Environmental Health Data Management System

The County invites proposals from fully licensed and insured
vendors to provide an Environmental Health Data Management System (DMS) for use by
the Health Services Agency (HSA), Environmental Health Division (EH).

Overview

The County seeks a partner to provide a DMS that meets today's EH business needs and scales to meet additional long-term needs. The selected solution needs to replace the current EH DMS, Accela EnvisionConnect, with a cloud-hosted solution that includes the capabilities outlined in the Scope of Services below.

The proposed solution must support all EH data and functional activities. This includes handling internal business workflows, reports and analytics, information security, customer portal functions, full integration with CERS, time tracking, and other requirements described below. The proposed solution must comply with local, State, and federal requirements.

EH seeks a solution which has the ability to track various processes across the Division. This includes internal tracking of permit progress, project status, facility inventory, certifications, and plan check status. In addition, the optimal solution would allow external users to track permit activity and project status.

The proposed solution must be available on mobile and desktop devices as well as contain an offline field inspection module. The County estimates approximately 50 internal users. It is the intent of the County to award all services specified herein to a single Vendor.

Scope of Services

A. The software solution shall include all functions related but not limited to the following capabilities:

□ Program Management	□ Daily Activity and Time Tracking
□ Permitting	□ Service Requests
□ Billing and Payment	□ Inspections
□ Complaint Reports	□ Plan Checks
□ Facilities Tracking	□ Reporting and Data Analysis Tools
□ CERS Two-Way Integration	□ Online Payment Tool
□ Data Storage & Management	□ Public Records Access

B. The solution shall include professional services for:

□ Project Management □ Report Creation
□ System Configuration □ System Maintenance
□ Data Migration □ Technical Support
□ Implementation □ Training

C. The solution shall have the ability to communicate and integrate with other software tools and business and financial systems such as:

□ CERS □ Laserfiche
□ ESRI/GIS □ Adobe
□ Microsoft Office □ DocuSign

Requirements

Vendor must be an Environmental Health Data Management System (DMS) software solution provider that currently develops and implements DMS software solutions in the private and/or public sectors.

Vendor must have at least five years of experience in implementing, hosting, maintaining, and supporting DMS software and services.

Vendor must have successfully implemented a DMS software and service solution within the last two years at an environmental health agency within the State.

Vendor must have a software solution which currently integrates with CERS. Solution must be Cloud-based. Hosted, On-Premise proposals will not be accepted.

Technical Proposal Organization Guidelines

In order to enable direct comparison of competing responses, you must submit your Proposal in
conformity with the requirements stated herein. The successful respondent shall be expected to fully meet all representations made in its proposal, including demonstration of project understanding, work plan, project schedule, project team, and cost proposal.

RFP Format

A. Cover with Project Title, RFP Number, and Firm Name
B. Signed Attachment
C. Signed Cover Letter

Summarize the key points of the proposal in up to two pages. The cover letter and proposal must be signed by a person authorized to bind the proposing firm to the representations, commitments, and statements contained in the proposal. An unsigned

proposal or cover letter is grounds for disqualification from further participation in this RFP process.

Section I: Vendor Profile

1. Provide a brief overview of your firm including size, organizational structure, history, number of years in business, number of employees, and description of clients.

2. Description of firm

    i. Provide a description of the firm's qualifications and experience on projects for public agencies of similar size and nature to that described in this RFP. Include how many implementations you have completed in the State to date.

    ii. Provide a brief description of the evolution of your firm's software. Include the date of the first installed site and major developments that have occurred.

3. Project Staffing

    i. Provide an organizational chart that identifies the Project Manager(s) who is dedicated to this project; each key person assigned to carry out the work for this project; and sub-consultants allocated to this project, if any.

    ii. For each person on the Project Team, identify respective roles, responsibilities, and credentials, and provide a summary of experience working on projects similar to that described in this RFP.

    iii. Briefly describe the project support resources that will be available throughout the contract.

4. Experience

    i. Demonstrate your experience successfully completing projects of similar size and nature to that described in this RFP. For each example project, provide the following:

        a. Project title, brief description including size of agency, and duration.

        b. If the project is in progress, indicate the anticipated completion date.

    ii. Describe your experience successfully migrating environmental health data to proposed DMS. Where possible, identify the data management system that was previously used.

        a. Describe routine or non-routine difficulties in implementation of the new software and/or data migration.

        b. Describe experience with training concerns which have delayed or required additional resources to complete.

        c. Provide details of any condition related to migration to the new DMS which required additional funds that were not part of the original proposal.

    iii. Describe your experience integrating the proposed DMS with the CERS to exchange data for environmental health services programs.

<u>Section II: Vendor Proposal</u>

    1. Proposal Introduction

        Provide a clear and concise description of your understanding of the County's objectives and requirements, services to be provided to the County, and how your firm intends to meet these needs. Include a statement that the proposal will be valid for one year.

    2. Work Plan and Technical Services

        i. Describe the proposed solution that addresses the needs listed in the Statement of Work. If an alternative solution is recommended, describe the alternative and why it is recommended.

        ii. Identify where the proposed DMS will be hosted, the software licensing structure, and data ownership model.

        iii. Describe the software product.

            a. Describe the modules or standard features that are included.

            b. Identify which API's are available.

            c. Describe the software maintenance model, including any planned outages and software release cycle. Include software update schedule as it relates to updates in CERS.

            d. Specify which Platforms and Browsers are supported by the proposed solution.

            e. Describe reporting functions that are available within the system. Include a description of reports that may be created by staff without programming skills as well as services that may be provided for creating more complex custom reports.

            f. Describe any communication elements contained within the software. (email, text, etc.)

        iv. Describe the project plan.

            a. Provide a preliminary project plan which identifies the respondents' scope of work, project schedule, proposed project milestones, and County tasks. Identify any assumptions made in creating the project plan.

            b. Clearly outline how the work will be organized, delivered, and coordinated with the County. Describe the project management approach for implementing the proposed solution, including communication tools that will be used.

            c. Describe the process or methodology that will be used for providing data migration and data mapping services, system configuration, system implementation, and troubleshooting with the County. Include a detailed explanation of a process for migrating data from the primary system as well as additional in-house systems (2 separate applications/databases) and consolidating it in the new

system, including the breakdown of responsibilities between vendor and County staff.

d. Provide a recommended training plan. Include descriptions of the training sessions, estimated hours and sessions, and proposed training schedule for user groups to include System Administrators, Super Users, County Staff, and End Users.

e. Describe any additional training resources that are available for new hire onboarding which occurs after software implementation.

f. Describe the Technical Support services that will be provided during migration and after the software is implemented.

v. Resources Requested of the County

a. List the information and resources the vendor will require from the County. The County reserves the right to accept or reject any and all requests for County-provided resources.

Section III: Software and Security

1. Provide a brief narrative of how the respondent DMS software solution will meet or exceed EH requirements outlined.

2. Provide a response to each numbered section, Technical Software and Security Requirements clearly stating proven ability in practice for each minimum qualification listed.

i. Include if you meet the requirement and respond to any additional questions listed in each section. Respondent shall not include qualifications not yet proven or possible to develop in the proposal response narrative.

Section IV: Pricing

1. Provide a total fixed cost summary for all software and hardware (if applicable), as well as professional services for the duration of the contract. Provide enough detail for the County to understand the total cost of the proposed solution.

i. Include costs broken out by contract year (Year 1, 2, 3, 4, and 5), warranty costs, one-time costs, training costs, and/or ongoing costs.

ii. Include a licensing cost breakdown for up to 50 users.

iii. Include any additional data migration costs and indicate when additional costs will be incurred and how they will be calculated.

iv. Include detailed billing rates for the firm's key individuals, other positions' overhead rates, and any other applicable costs.

v. Include any other costs for office, vehicle, mobile phone, per diem, etc.