ORANGE COUNTY
BOARD OF COUNTY COMMISSIONERS

REQUEST FOR INFORMATION (RFI)

FOR

CASE MANAGEMENT SYSTEM

RFI #Y15-614-MA

Responses to this RFI will be accepted through Tuesday, April 28, 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 CASE MANAGEMENT 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, April 28, 2015 in the Procurement Division, Internal Operations Centre II, 400 E. South Street, 2nd Floor, Orlando Florida 32801** for providing a CASE MANAGEMENT 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

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.

OCFRD currently receives more than 300 citizen contacts per year which includes complaints, compliments and inquiries. This information is currently tracked in a Microsoft Access database which contains legacy data for the past 15 years.

To provide the highest level of service to our citizens, OCFRD is looking for a solution that will track, manage and monitor citizen complaints, compliments and inquiries from initiation to closure.

Orange County is also looking for a solution to manage professional standards and internal investigations.

OCFRD would like information on systems and support services related to case management for citizen investigations/incident and professional standards/internal affairs investigations.

Information in an original document and six (6) copies will be accepted at Orange County Procurement Division, Internal Operations Centre II, 400 E. South Street, 2nd Floor, Orlando, FL 32801 no later than by 2:00pm Tuesday April 28, 2015.

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.

The County will not be responsible for late deliveries or delayed mail. Companies shall indicate on their package/envelope the following:

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

The County contact for this RFI is Maria Alvarez, Procurement, (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 CASE MANAGEMENT SYSTEM as described above?

    ____ 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)

2. Does your company provide a vendor-hosted, web-based solution?

    ___ Yes ___ No

    • If yes, describe the technology platform and requirements.

3. 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).

4. Does your company have experience with data conversions (i.e OCFRD has 15 years of past contact information)?

___ Yes ___ No

If yes, please describe.

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.)?

___ Yes ___ No

- If yes, please describe.

9. Does your system have "canned" reports that come with the off-the-shelf solution?

- If yes, please describe.

10. Does your system provide dashboard reporting?

- If yes, please describe

11.   Is your system configurable so that it can be used by different departments in Orange County (e.g. Fire Rescue Citizen Contact and Professional Standards, Corrections Internal Affairs, and the County's Professional Standards unit)?
- If yes, please describe

12.   Does your system allow different departments to have their own unique case numbers?
- If yes, please describe

13.   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)?

14.   Does your system allow for configurable security (e.g. defined by group or user)?

___ Yes ___ No
- If yes, please describe.

15.   Does your system have auditing?

- If yes, please describe

15.   Does your system allow documents (e.g. photos, videos, .pdf, .doc) to be attached to a case?

___ Yes ___ No

16.   Does your system have configurable search functionality (e.g. search by citizen or employee name)?

___ Yes ___ No

_____

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 case management system, please limit it to 25 pages with vendor brochure(s).