

Issue Date: January 13, 2015

ORANGE COUNTY
BOARD OF COUNTY COMMISSIONERS

REQUEST FOR INFORMATION (RFI)

FOR

ORANGE COUNTY FIRE RESCUE IS SEEKING INFORMATION AS IT RELATES TO
PROVIDING A FALSE FIRE ALARM BILLING SYSTEM

RFI #Y15-609-MA

Responses to this RFI will be accepted through Tuesday, February 3, 2015 at 2:00PM, local time. Your point-of-contact for this solicitation is Maria Alvarez, Senior Purchasing Agent at Maria.Alvarez@ocfl.net.

REQUEST FOR INFORMATION (RFI)
ORANGE COUNTY FIRE RESCUE IS SEEKING INFORMATION AS IT RELATES TO
PROVIDING A FALSE FIRE ALARM BILLING SYSTEM

The Orange County Board of County Commissioners, Orange County, Florida, invites interested parties to submit information **no later than 2:00 p.m. EST on Tuesday, February 3, 2015 in the Procurement Division, Internal Operations Centre II, 400 E. South Street, 2nd Floor, Orlando Florida 32801** for providing a FALSE FIRE ALARM BILLING SYSTEM to the Board of County Commissioners.

PURPOSE

This Request for Information (RFI) is designed to gather information only. No cost information is to be submitted.

INTRODUCTION

REQUEST FOR INFORMATION (RFI) for a FALSE FIRE ALARM BILLING SYSTEM

Orange County Fire Rescue Department (OCFRD) is an all-risk department that performs numerous functions including fire prevention, fire suppression and emergency medical services. OCFRD is the largest fire department in Central Florida and the 4th largest in Florida, with 1,177 funded positions. OCFRD has 41 fire stations, encompassing approximately 1,000 square miles with a population of over 700,000 and provides coverage for approximately 35,000 businesses.

The OCFRD responds to approximately 8,000 false fire alarms every year. Each response involves the rapid deployment of firefighters. Every false alarm exposes fire department personnel and equipment to unnecessary risks and tangible costs. A real emergency could be occurring while firefighters are dispatched to a false alarm causing needless delay in response to a true emergency.

In an effort to curb the incidence of false alarms and mitigate expenditures from responding, the Orange County Board of County Commissioners passed an ordinance which requires billing the owner of any property that experiences three (3) or more false fire alarms during any 1-year period of time. Orange County Code of Ordinances, Section 18-3 False Alarms.

Details of this program can be obtained at the Municode Website;
https://www.municode.com/library/fl/orange_county/codes/code_of_ordinances?nodeId=PTIIORCOCO_CH18FIPRPR_ARTIINGE_S18-3FAAL

Orange County is seeking information on systems and support services related to false alarm management and billing.

Information in an original document and three (3) copies will be accepted at:

Maria D. Alvarez., CPPB
Senior Purchasing Agent

It is the sole responsibility of the Respondent to ensure that their information reaches the Procurement Division on or before the closing date and time. The County shall in no way be responsible for delays caused by any occurrence. Verification of the County's receipt of Respondents information submitted by email is the Respondent's responsibility. The County will not be responsible for late deliveries, delayed mail, or e-mail errors. Companies shall indicate on their package/envelope or e-mail, the following:

- A. Request for Information Number
- B. Date of Opening
- C. Name of Company

The County contact for this RFI is Maria Alvarez, Senior Purchasing Agent, Procurement Division, (407) 836-5636, email: maria.alvarez@ocfl.net

QUESTIONS

Complete this section by checking off the appropriate boxes to indicate "Yes" or "No", and provide the information requested in the following questions.

- 1. Do you, as prime contractor, have any client sites where you have implemented a FALSE ALARM TRACKING and/or BILLING SYSTEM?
 Yes No

- 2. Do you, as prime contractor, have any client sites where you have implemented a FALSE **FIRE** ALARM TRACKING and/or BILLING SYSTEM?
 Yes No

If yes, provide the following client information for three sites of comparable size to Orange County Florida Fire Rescue:

- a) Name of Organization
 - b) Contact name, title, address, phone, email
 - c) Describe modules/functionality in use at the client site.
 - d) Implementation Date
 - e) Type of system (i.e., vendor or client hosted)
 - f) Hardware Platform and Database Environment (If system is maintained as separate components/solutions, please include for each)
-
- 3. Does your company provide a vendor-hosted, web-based solution?

___ Yes ___ No

- If yes, describe the technology platform and requirements.

4. Does your company provide a client-hosted system?

___ Yes ___ No

- If yes, describe the technology platform and requirements (e.g., web-based, client-server, SQL Server database, Oracle database, etc).

5. Does your software allow for customization to meet unique business area requirements?

___ Yes ___ No

- a) If yes, are the customizations included in future base product (to eliminate recurring customization costs for future releases)?

___ Yes ___ No

6. Does your system provide tools to enable the client to customize fields?

___ Yes ___ No

7. Does your system encrypt sensitive data?

___ Yes ___ No

- If yes, describe the encryption method(s) utilized.

8. Does your system interface (electronically) with disparate/separate client systems (e.g., computer aided dispatch, etc.)? Note – OCFRD utilizes the Tiburon Comman CAD vs. 2.9. An interface would be needed.

___ Yes ___ No

- If yes, please describe.

9. Do you as a prime contractor have experience with electronic, data conversions? (i.e., OCFRD would need to have historical data converted from their existing fire alarm system. Orange County has technical resources that have the expertise to provide the data (and or database) for vendor migration.)

___ Yes ___ No

- If yes, please describe.

10. Does your system have “canned” reports that come with the off-the-shelf solution?

___ Yes ___ No

- If yes, please describe.

11. Does your system support custom reporting requirements?

___ Yes ___ No

a) If yes, do you (vendor) perform the report development?

___ Yes ___ No

b) If no, does your company allow the client to do the report development?

___ Yes ___ No

c) Which reporting tool(s) may be utilized (e.g., Crystal Reports, Web Focus, etc)?

12. Who manages the billing, collections, and cashiering?

___ Vendor ___ Client site ___ Both

THE FOLLOWING SECTION MUST BE COMPLETED BY ALL RESPONDENTS:

Organization Name: _____

(Street No. or P.O. Box Number) (Street Name) (City)

(County) (State) (Zip Code)

(Contact Person)

Phone Number: _____ Fax Number: _____

E-mail Address: _____

If you wish to send additional information about your False Fire Alarm and Billing system, please limit it to 25 pages with vendor brochure(s).