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September 16, 2024

### **Addendum No. 1**

To: Potential Bidders  
Reference: Fire & Rescue Timekeeping and Scheduling Software  
Agency: Augusta County  
Solicitation: RFP # 113201-25-01  
Bids Due: September 26, 2024 at 2pm EST

The following information is made a part of the original referenced solicitation. Bid Due Date and time remains the same. Bidders shall acknowledge receipt of this Addendum on the Bid Form where indicated. Notice is hereby given that this addendum has been posted in full on the project's solicitation page of the Augusta County website and eVA.

### Questions

Question 1: There are three listed requirements below. Can you provide a bit more information on what is required with the call alerts, preplans, and form creation? Maybe some examples? Also, are these three items essential to the project? Meaning, if we cannot accommodate, will we be automatically eliminated from further review?

- Provide emergency notifications (call alerts) with turn-by-turn direction capabilities.
- Ability to upload preplans to the platform.
- Online form creation and tracking.

### **Response:**

**The system will need to integrate with our CAD system(Central Square, One Solution) and provide real time alerts to our responders on their mobile devices.**

**This system would also allow for uploading preplans, and integrate with our GIS system so personnel will be able to pull up GIS info on the address and show fire hydrant locations.**

**The scheduling software needs to allow us to create and upload files that are available for staff to fill out and then be sent to specific people.**

**These items can be different software that is provided by one vendor. The turn-by-turn can be one, and the preplanning, and scheduling can all be separate but must be from**

**the same vendor. If a vendor cannot meet these needs, then they will not be considered.**

Question 2: Does the Fire EMS service has a CAD/RMS system that they would like to interface to the Timekeeping/Scheduling solution and if so which vendor? Often this interface to systems such as Firehouse or Motorola provides for our solution to say who is on a particular vehicle at any given time to assist with reporting. But none is mentioned in the RFP.

**Response:**

**We do not believe this is needed. The turn-by-turn software would need to integrate with our CAD which is Central Square, One Solution**

Question 3: Can you give an example of what you mean by “Provide emergency notifications (call alerts) with turn-by-turn direction capabilities.” We understand that broadcast of available open shifts by SMS is typically used, but how is “turn-by-turn” direction capabilities used in timekeeping and scheduling and where would the turn-by-turn information come from?

**Response:**

**This is in addition to the timekeeping and scheduling software. It is a system that ties into our CAD to alert our personnel of emergency incidents and uses satellite to provide real time directions.**

Question 4: Can County provide there budget and timelines expected for launch?

**Response:**

**We do not have a set budget cost. Pricing will be part of the weighted evaluation criteria when evaluating proposals submitted. The timeline for launch would be as soon as possible. Timeline for implementation will also be part of the weighted evaluation criteria for all submitted proposals.**

Question 5: We understand we will need to integrate our time tracking solution with ERP Tyler Munis, we assume that we will be getting requisite access of documentation and APIs exposed?

**Response:**

**We have a project manager for our ERP Tyler Munis on site, but will more than likely be working through Tyler Munis support.**

Question 6: Do County looking for dedicated support for maintenance? Could you clarify the expected level of support and maintenance needed post launch?

**Response:**

**We would expect maintenance and support from trouble tickets post launch.**

Question 7: As per guideline response should be in Tab format, is county looking for response in Excel or PDF or doc?

**Response:**

**The proposals are to be submitted in hard copy, bound or contained in a single volume where practical. The digital version may be in either Excel, PDF or doc.**

Question 8: We assume County has no issue on developer working from any time zone globally, is our assumption correct?

**Response:**

**We do not see an issue with this.**

Question 9: Are we open to deployment of resources holding H1 worker visa or we can deploy only green card or citizens?

**Response:**

**We do not see any issues with this.**

Question 10: Is County looking for on premises or public cloud or private cloud based solution?

**Response:**

**Our staff needs to access this platform from mobile devices, some information such as fire hydrant and waterlines will need to remain secure. The County would prefer cloud, but it would need to be a secured private cloud.**

Question 11: What are current challenges on site which is leading to redesign of site?

**Response:**

**Our current scheduling software does not integrate with Tyler Munis.**

Question 12: We assume infrastructure support and maintenance is out of scope in the current rfp??

**Response:**

**We would expect maintenance and support from trouble tickets post launch.**

Question 13: Is County ok for subcontracting?

**Response:**

**We want one vendor so that we have a single source to contact if issues arise.**

Question 14: In Section 1, part B (background) you state that you have 141 career staff and 450 volunteer staff. However, section 2 "Scope of Work" states you will only have 175 users in the Scheduling system. Can you please confirm the 175 users is correct? And if it's only 175 users what are the other volunteer or additional staff doing for scheduling and time keeping?

**Response:**

**At this time, we will only use this software for career staff and ECC. Volunteers do not use scheduling software but use lamResponding for notifications and call info.**

Question 15: In Section 2 "Scope of work" you state "Provide the ability to house all of our files for staff to access through the platform". Can you elaborate on the files and information you are looking to store? And would our system act like a repository for information or something more comprehensive?

**Response:**

**We post forms, policies, and other documents in an area on our current software that our staff can access from any location. The documents are either word, excel, or PDF.**

Question 16: Can you elaborate on what "Timekeeping" includes for the county. Specifically, will users besides the ones listed in question 1 be using the software just for timekeeping and not for scheduling? Are you looking for functionality such as meetings, drills/training, station duty management, pub-eds, standbys, etc.

**Response:**

**Yes, the software needs to provide timekeeping for all our shifts, 24 hr, 12 hr, 8 hr, and be able to meet FLSA and scheduling guidelines. We are looking for functionality for scheduling meetings, drills, training, pub-ed events etc.**

Question 17: In Section 2 "Scope of work" you mention the desire for "Online Form Creation and Tracking" functionality. Can you elaborate on this? What type of forms are you looking to create? How does this functionality connect to the department as a whole?

**Response:**

**The ability to create fillable forms that members can complete and submit and the document would go to designated staff such as an apparatus maintenance request form.**

Question 18: Would you like Incident Reporting to be included as part of this RFP? This would be reporting related to NFIRS (and eventually NERIS), EMS, ePCR, NEMSIS, etc... Do you have a need to track and manage hydrants as part of your request for pre-planning?

**Response:**

**We do not need reporting included, we currently use another platform. We will need tracking of hydrants as part of our pre-planning.**

Question 19: Can you please confirm the annual call volume for the county?

**Response:**

**Augusta County has approximately 22,977 fire rescue dispatches annually.**

Question 20: Can you confirm the number of stations and apparatus you have in the county

**Response:**

**Our current scheduling software has 12 pieces of apparatus and six stations without specific apparatus.**

Question 21: Do you plan on providing each station with its own site for managing scheduling/staffing? Or will all users in the county use the same site? If each station has it's own site, would you like to be able to designate an administrator to have access to all stations and sites?

**Response:**

**No, all users will access the same site.**

Name of Firm: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_