on the default processes and workflows in your system and its capabilities for customization.

- 24) Can we assume that those participating in the admin/train-the-trainer program will provide basic system administration and level 1 support?

Answer: Yes, in addition to basic end-user training in the future.