

**The City of Santa Fe  
AND  
Santa Fe Fire Department**

**REQUEST FOR PROPOSALS (RFP)**

**Comprehensive and Integrated Software Platform-  
Santa Fe Fire Department**



**RFP#  
21/26/P**

Questions & Answers

Proposal Issue Date: February 23<sup>rd</sup>, 2021

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Questions and Answers

	Questions	Answers	RFP Section	RFP PG #
1	In reference to your MIH program. Could you provide an estimate as to how many patients are being managed by your program at any given time?	SFFD's MIH programs serve approximately 90 active patients currently. We foresee this volume growing to approximately 150 in FY22 and perhaps more in following years.	I.B	1
2	Does Santa Fe Fire desire the ability to transfer records to external agencies in addition to internal units?	Yes. SFFD needs to be able to transfer our ePCRs to hospitals, our neighboring fire department, Santa Fe County Fire Department, and the state Health Information Exchange. Our Fire Inspections shall be able to be transmitted to business owners (though HIPAA encryption no mandatory for this process). Of course, all records must be able to the appropriate state and national databases (NMEMSTARS, NEMESIS, NFIRS, etc.).	IV.A. Front End and Data Capture. MANDATORY. Record transfer.	20
3	Could you provide a list of transport facilities by volume?	SFFD transport destinations from 2020: <ul style="list-style-type: none"> <li>•Christus St. Vincent Regional Medical Center (Santa Fe): 5381</li> </ul>	General question	

		<ul style="list-style-type: none"> <li>• Presbyterian Santa Fe Medical Center (Santa Fe): 1780</li> <li>• University of New Mexico Hospital (Albuquerque): 25</li> <li>• Presbyterian Medical Center (Albuquerque): 16</li> <li>• Christus St. Vincent Entrada Contenta ER(Santa Fe): 14</li> <li>• Heart Hospital of New Mexico (Albuquerque): 5</li> </ul> <p>Lovelace Medical Center: 5</p>		
4	Could you provide an estimate on the number of records in total to be migrated?	<ul style="list-style-type: none"> <li>• We are hoping for migration of RMS records (expected 145K records in our database in July), PCRs (expected 128K PCR records in our database in July), and MIH records (about 500 longitudinal patient records).</li> </ul>	IV. A. Back End and Data Organization, Storage and Analysis. DESIRABLE. Data migration.	22
5	Is it acceptable for the MIH software to be rolled out after the EMS, RMS and FP software in order to allow an earlier rollout of EMS, RMS and FP? Or are all four main software components required to be rolled out in tandem?	It is preferred to roll out MIH software in July, as that is when our current contract for MIH software ends. Fire Prevention software has the most flexible timing to SFFD, but an amendment like this would need to be run through the Procurement process.	IV. A.	20
6	Is remote training of administrators and crew acceptable (due to COVID concerns)? If not, what is the	Remote training is acceptable, but at least some in-person training (following state and federal	IV. A. Front End Data Capture & Back End Data Organization,	20

	expectation for administrator and crew training?	guidelines for physical distancing and PPE, and/or recurring training after easing of restrictions in subsequent years) is preferred.	Storage, and Analysis. MANDATORY. Training.	
7	Does SFFD perform company inspections or are all inspections performed by bureau staff?	Currently, fire pre-plans are often completed by on-duty “field staff,” but Fire Inspections are only completed by Fire Prevention staff. However, SFFD is interested in allowing “field crews” to do Annual Fire Inspections of businesses (much simpler than initial Inspections) in the future.	IV. A. Front End Data Capture & Back End Data Organization, Storage, and Analysis – Fire Prevention.	20
8	How many administrators does SFFD anticipate for Fire Prevention?	2	IV. A. Front End Data Capture & Back End Data Organization, Storage, and Analysis – Fire Prevention.	21
9	How many fire prevention licenses will SFFD need?	6	IV. A. Front End Data Capture & Back End Data Organization, Storage, and Analysis – Fire Prevention.	20
10	If SFFD will be doing company inspections, does the Department have 3 shifts? If not, three, how many? How many Stations or units perform inspections?	SFFD does not anticipate the need for field crews to do complete initial fire inspections, but if there’s a feature for on duty crews to do pre-plans and or annual inspections, it would be preferred. There are three shifts and 5	IV. A. Front End Data Capture & Back End Data Organization, Storage, and Analysis – Fire Prevention .	20

		stations with 1 engine per station.		
11	Is there an approximate historical fire prevention record count from Zoll?	SFFD was not utilizing Zoll for fire inspections, and instead used a combination of RMS and paper records. Fire Prevention completes about 1200-1600 annual inspections per year.	IV. A. Back End and Data Organization, Storage and Analysis. DESIREABLE. Data migration.	22
12	What export formats does Julota MIH software provide for historical data? Is there an approximate record count?	Julota exports records into CSV format. There are records on approximately 500 previous clients.	IV. A. Back End and Data Organization, Storage and Analysis. DESIREABLE. Data migration.	22
13	What export formats does Zoll RMS provide for historical FP records? Is there an approximate record count?	SFFD was not utilizing Zoll for fire inspections, and instead used a combination of RMS and paper records. Migration of historical records from Fire Prevention may only be feasible with those Inspections completed in RMS, which may be exported in CSV format.	IV. A. Back End and Data Organization, Storage and Analysis. DESIREABLE. Data migration.	22
14	Can Zoll ePCR export historical data in NEMESIS 3.4? Is there an approximate record count?	We have about 124K ePCRs in our current database. It is unknown whether Zoll can export historical data in NEMESIS 3.4. Zoll does not host our data, a company called EF Recovery does, and gives us PDF records and cursory reports. The main way we access ePCR metadata is via a tool called Metrics Toolkit from a company called My Fire Rules, which breaks down our ePCRs and RMS records into CSV/Excel	IV. A. Back End and Data Organization, Storage and Analysis. DESIREABLE. Data migration.	22

		pivot table format. The limitation on this is the 239 character limit on pivot table cells, so we search longer narratives most commonly through our state NEMESIS database, NMEMSTARS.		
15	Can Zoll RMS export historical data in NFIRS 5.0? Is there an approximate record count?	We have about 140K RMS records in our current database. It's not known whether Zoll can export historical data in NFIRS 5.0. EF Recovery hosts our RMS data, and the main way we access RMS metadata is via a tool called Metrics Toolkit by a company named My Fire Rules, which breaks down our ePCRs and RMS records into CSV/Excel pivot table format.	IV. A. Back End and Data Organization, Storage and Analysis. DESIREABLE. Data migration.	22
16	We would like to confirm that the responses to these should go under the B. Technical Specifications portion, as appears to be indicated in Section III. Response Format & Organization? And if not, could you please clarify the expectations for answering the identical questions in IV. Specifications, A. Detailed Scope of Work, and IV. Specifications, B. Technical Specifications?	In Section IV. A. Detailed Scope of Work, the list of <i>Front End and Data Capture, Back End and Data organization, Storage and Analysis, Compliance and Interface</i> are there to show what the City of Santa Fe is requiring or wanting to purchase. E.g.: IV. Specifications A. Detailed Scope of Work <u>Front End and Data Capture</u> These features allow front end users to easily create accurate incident records. Vendor will: ...	IV. A., IV. B. 3.	19, 20, 24

		<p>The same scope of work is listed in Section IV. B. 3. Mandatory Specifications but there is a sentence in each one that states what the Offeror is to provide in their proposal in order to be evaluated for that scope of work. E.g.:</p> <p><u>Front End and Data Capture</u></p> <p>These features allow front end users to easily create accurate incident records. Offeror will provide a detailed explanation in their proposal how they will meet each of following mandatories: ...</p>		
17	Can companies from Outside the USA apply for this?	Yes.	General Question	
18	Are you looking for a readily integrated System or need to develop the System?	We are looking for an integrated system.	IV. A.	20
19	What edition of EMS are you using today?	We currently use Zoll ePCR software and are NEMSIS 3.4 compliant.	IV. A.	21
20	Please provide more detail about how you wish to integrate with ePCR, RMS, MIH and FP?	We'd like a single software that integrates our 911 dispatch, fire, and EMS records, along with our client database for our Mobile Integrated Health Office, and Fire Prevention Inspections and Investigations.	I.B.	1