

RFI No. 10089774-21-P

Software solution for Conducting Fire Inspections.

Questions and Answers

Question 1:

Can companies from Outside USA apply for this RFI?

Answer 1:

No.

Question 2:

If a company from outside is selected would they need to be in person for meetings related to this solicitation?

Answer 2:

We will not be accepting proposals from companies outside of the USA. We may decide to allow remote meetings for qualified vendors inside the USA.

Question 3:

Can a task related to this solicitation be performed outside the USA?

Answer 3:

No.

Question 4:

Can Proposals be submitted via Email?

Answer 4:

Proposals must be submitted via PlanetBids only (the City's official mechanism). Emailed proposals will not be accepted.

Question 5:

Is this RFI open for companies outside the USA?

Answer 5:

Please see answer to Question 1.

Question 6:

Is this moving from a paper-based process to be digitized or replacing a depreciated mobile solution? Is there a process diagram/work-flow available?

Answer 6:

We are not moving from a paper-based system. We have a software solution that we are using currently. If we were to move away from that software, we would need to transfer the data to the new system. Future bidders will need to provide details on how they will help migrate the data so that it is intact and fully functional in their system.

Question 7:

Is the City's collections management system (assumption is SAP) the same as is City's billing and revenue system?

Answer 7: It is not clear what the questioner means by "collections management system". Currently, our fire inspection software operates as Fire's backend system that sends an interface file of invoices to SAP FI-CA module to generate the invoices. Invoices are tracked in FI-CA, and FI-CA activity is then transferred to the City's general ledger, SAP. Delinquent FI-CA invoices are automatically referred to the City's Delinquent Accounts Collections Program (DA) through an interface file from SAP FI-CA to the DA collection system (currently, CUBS but will be Impact).

Question 8:

Are Tritech systems API's available?

Answer 8:

Tritech, now CentralSquare Technologies, has a fully featured API available for license to third party vendors for custom interface development. Any vendor wishing to use this API will be responsible for their own licensing, payment, and support between vendor and CentralSquare Technologies, and are at their own risk of license/software/support changing or stopping.

Question 9:

Is there a mobile device standard for the city (i.e., iOS, Android, Windows 10)?

Answer 9:

The department does not have Android. The software must function on most recent versions of iOS.

Question 10:

Are Trittech systems API's available?

Answer 10:

Please see answer to Question 8.

Question 11:

Is the City's collections management system (assumption it is SAP) the same as the city's billing and revenue system?

Answer 11:

See answer 7.

Question 12:

What are the number of fire inspector users?

Answer 12:

We have 48 full time fire inspectors in our community risk reduction division. We also have between 800-900 firefighters who would need a unique identity to assign themselves as the inspector of record on a shared iPad assigned to an Engine/Truck company. Currently we have 90 iPad licenses between our full-time fire inspectors as well as the shared accounts for the operations personnel.

Question 13:

Are there any historic customer volume data requesting fire inspections?

Answer 13:

We would most likely complete 20,000-60,000 inspections each year depending on which sections of our Community Risk Reduction Division were using the software solution. Currently we have around 23,000 inspection files in our database requiring an annual inspection. In addition to that, we may add new construction requests, brush inspections, licensing inspections or anything else that may come in as a request.

Question 14:

What are the number of system admin users for the fire inspection solution?

Answer 14:

We currently have 297 user accounts with various levels of access to our admin portal (i.e., view only, billing, inspector, or full admin privileges). These accounts are for full time inspectors, engine companies, billing staff as well as chief officers. We have 15 accounts with full administrative privileges.

Question 15:

What are the number of reports required?

Answer 15:

We would require an inspection report to be generated and emailed to the customer for each inspection completed as well as a permit report for any operational permits issued. We would also want to be able to generate reports to show number of inspections completed, revenue generated, violations issued and other similar items. The number of inspections anticipated was answered in question 13.

Question 16:

Would you consider SAP plant maintenance to be your system of record, specifically for equipment and FLOC?

Answer 16:

SAP plant maintenance is recognized as the system of record for City facilities.

Question 17:

Do you have all the homes stored as master data in the SAP system? (equipment or Functional location)

Answer 17:

City owned facilities are recognized as FLOCs in SAP and systems for those facilities (HVAC, Plumbing, Electrical etc.) are recognized as equipment. "Homes", as defined as privately owned dwellings for City residents, are not reflected within our plant maintenance solution.

The City has Assessor Parcel data available in the Enterprise Geographic Information System (GIS) geodatabase. Data are refreshed weekly. Included are SITUS Address, Landuse and Ownership. These data are also available as a REST Service

Question 18:

In reference to 2f: Is it the expectation of the City of San Diego that the awarded vendor create a customized interface with the City's collections management system or will the availability of an API that the vendor of the collections management system can write to be a viable solution?

Answer 18:

The expectation is the vendor should at a minimum have the ability to replicate the current City's billing process. Vendor should describe in detail proposed solutions that deviate from the current process.

Question 19:

In reference to 2g: Is it the expectation of the City of San Diego that the awarded vendor create a customized interface with the City's SAP billing and revenue systems or will the availability of an API that the vendor of the collections management system can write to be a viable solution?

Answer 19:

The expectation is the vendor should at a minimum have the ability to replicate the current City's billing process. Vendor should describe in detail proposed solutions that deviate from the current process.

Question 20:

In reference to 2m: Is the inclusion of a public-facing portal (customer interface) a mandatory component if/when you go through RFP/award process?

Answer 20:

We have not yet determined whether this will be required, but at a minimum will be listed as highly desirable.

Question 21:

Can the City provide more information on the integration with the City's Collections Management System? What is the source format? Is there an API to the system? What data needs to be transferred? Is it bi-directional or one way?

Answer 21: Currently, Fire Department sends a batch file automatically to SAP FI-CA for invoices to be generated. SAP FI-CA invoices that become past due are automatically referred to our Delinquent Accounts Collections program through a batch interface. There is not currently a return file (payments, cancellations, write-offs, and adjustments) from SAP FI-CA to Fire Department's existing system, but return files can be generated from SAP FI-CA. The City standard is for invoicing to go through SAP FI-CA, thus Fire Department's new solution would need to have an interface to SAP FI-CA for invoices and not the Delinquent Accounts Collections program.

Question 22:

Can the City provide more information on the integration with the Fire-Rescue Department's Tritech Software System? What is the source format? Is there an API to the system? What data needs to be transferred? Is it bi-directional or one way?

Answer 22:

SDFD CAD data is stored in a SQL database, as well as a downstream SQL data warehouse that acts as a single source of truth for all 911/CAD data. The data to be transferred could be incident and response specific information, such as the date, time, location, and details of a structure fire. Such an integration would be one way, from CAD data sources to this product. As to an API, yes, our CAD has a robust 3rd party API, see answer 8 above for more. The API is for real-time data, two-way data flow which may be used to send general building or hazard specific information identified by fire inspectors to CAD, alerting responding personnel.

Question 23:

Can the City provide more information on the integration with the Computer Aided Dispatch (CAD) systems for target hazard identification? What is the source format? Is there an API to the system? What data needs to be transferred? Is it bi-directional or one way?

Answer 23:

See answer 22

Question 24:

Can the City provide more information on the integration with the SAP for both billing, revenue, and Invoice data? What data needs to be transferred? Is it bi-directional or one way?

Answer 24: Currently, Fire Department sends a batch file automatically to SAP FI-CA for invoices to be generated. The data is currently only one way (from Fire Department's billing system to SAP FI-CA), however, a return file, which includes payments, cancellations, write-offs, and adjustments, could be generated from SAP FI-CA back to Fire Department's billing system.

Question 25:

Does the City have a list of required reports needed for go-live?

Answer 25:

We would require customizable reports that can be created and run by us as the end user. We would need the ability to query data to generate, publish and email these reports. An analytical dashboard would also be highly desirable. Sample reports needed might include:

- Inspection report to be generated and emailed to the customer for each inspection completed.
- Permit report generated for any operational permits issued for each inspection series
- Number of initial inspections completed by inspector (monthly, quarterly, annually)
- Number of inspections assigned
- Total fees charged
- Percentage of a given occupancy type completed
- Number of permits issued

Question 26:

Does the City have resources for building reports beyond those included in the solution or would the City prefer that the vendor write custom reports?

Answer 26:

We would require the vendor to design and build all reports required by our department. Our staff may get involved in the customization of report text or design but will not be creating it.

Question 27:

How much time will the City need for User Acceptance Testing?

Answer 27:

We would require up to 6 months for UAT.

Question 28:

Can the City provide a list of all business processes in scope? i.e. licenses, permits, complaints, amendments, appeals, registrations, etc.

Answer 28:

The Department is seeking proposals from qualified firms to provide a production ready software solution for conducting fire inspections, complaint inspections, issuance of permits, invoicing, and creation of reports.

Question 29:

Can the City provide more information on the data sources that need to be migrated, including number of sources and formats?

Answer 29:

We would need to migrate about 23,000 properties including any and all of the associated data with each one including past inspection history from our current provider. The data would be accessed from a SQL server.

Question 30:

Do you have documents to be migrated?

Answer 30:

Yes

Question 31:

Does the City have a payment processor identified?

Answer 31:

The City's current merchant processor is Fiserv.

If a vendor is providing a payment gateway or is contracting that piece out to a 3rd party, the gateway must be certified to Fiserv.

If the application is completely hosted (vendor owns the gateway and merchant processor relationship) and will simply be depositing funds to the City, we'll need to confirm whether this is the case.

Applications accepting credit card payments, will need to adhere to PCI DSS. This process usually requires a vendor to provide us with a Level 1 AoC, R&R matrix, data flow diagrams, and contract language which includes PCI DSS language. Confirmation of Level 1 AoC certification is required during the RFP process.

Question 32:

How many named users will there be using the Fire solution?

Answer 32:

There would be approximately 800-900 named users.

Question 33:

Please provide the number of inspectors, trucks, stations, other back office staff.

Answer 33:

SDFD has 52 fire stations with a total of 52 engines, 13 trucks and 2 Heavy Rescue Apparatus. There are 4 FF's per apparatus across 3 divisions who would all be inspectors and need a unique id. In addition to that we have a Fire Prevention Bureau with 53 personnel, 48 of which who would be conducting inspections.

Question 34:

Has the City received any product demonstrations from any vendors for a Digital Permitting and Licensing solution in the past 12 months? If so, which vendor products were demonstrated?

Answer 34:

Yes. We saw a product demonstration in April of this year before the RFI was in place. Please submit a request via the city's California Public Records Act process for specific vendor information.

Question 35:

What are the City's key challenges with existing solutions that you would most like to see addressed with the new solution?

Answer 35:

One of our biggest challenges is getting accurate data into our system. There is a lot of manual work involved when adding new properties and finding ways to discover those new properties. I would like to find a solution that could automate some of this work through an API or utilizing some other integrations.

Question 36:

What is the anticipated contract value for these services? Does the City have a known budget estimate or range for implementation costs and annual licensing fees?

Answer 36: Please request the information via the City's California Public Records Act process.

Question 37:

If this RFI greenlights a solicitation, what is the estimated timeframe for procurement?

Answer 37:

Our current contract ends in November of 2022. We would like to begin the RFP process in the fall of 2021 and have it completed no later than May or June of 2022. Our goal is to award the contract and have 6 months for testing and integration of the new software.

Question 38:

What are the City's goals regarding the project implementation timeline, such as time to complete the total implementation, deploy initial functionality, etc.? Are there specific business drivers that should be considered for a project schedule (e.g., specific business areas peak season)?

Answer 38:

Please see answer to Question 37.

Question 39:

Does the City prefer an on-premises or hosted solution?

Answer 39:

Hosted solution.

Question 40:

Can the City describe their experience with implementation and/or use of SaaS/Cloud Based systems?

Answer 40:

The city is experienced with these types of systems.

Question 41:

Does the City have a preferred hosting platform?

Answer 41: No, as long as it is hosted by the vendor.

Question 42:

Does the City have an estimated user count? How many are field inspectors and how many are back-office staff? What types of users will require licenses?

Answer 42:

This has been answered in part in some other questions. To summarize, there are 800-900 FF's that will need an inspector id to complete annual fire inspections under an Engine or Truck company account. In addition, there are 48 personnel in our Prevention Bureau that will need to be both an inspector and an administrator with access to the admin portal. Currently we have 297 accounts for full time inspectors, billing staff and Engine/Truck companies.

Question 43:

How many users require an integrated smartphone or tablet-based mobile solution?

Answer 43:

All our field inspectors will require a tablet-based mobile solution. Our Deputy Fire Marshals each require their own tablet and we also need one for each Engine or Truck Company. In total we will be using around 120 tablets to perform fire inspections in the field.

Question 44:

Do you currently use any devices (smart phones or tablets) to carry out field inspections? Does the City have a standard or preferred platform/device (i.e., iOS or Android)?

Answer 44:

We are currently using iPads to complete our field inspections. IOS would be preferred to work with our current equipment.

Question 45:

Please provide a list of record types and subtypes that will be needed.

Answer 45:

Records of all completed inspections including reports and all related data

- Annual
- Complaint
- Licensing/Special Survey

Records of permits Issued

- Operational Permits
- Construction Permits

Billing Records for every property

Any and all files attached to a property must be maintained and accessible

Question 46:

How many permits does the City issue annually? How many inspections does the City complete annually? How many Code Enforcement cases are handled per year?

Answer 46:

SDFD issues approximately 10,000-15,000 permits annually. We have 23,000 inspections in our system for annual inspection. This does not include requested inspections.

Question 47:

What system, platform, or infrastructure are you currently using?

Answer 47:

The city is currently using a SAAS based System. For more information, please submit a CPRA.

Question 48:

What other systems does the City anticipate will require integration with the new permitting, inspection, and code enforcement solution? Can the City include a brief description of the required integration method (batch, real-time, two-way, etc.) that will be required to facilitate business with a new system?

Answer 48:

As stated above in Questions 18 and 19, the expectation is the vendor should at a minimum have the ability to replicate the current City's billing process. Vendor should describe in detail proposed solutions that deviate from the current process. The City's current billing process includes a flat interface file for invoicing from the existing back-end system, Streamline, to SAP FI-CA.

Question 49:

Can the City provide a list of the current technologies/software, used by the City that would be required to facilitate business with a new system (i.e. GIS, electronic plan review, online payment processor, etc.)?

Answer 49:

The only current integration is with SAP. As discussed in answers 20,22 a customer portal with a payment processor as well as an integration with CAD are being considered.

Question 50:

What existing systems does the City expect will require data migration to the new solution? What systems will be replaced, including vendor, version, database type & version, quality and volume of data required?

Answer 50:

We will need to migrate the data from our current software solution.

Question 51:

Have you identified a vendor that you want to use for the payment processor (e.g. PayPal, Elavon, etc.)?

Answer 51:

No. If the solution provides online payments or redirects to a payment processor you must be able to meet PCI DSS 3.2.1 and provide a Level 1 AOC.”

Question 52:

Does City have a list of required reports needed for Go-Live?

Answer 52:

Please see answer to Question 25.

Question 53:

Which training models does City prefer (e.g., Train the Trainer)?

Answer 53:

A “train-the-trainer” would work best due to the number of users that will eventually have to be trained on the system.

Question 54:

What is City preferred business analytics tool?

Answer 54:

The City has several Business Analytics tools available including Microsoft Power BI, SAP Business Objects, ArcGIS Dashboard, ArcGIS Insights.

Question 55:

Does the City currently have a document management system? If so, what is the current system? Would the City prefer to continue using the current system or have all documents stored in the new solution?

Answer 55:

The City has OpenText as a document management tool. The preference would be to have all documents stored in the current solution.

Question 56:

How many folks are in the Fire group on your staff?

Answer 56:

Please see answer to Question 42.

Question 57:

Does the RFI describe all of the interfaces expected?

Answer 57:

There are many potential interfaces that may be considered highly desirable. In the event a solution is not able support billing in its entirety an interface with SAP would be required. An interface with Brycer (The Compliance Engine) would also be highly desirable. Depending on final requirements yet to be determined, additional interfaces not described in the RFI may also be needed.

Question 58:

Does this solution need to support Fire Alarm Billing?

Answer 58:

No

Question 59:

Could you elaborate or provide examples on your statement “integrate fire protection systems management”?

Answer 59:

We would like our software solution to be able to track fire protection systems located within the City of San Diego. An API with Brycer would be highly desirable in order to capture and integrate the data collected in that system (TCE). Our goal would be to have an accurate database of all fire protection systems within the city.

Question 60:

Can you provide a list of the type of permits that you generate and support?

Answer 60:

The majority of the permits we generate are operational permits as described in section 105.6 of the California Fire Code. We would need a way to issue these permits from our tablet in the field and send them in a PDF format to the customer electronically at the completion of the inspection. We would also like the ability to generate and issue special events permits, and construction permits at the request of the customer.

Question 61:

Can you provide a list of types of Fire Inspections that you perform?

Answer 61:

Most of our fire inspections are annual inspections of various types of occupancies including Commercial, Residential, HazMat and Highrise . We also perform complaint inspections, 850-Licensing, Special Surveys and Pre-inspections at the request of the customer.

Question 62:

How many back-office users do you have that will need access to the system?

Answer 62:

We have 48 inspectors in our prevention bureau that would require access to the system.

Question 63:

Will the City be taking payments online from citizens?

Answer 63:

If the software solution provides a billing feature that met the standards of the city, the development of a customer portal for online payments would be highly desirable. The vendor must meet PCI DSS 3.2.1 as a Level 1 AOC

Question 64:

Does the City track time for Fire Reviews?

Answer 64:

The city tracks inspection time as recorded by the inspectors through SAP. Our current software also allows us to record inspection related time.

Question 65:

Does the City track time for Inspections?

Answer 65:

Yes, our inspectors track all their activities including chargeable inspection time in our SAP system.

Question 66:

If the City track time, does the City invoice for time spent on review/inspection?

Answer 66:

Some of our inspections have a fee schedule that is based on inspection time while others are charged at a flat rate based on square footage of the property.

Question 67:

Does the City do overtime inspections? How does the City handle those today in their system?

Answer 67: Yes, Overtime inspections for Standby and Tech Services are manually billed utilizing the City's financial system (SAP)

Question 68:

Does the City have more than one person assigned to an inspection? If yes, provide example.

Answer 68:

It is possible that there may be two separate inspection groups completing an inspection at the same property. We may have someone completing an annual inspection at a property while another inspector is looking at a new generator install. They are able to use the same inspection file, generate their own violations and reports, and work completely independently of each other. One inspection will not interfere with another.

Question 69:

Do the City inspectors use checklists in the field electronically? If no, would they like to?

Answer 69:

Yes, our current system allows us to build and use checklists for use in the field. We have utilized this quite extensively.

Question 70:

How does the City handle inspections that start at end of day and carry over to next morning?

Answer 70:

The only instance where this occurs for us currently would be if an inspection report were started one day and completed 1 or more days later. The date on the report would indicate the date it was completed by the inspector rather than the day it was initiated.

Question 71:

Is the City using optimized routing for the City inspectors?

Answer 71:

That is not a function we have currently available.

Question 72:

What does the City define as a district? Fire Station? Battalion? How many does the City have?

Answer 72:

Our city has 7 Battalions with 52 stations. Each Battalion has 7-8 stations districts that lie within its boundaries.

Question 73:

Are there certain inspections that rank a higher priority? How does the City handle that today?

Answer 73:

The State of California has certain inspections that are mandated to be completed annually. These are our highest priority. After the State-mandated inspections, we would create a priority based on hazard to life or property. We do not currently have a way to identify a priority level for each property. This would be a highly desirable feature.

Question 74:

Does the City system auto assign inspections today?

Answer 74:

Yes, we have an auto schedule feature that we use for our Engine Company inspections.

Question 75:

What types of records continue to remain active and have annual inspections?

Answer 75:

We keep records of all our completed inspections. Any property in the city that meets our inspection criteria as defined in our city ordinance will get an annual inspection.

Question 76:

Do the City inspectors have inspections that sit for months in their queue? If yes, how does the City handle these?

Answer 76:

Typically, the annual inspections are assigned to the inspector about 30 days in advance. A reinspection may sit on their tablet for several months while corrections are being made. They are visible as a reinspection and will stay there until completed.

Question 77:

How many reports does the City system generate for the City divisions today, this includes management, permits, NOV, inspection report, etc.?

Answer 77:

Currently we receive a daily export report showing all invoicing of inspections and a monthly report showing number of inspections completed and invoiced for that month. Additionally, a daily report from the City's financial system (SAP) is received detailing whether the inspections from Streamline successfully (or not) posted to SAP for invoicing. We probably generate somewhere between 20,000-30,000 inspection reports annually and about 5,000-10,000 permit reports annually as well.

Question 78:

Is there a hand-off between Fire and another agency for enforcement?

Answer 78:

SDFD handles about 99% of the inspections completely within our office. An inspection may be referred to the City Attorney's Office (in rare cases) or be sent to Code Enforcement for building issues.

* End of Questions and Answers *