CITY OF PHILADELPHIA

Office of Innovation and Technology
on behalf of
The Philadelphia Fire Department

REQUEST FOR INFORMATION

FOR

Personnel Accountability System
Both Technical and Non-Technical Solutions

October 18, 2018

Information Session

October 30, 2018 at 10:00 AM
415 North 5th Street
Philadelphia, PA 19123

Deadline for questions, requests for clarification, or requests for additional information

November 9, 2018 before 5:00 PM
(Local Philadelphia Time)

City Responds to Questions

November 16, 2018

Responses to RFI Due

December 7, 2018 before 5:00 PM
(Local Philadelphia Time)

JAMES F. KENNEY, Mayor
Adam K. Thiel – Commissioner, Philadelphia Fire Department
Mark Wheeler, CIO, Office of Innovation and Technology
TABLE OF CONTENTS

I. RESPONSE CALENDAR........................................................................................................... 1
II. PURPOSE OF REQUEST FOR INFORMATION ................................................................. 1
III. RFI CONTACT INFORMATION FOR QUESTIONS, REQUESTS FOR CLARIFICATION ................................................................................................................................. 2
IV. ABOUT THE CITY OF PHILADELPHIA, OIT AND PFD ............................................ 3
V. INFORMATION SESSION .................................................................................................. 4
VI. ANTICIPATED SOLUTION REQUIREMENTS ............................................................... 4
VII. SUBMISSION GUIDELINES............................................................................................ 5
VIII. USE OF RESPONSES...................................................................................................... 7
IX. HOW TO SUBMIT RESPONSES .................................................................................. 8
X. CONFIDENTIALITY AND PUBLIC DISCLOSURE......................................................... 8
XI. RIGHTS AND OPTIONS RESERVED........................................................................... 8
XII. PUBLIC DISCLOSURE................................................................................................. 9
PERSONNEL ACCOUNTABILITY SYSTEM
REQUEST FOR INFORMATION

I. RESPONSE CALENDAR

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<th>Event</th>
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<td>November 9, 2018 before 5:00 PM (Local Philadelphia Time)</td>
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II. PURPOSE OF REQUEST FOR INFORMATION

The City of Philadelphia (City) Fire Department (PFD), in collaboration with the Office of Innovation and Technology (OIT) plans to implement a Personnel Accountability System (PAS) to enhance personnel safety for the emergency responder and provide the incident command organization an improved means to track and account for all personnel and their whereabouts within the danger area.

The City, through OIT, has issued this Request for Information (RFI) in order to solicit statements of interest, capabilities, and Rough Order of Magnitude (ROM) cost estimates from all Respondents interested in, and capable of, providing PAS solutions suited for PFD.

Respondents are asked to provide OIT with information regarding their available products and solutions, subject to the following guidelines:

- PFD is seeking information about both technical and non-technical Personnel Accountability tools
- If the solution involves computer software and hardware,
  - Identify only COTS products that are modifiable or configurable to meet specific City requirements, and that focus on interoperability, reliability, usability, availability, capacity and scalability
o Present the software solution’s information security features and interoperability and operational requirements in accordance with the International Organization for Standardization Open Systems Interconnection (OSI) model
o Include an architectural diagram of the solution with description of the solutions scalability; responses may include one or more models or solutions
o Describe the configurability of the software to meet specific user needs.

Responses should include implementation, integration, and/or configuration services. If, the solution can be installed, configured or executed only by the Respondent, that must be clearly stated in the Response, including the reasons why that is the case.

Respondents may, in the City’s discretion, be invited to engage in discussions with the City’s project team and/or demonstrate their products, services and solutions.

No contract will be awarded pursuant to this RFI. Anyone who does not respond to this RFI is not precluded from responding to any future solicitation issued by the City. The City intends to procure a solution for this project as soon as reasonably possible, in accordance with the City’s procurement laws and practices for purchases, which may include, but are not limited to, the use of existing City contracts or certified cooperative purchase agreements. Respondents will not be bound by the ROM cost estimates provided in their responses to this RFI in a future procurement. The City also reserves the right to not procure any solution.

III. RFI CONTACT INFORMATION FOR QUESTIONS, REQUESTS FOR CLARIFICATION

All questions (see RFI Question Template Exhibit) and requests for clarification concerning this RFI must be in writing submitted via email no later the deadline specified in Section I: Response Calendar to:

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<tr>
<th>Scott Strickler</th>
<th>Gayle Ruggeri</th>
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<tr>
<td>Sr. Project Manager</td>
<td>Office of Innovation and Technology</td>
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<tr>
<td><a href="mailto:Scott.strickler@phila.gov">Scott.strickler@phila.gov</a></td>
<td><a href="mailto:Gayle.Ruggeri@phila.gov">Gayle.Ruggeri@phila.gov</a></td>
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Responses to questions and requests for additional information shall be at the sole discretion of the City. Any additional information and/or responses to questions will be posted only on the City’s website at http://www.phila.gov/rfp (“Additional Opportunities”). No additional information and/or responses to questions will be sent by email. Nothing in this RFI shall create an obligation on the City to respond to a Respondent submitting a response.

The City may, in its sole discretion, issue addenda to this RFI containing responses to questions, clarifications of the RFI, revisions to the RFI or any other matters that the City deems appropriate. Addenda, if any, will be posted on the City’s website at http://www.phila.gov/rfp (“Additional
Opportunities”). It is the Respondent’s responsibility to monitor the Additional Opportunities site for Addenda and to comply with any new information.

Oral responses made by any City employee or agent of the City in response to questions or requests for information or clarification related to this RFI are not binding and shall not in any way be considered as a commitment by the City.

If a Respondent finds any inconsistency or ambiguity in the RFI or an addendum to the RFI issued by the City, the Respondent is requested to notify the City in writing by the above deadline for questions and requests for information or clarification.

IV. ABOUT THE CITY OF PHILADELPHIA, OIT AND PFD

The City of Philadelphia is the largest city in the Commonwealth of Pennsylvania and the sixth-most populous city in the United States with over 1.5 million residents. Additionally, due to its rich historic and cultural heritage, the region is visited by more than 40 million people each year.

Philadelphia is located in the southeastern section of Pennsylvania and the coterminous city/county covers 143 square miles. The City is bordered by the following counties: Bucks, Montgomery and Delaware in Pennsylvania, and Burlington, Camden and Gloucester in New Jersey.

As an operating department of the City, OIT provides technology and telecommunication services to the City, its employees, and the community. There are over 25,000 city employees in Philadelphia.

Philadelphia Fire Department Background
The Philadelphia Fire Department (PFD) is the largest all-hazards department in Pennsylvania, providing fire protection and emergency medical services (EMS) to approximately 1.6 million citizens. The department’s mission statement is: “Our mission is to serve the public by providing comprehensive all hazard prevention, risk reduction and emergency response and to ensure the health and safety of our members”.

There are four main sections in the PFD:
- Operations
- Logistics
- Planning, Prevention and Risk Reduction
- Administrations

Size:
- 2,500 uniform members
  - 2,000 firefighters
  - 500 EMS providers
- 220 civilian staff
- 63 stations
• 20 different type heavy fleet vehicles (Fire and EMS combined)

Workload (2017):
• received 373,124 911 calls
• processed 272,705 EMS incidents and 47,141 Fire incidents.

Personnel Accountability
PFD is enhancing its current Personnel Accountability procedures. In collaboration with OIT, PFD stakeholders are conducting internal and external analyses to support a department-wide transformation in this area. This RFI will support the project’s solution visioning and budgeting objectives. Respondents are encouraged to provide information on both technical and non-technical solutions that a fire department might consider in its progression towards best practices. PFD uses the following equipment during incident response:
• Motorola radios
• Scott SCBA
• Northrup Grumman CAD

V. INFORMATION SESSION

An Information Session to review the requirements of this RFI will be held in Philadelphia, Pennsylvania at the time and location indicated in Section I: Response Calendar. Attendance at the Information Session is optional but strongly encouraged.

The City will host a Skype web conference during the meeting. To receive the meeting weblink and dial-in information:
- email both contacts in Section III. RFI Contact Information by 05:00 PM on October 25, 2018, Local Philadelphia Time
- include the name and email address of who is to receive the dial in information.

VI. ANTICIPATED SOLUTION REQUIREMENTS

General Guidelines
• PFD intends to implement the new PAS Department-wide.
• PFD requires information on a broad mix of Personnel Accountability tools, including systems with the capability to integrate electronically with a Fire Department’s personnel, radio, dispatch and geospatial systems, as well as, stand-alone and non-technical solutions. Submissions do not need to meet all of the requirements below.
• Vendors submitting technical, integrated solutions should include architectural diagrams of the solution illustrating its interoperability and scalability. Responses may include more than one model or solution.

The City is considering the following requirements for the solution:
1) Provide Incident Command Staff with awareness of the population of emergency personnel currently on duty
2) Provide Incident Command Staff with awareness of who is assigned and present on each apparatus or unit dispatched to the incident scene.
3) Provide Incident Command Staff with awareness of which units have arrived at the incident scene, where on the scene they are assigned and located, and their function.
4) Provide Incident Command and Supervisory Staff with awareness of the location of everyone on the scene.
5) Provide Supervisors with ability to distinguish which responders are in the danger area vs. outside the danger area.
6) Capability to access a log of the locations of each unit or individual on the scene with timestamps (i.e., provide last known location) in real-time.
7) Display the designated positions of each emergency responder at an incident scene (e.g., Pack, Tip, Officer, Driver, etc.).
8) Display the name of each emergency responder.
9) Facilitate accountability during multi-agency response incidents.
10) Support Personnel Accountability Reports (PARs) or otherwise support rapid accounting of all responders at the incident scene.
11) Integrate with the Department’s radio-based Emergency Button functionality.
12) Provide information including but not limited to Name, Company, Radio Number, Division or Sector, etc., to Incident Command and Communications Staff about an Emergency Responder who has issued a Mayday.
13) Support Incident Command staff’s response to Mayday calls.
14) Support accountability during evacuation procedures such as evacuation-specific alerting and confirmation.
15) Log, monitor and automate prompting related to incident events including but not limited to on-scene arrival time, departure time and beginning and end times of required rest periods for working companies.
16) Support after-action reporting and analysis of logged incident event information.
17) Support ad hoc analytics and reporting.
18) Record and report geospatial data about the position of responders on the area of operations, including support of map visualization of the area for Incident Command staff.
19) Support creation of geofences and geofence monitoring and logging.
20) For elements intended to be used in the danger area, be comprised of MIL-SPEC componentry, able to withstand extremes of temperature, shockproof, waterproof to 50 m, and able to withstand the rigors of firefighting duty.

VII. SUBMISSION GUIDELINES

The City expects each Respondent to include in their response to this RFI the following items in the order listed:

Company Overview:
Include company name, physical address, phone number, fax number, and web address, a brief description of the company, its services, business size (total revenue and number of employees), and point(s) of contact, including name, address, phone and email address. Note the company’s operations including the number of years the company has been supporting this solution; location.
of company’s headquarters and all other office locations; and three years of financial data to ensure company stability.

If applicable, please describe any subcontractors or partners with which you have worked. Resumes need not be included.

Experience:
Describe your company/organization’s relevant experience (and that of partners, when applicable) with Personnel Accountability Systems. Identify the size and scope of your largest and most complex deployments, including client name, engagement title, description of engagement, the solution implemented and the methodology used, cost, the start and completion dates of the project, as well as, the name, address and telephone number of a contact person. Describe your organization’s efforts to build or participate in the community of practice for Incident Command Systems and fireground safety.

Solution:

Product/Software:
Identify one or more solutions that meet the City’s requirements. A major goal of this RFI is to provide Respondents with an opportunity to inform the City about their respective software solutions’ interoperability and operational requirements in reference to the OSI model. Respondents are encouraged to include in their response an architectural diagram of the solution with description of the solution’s scalability. Respondents are welcome to provide one or more models or solution sets to meet this requirement for an integrated interoperable solution set.

Non-technical:
Identify one or more tools that meet the City’s requirements. Describe the tools, the intended process for using them, and how they will support PFD’s Personnel Accountability goals. Provide photographs, illustrations and/or diagrams to support the description.

Infrastructure/Architecture Model:
Identify the infrastructure/architecture model(s) you provide and support, and whether they are on-premise, hosted off-premise, or Software-as-a-Service (SaaS) models.

Supplement this request with an interoperable architectural diagram outlining each OSI layer requirement for enablement, sustainment, reliability, redundancy, and growth. Highlight your anticipated annual upgrade and patch release schedule.

Key Features:
Identify best of breed features included in the proposed COTS solution(s), including, at a minimum, the Key Features in Section VI. Anticipated Project Requirements.
**Implementation Services:**
Identify and describe the methodologies behind implementation services your company offers. Examples include:
- Project Management
- Configuration
- Quality Assurance
- Technical Site Survey
- Solution enablement
- Deployment support
- Business process improvement

**Support and Maintenance Model:**
Provide the anticipated ongoing software maintenance and support services required to sustain the solution including frequency of upgrades and patches/bug releases and the estimated timeframes to complete. Outline the services in your support model including available service level agreements.

**Training Model:**
Outline the services in your training model for administrative and end user training including the training services, methodology, and typical schedule. Include the pricing model for training services and the methodology and schedule.

**Reporting and Key Performance Indicators (KPIs):**
Provide the standard and custom reporting included in your solution and the available KPIs. Include information on data input and export capabilities; security and auditing, and dashboards and metrics.

**Pricing/Licensing Model:**
Include a general pricing model and costs for products described in your response. This pricing should also indicate any licensing models (i.e. licensing by individual users, by core, by seat etc.), descriptions of the hosting models available, and estimates of associated costs. If applicable, include cost estimates for ongoing support and maintenance for three years, and when those support and maintenance costs begin (i.e. at time of purchase, after implementation, etc.). If applicable, include a list of additional items or services/software needed to operate the system that are not included and must be provided/purchased by the City.

Respondents will not be bound by any cost estimates included in responses to this RFI.

**VIII. USE OF RESPONSES**

Responses to this RFI may be used by OIT to select product(s) for the Personnel Accountability System. Responses may also be used to assist OIT in gathering information for planning purposes, and for purposes of identifying sufficient resources for an implementation initiative.
The City does not intend to announce any further actions taken pursuant to this RFI. If any such announcements are made, at the sole discretion of the City, those announcements will be posted with the original RFI. In some cases, at the City’s sole discretion, the City may issue an RFP. The City will notify Respondents to this RFI once the RFP has been posted on the City’s website.

The City will notify you if additional information is required in order to evaluate your response to this RFI. Absent such follow up from the City, we respectfully request that respondents refrain from requesting additional information on the status of this RFI. In order to protect the integrity of the City procurement process, City personnel will not respond to requests for additional information on the status or outcome of this RFI, other than as described above.

IX. HOW TO SUBMIT RESPONSES

Respondents should submit their responses electronically (hard copies are unacceptable) in MS Word or Adobe PDF format, as a single document (see note below), to both contacts specified in Section III: RFI Contact Information.

Note: Response document(s) are limited to 15 MB; if necessary, please submit multiple files or zip/compress the file(s)

X. CONFIDENTIALITY AND PUBLIC DISCLOSURE

Respondents shall treat all information obtained from the City which is not generally available to the public as confidential and/or proprietary to the City. Respondents shall exercise all reasonable precautions to prevent any information derived from such sources from being disclosed to any other person. No other party, including any Respondent, is intended to be granted any rights hereunder.

XI. RIGHTS AND OPTIONS RESERVED

In addition to the rights reserved elsewhere in this RFI, the City reserves and may, in its sole discretion, exercise any or more of the following rights and options with respect to this RFI if the City determines that doing so is in the best interest of the City:

1. Decline to consider any response to this RFI (“response”); cancel the RFI at any time; elect to proceed or not to proceed with discussions or presentations regarding its subject matter with any Respondent and with firms that do not respond to the RFI; to reissue the RFI or to issue a new RFI (with the same, similar or different terms);

2. Select a COTS package from a vendor that does not respond to this RFI, or elect not to proceed with any procurement;
3. Waive, for any response, any defect, deficiency or failure to comply with the RFI if, in the City’s sole judgment, such defect is not material to the response;

4. Extend the Submission Date/Time and/or to supplement, amend, substitute or otherwise modify the RFI at any time prior to the Submission Date/Time, by posting notice thereof on the City web page(s) where the RFI is posted;

5. Require, permit or reject amendments (including, without limitation, submitting information omitted), modifications, clarifying information, and/or corrections to responses by some or all Respondents at any time before or after the Submission Date/Time;

6. Require, request or permit, in discussion with any Respondent, any information relating to the subject matter of this RFI that the City deems appropriate, whether it was described in the response to this RFI;

7. Discontinue, at any time determined by the City, discussions with any Respondent or all Respondents regarding the subject matter of this RFI, and/or initiate discussions with any other Respondent or with vendors that did not respond to the RFI;

8. To conduct such investigations with respect to the financial, technical, and other qualifications of the Respondent as the City, in its sole discretion, deems necessary or appropriate;

9. Do any of the foregoing without notice to Respondents or others, except such notice as the City, in its sole discretion, may elect to post on the City web page(s) where this RFI is posted.

This RFI and the process described are proprietary to the City and are for exclusive benefit of the City. Upon submission, responses to this RFI shall become the property of the City, which shall have unrestricted use thereof.

XII. PUBLIC DISCLOSURE

By submitting a response to this RFI, Respondent acknowledges and agrees i) that the City is a “local agency” under and subject to the Pennsylvania Right-to-Know Law (the “Act”), 65 P.S. §§ 67.101-67.3104, as the Act may be amended from time to time; and ii) responses may be subject to public disclosure under the Act. In the event the City receives a request under the Act for information that a Respondent has marked as confidential, the City will use reasonable efforts to consult with Respondent regarding the response and, to the extent reasonably practicable, will give Respondent the opportunity to identify information that Respondent believes to be confidential.
proprietary information, a trade secret, or otherwise exempt from access under Section 708 of the Act.

Notwithstanding anything to the contrary contained in this RFI, nothing in this RFI shall supersede, modify, or diminish in any respect whatsoever any of the City’s rights, obligations, and defenses under the Act, nor will the City be held liable for any disclosure of records, including information that the City determines in its sole discretion is a public record and/or information required to be disclosed under the Act.
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