

County of Franklin

Request for Proposals

for

Electronic Incident Reporting Management System

Issued: September 20, 2021

Due Date: October 21, 2021

County of Franklin
272 N. Second Street, Suite 900
Chambersburg, PA 17201
(717) 261-3150
www.franklincountypa.gov

All communication regarding this RFP must be to:

Alexis Pennings, Risk Management & Compliance Coordinator
riskmgt@franklincountypa.gov

I. Purpose

Through this Request for Proposals (RFP) process, the County of Franklin (the County) will select a system-wide integrated Incident Management System (IMS). The IMS will serve as the platform for reporting and managing the flow of information relating to adverse events for the County's operations at various locations for a five-year period, January 1, 2022 – December 31, 2026. The information will be used to identify patterns, trends and root causes, support change strategies through benchmarking and improve overall administration of employee and consumer safety.

II. Background

The County is located in South Central, Pennsylvania and operates under the Franklin County Board of Commissioners. The County has 52 departments, approximately 615 full time and 110 part time employees. The County has multiple operations, encompassing several 24/7 facilities, that serve its population including, but not limited to, the Department of Emergency Services, the 911 Dispatch Center, the Franklin County Jail, the Franklin County Sheriff's Department, Children and Youth Services, Adult & Juvenile Probation Offices, the Area Agency on Aging, and Courts operations.

III. Current Incident Management System Limitations

The process of manually entering information into the current IMS is repetitive, tedious and time consuming, as the existing IMS lacks the ability to recognize or auto-populate any previously entered information, and only the Risk Department staff can enter information into our database.

Information retrieved from the existing IMS is limited, restricting the user's ability to identify patterns of occurrences or root causes of operational safety events. Staff are unable to evaluate occurrence patterns by department and/or location as well as target areas which may be of concern.

The current IMS lacks a repository to track and analyze the effectiveness of improvement efforts. In addition, it lacks a best practices and/or lessons learned repository that can be shared with other departments internally. Unfortunately, our existing IMS is unable to provide reliable, measurable data which can be used to support these endeavors.

These deficiencies render the existing IMS an insufficient mechanism to meet the challenges of continuous improvement within the County.

The County seeks a system that will decrease data-entry redundancy, provide clear, concise, accurate logs of events, house risk reduction strategies and permit us to measure ourselves.

IV. Incident Management System

By reducing barriers for busy frontline staff to report incidents, the ideal solution will allow the County to address risks more timely and proactively prevent greater harm. At a minimum, the new IMS will be able to track and analyze: serious adverse events resulting in harm, and minor injuries.

The need exists to collaborate closely with Information Technology to reduce the likelihood of risk specific to this implementation within the context of employee safety and risk management. Data governance will need to be consulted to ensure the right tools are used to evaluate the data and the information is clearly interpreted.

The ability to capture data from all locations and departments is critical in our effort to manage risk. Monitoring low-impact, high-frequency events can increase visibility and permit for early intervention in areas of potential harm.

Incident reports trigger administrative review of the underlying events to determine the degree of risk, if any, and the need to strengthen our processes using structured, individualized, case-specific risk reduction strategies geared toward preventing recurrences.

Events with the potential for harm, that do not result in actual harm, are referred to the Risk Manager for further review and investigation. Tracking and trending this information is invaluable in identifying potential areas of weakness before harm results. Events that result in actual harm are investigated, categorized and managed in accordance with quality improvement goals and regulatory reporting requirements.

An ideal IMS is the vehicle for managing, guiding and facilitating a safe workplace. An IMS with the ability to extract information directly from reports, using predetermined key words and generating immediate notices to key individuals, is essential. Timely knowledge of harmful events provide for immediate debriefing and improves access of the information as well as timeliness of intervention, thereby mitigating damages.

Additionally, managing employee feedback enables staff to immediately see employee concerns and take action to reduce risk and improve the workplace.

Better event management, including tracking and trending, will improve the number of events reported by; eliminating reliance on the individual employees to self-report; eliminating employee's reluctance to report their peers; and providing an independent platform to guide performance improvement efforts.

Similarly, a centralized repository for housing risk reduction strategies (RRS) will be tremendously beneficial as a resource tool to avoid recreation of proven strategies, monitor the effectiveness of these strategies, permit for more timely revisions and assess the sustainability of the same. Harnessing the outcome of the RRS is a critical step to improving the quality of care and establishing clear proof of whether the RRS works.

V. Goals

In alignment with the County's strategic objectives, we recognize that keeping everyone safe, working together, pursuing excellence, managing our resources and continuing to learn are all essential. Having a robust system to track and trend patterns of adverse events will allow us to strategically identify the need for, and permit us to focus on, improvement efforts to achieve better safety outcomes. Accurately monitoring occurrences will reduce employee harm, decrease barriers for reporting, increase transparency, improve the timeliness of investigation and ultimately reduce costs related to poor outcomes resulting in litigation.

Distinguishing whether a reduction in adverse events is due to improved practice or underreporting governs the next steps. Thus it is important to know the cause of the event and not just look at how many prevention practices we have in place. By eliminating the underreporting factor we will have a truer sense of actual occurrences.

An effective electronic IMS will:

- Eliminate the manual transfer of paper documents between departments
- Reduce delays in report availability
- Decrease the time it takes to identify triggers of actual or potential adverse events, and
- Decrease the time it takes to identify documentation that supports the report.
- Provide tracking and trending of all events by predefined criteria
- Effectiveness of risk reduction strategies by events to promote best practices
- Serve as a central repository to log sequestered material
- Permit Risk Management to review information on a continuum - from incident reporting, to implementation of risk reduction strategies, to evaluating their effectiveness.

VI. Minimum Requirements:

Interested parties are encouraged to submit proposals that provide a comprehensive electronic Incident Management Reporting System designed to manage all aspects of event reporting, including data to be used for performance improvement. Responsive proposals must provide an electronic IMS capable of meeting the following minimum qualifications.

- A commercial off-the-shelf, configurable, vendor-hosted incident management software solution
- Able to provide web-based access for the following devices: desktops, laptops, tablets, and Mobile Devices (supportive on Apple and Android mobile devices) including a mobile application portal for employees working in the field
- Compatible with the following HTML 5 compliant browsers Chrome, Safari, Firefox, Edge and Internet Explorer.
- Track reports over time, highlighting areas of opportunity for improvement
- Distinguish events by degree of harm
- Able to manage users' access through roles and permissions
- Real-time manager alerts to assigned supervisors with the ability to provide automatic notices to predetermined individuals (ie. Supervisor, Risk Management, impacted employee)
- Track incidents by predefined categories (i.e. location, department, position, etc.)
- Track and monitor events from occurrence through claims resolution
- Track and monitor Risk Reduction Strategies and best practices for effectiveness
- Log and store evidentiary material that is available for litigation
- Track providers named in lawsuit for credentialing and regulatory reporting requirements
- Generate regular and ad hoc reports and graphs, including executive dashboards
- Highly reliable with 99.9 % availability and accessible 24 hours a day, 7 days a week.
- Equipped with Production and Test Environments and Redundant Servers for Disaster Recovery.
- Able to provide technical support Monday – Friday, 8:00 AM to 5:00 PM, Eastern Time and 24 hours a day, 7 days a week during large-scale exercises or an emergency. The County will be the sole judge of what constitutes an emergency.
- Able to respond within 4 hours or less
- An encrypted solution with respect to all connections between the browser and the host environment.
- Complaint with federal and state protection standards for personally identifiable information (PII), Privacy Act, and Health Insurance Portability and Accountability Act (HIPAA).

Any data generated, stored, or entered into this IMS system, regardless of where the data physically resides, shall be the sole property of Franklin County and available to the County upon request.

The proposer and any associated subcontractors shall not sell, share, alter, or analyze this data with any third party entities in perpetuity.

VII. Scope of Work:

User Access/Accounts: Unlimited individual, unique user accounts.

- Capability for a delegated authority to manage permissions and user access to different parts of the solution through roles and permissions on a user-by-user basis.
- Explain how users self-register for an account and how user's registration request is submitted to a delegated authority based on specific areas of access.
- Define the ability to create customized views for different user roles (i.e. administrator, supervisor, employee, etc.).
- Describe how many concurrent users the solution can support.
- Explain the surge capability to expand the number of concurrent users during an emergency.
- Describe the solution's ability for frequent account verification to confirm registered users' continued use of the solution.
- Describe the process for the system administrators to delete inactive user account information but retaining historical information in already existing forms/reports.
- Describe the end-user password recovery process when the password is forgotten.

User-friendly, intuitive User Interface: Demonstrate that the solution can be learned quickly by non-technical staff.

- Describe the user interface for desktop. Explain how it is intuitive and easy to learn.
- Describe the user interface for Mobile Devices.
- Explain how the solution can be customized by system administrators without being dependent upon the vendor (examples – adding/deleting/changing data fields, labels, creating display/views and menus).
- Describe the ability of individual users to customize their view on a desktop computer.

Document Management: Provide secure document and file management function.

- Define how the solution provides for secure documentation management. Include file types, folder structure (including the number of subfolder levels allowed) and any limitations on file size, file type or folder structure.
- Describe the ability to select multiple documents to upload (e.g. drop and drag or browse to select files).
- Describe the ability to create custom incident reports based on department needs and assign access of specific reports to selected users.
- Describe the ability for each department to maintain documents that will be attached to inmate or client files.

Incident Roster: Provide the ability to maintain a list of incident participants and their positions.

- Define the mechanism for roster for sign-in and sign-out of position-specific roles with real-time time stamps that are also user-modifiable.
- Explain the ability to customize the roster.
- Define the ability for roster sign in and sign out on Mobile Devices.

Reporting Capabilities: Provide reporting solutions.

- Describe the ability to export data to different file types (e.g. Word, Excel, and PDF).
- Explain how to conduct queries throughout the solution and build customizable reports (e.g. adding headers/footers, graphics.).
- Describe the standard reports included in the solution and include sample reports.

Display/Views: Ability to create customizable displays/views.

- Describe the ability for real-time updates of status changes (e.g. non-disruptive auto-refresh).
- Describe the capability to create a display/view of aggregated data into a summary view.
- Describe display/view that visually displays status information reported by subordinate levels, partner agencies (e.g. damage assessment, power outages, critical infrastructure, etc.) and the ability to customize the display/view.
- Describe display/view that allows for the tracking of incident details, statuses, contact information, position name, names of those reporting information, etc.
- Define the solution's ability to color-code the display/view for status changes.
- Describe if the solution has the ability to set and send an email notification when lists/log entries have been updated or added to individual users or positions.
- Describe the standard display/views included with the solution and include sample screen shots.

Task Management/Workflow: Ability to assign tasks to individual users or positions.

- Describe the ability to assign tasks to users or positions.
- Describe the ability to notify users/positions of assigned tasks and the task status.
- Describe the ability to access real-time updates on an open case/incident.

Browser Compatibility: Ability to work with multiple web browsers.

- List the type(s), version(s), and platform(s) of browser software supported by the solution.
- Describe the timeframe for the support of new browser versions (e.g., within 30 days of Release to Manufacturing).
- Describe any limitations for supported browsers software (e.g. functions not available).

Mobile Access Platforms: Ability to function on Mobile Devices/Tablets using multiple mobile platforms.

- Describe how the solution can be accessed using Mobile Devices.
- Define which mobile platforms and devices are compatible with the solution.
- Describe the ability of the solution to upload pictures and documents from a Mobile Device.
- Describe the ability to enter information into event logs from a Mobile Device.
- Describe the ability to create an incident from a Mobile Device.
- Identify which functions of the solution are available on Mobile Devices. Also identify which functions of the solution are not available from Mobile Devices.

Archive Data: Ability to archive data including incidents, daily operations, etc.

- Describe the ability to close/lock/archive inactive incidents.
- Describe the ability to view archived incidents and ability to control who can view archived incidents.

Back-up and Recovery of Data: Provide for security of data, backup and recovery of data.

- Describe the onsite and offsite backup and disaster recovery capability to ensure 24 hours a day, 7 days a week, 365 days a year availability.
- Describe how the data center is secured physically and virtually, as well as any third party industry certifications achieved.
- Describe method for data storage and location(s).
- Explain if there is a Disaster Recovery (DR)/Business Continuity (BC) Plan in place and provide the results of the most recent DR/BC test.

Technical Support: Provide technical support to ensure appropriate and efficient use of the software solution.

- Describe technical support provided and the location of support staff.
- Describe how 24 hours a day, 7 days a week technical support during large-scale planned events or emergencies would be handled.
- Describe the process for submitting problem notifications, defect notices, and change requests; include timing requirements for acknowledgement notification by Contractor.
- Provide data on historical response times and problem resolution metrics.
- Describe the procedure for notifying customers of anticipated service interruptions (e.g. software upgrades, scheduled maintenance).
- Explain the process for requesting customization/modifications to the solution (e.g. custom display/view).

Maintenance Requirements/Expectations: Configuration and routine maintenance of the necessary hardware and software to ensure that the system remains in satisfactory operating condition on a continuous basis are expected to be included in the cost of the proposal.

Compatibility with Existing Systems: None.

Documentation and Training: Provide system documentation and training. All training will be provided on-site at various County buildings in Chambersburg, PA.

- Describe the technical documentation (system architectural diagram, data dictionary, database layout) that is available for the solution. Include documentation available with new releases. Provide a list of the printed and electronic formats (e.g. PDF, HTML, MSWord, online in the application, etc.) that each set of documentation is available.
- Describe the training provided for administrator, train-the-trainer and end users. Include class descriptions and training objectives for users, formats (e.g. instructor led, online tutorials, train-the-trainer, webinars, etc.).
- Provide manuals for the administrator, end user, and train-the-trainer.

Staff Qualifications

- Identify the key staff that the firm will assign to fulfill software solution requirements. Detail who would be the contract manager(s), project manager(s), IT manager, web developer, web administrator, database developer and database administrator and support staff assigned to the software solution.
- Detail the general technical qualifications and expertise of staff to be assigned to the software solution Contract.

Implementation Timeline

Proposers must include a clear and concise timeline in which implementation would be completed. Outline of distinct steps required throughout the implementation process, timeline milestones, target completion dates, etc.

Organization Capabilities: Document a proven history of providing your Incident Management Software solutions to state and federal agencies, counties, local municipalities and private sector partners.

- Describe your firm's experience and capabilities in providing your Incident Management Software solution within the past five years. At least one experience should include implementing a solution to a county or state-level organization and to an organization with a minimum user base of 500, both of which may be satisfied through the same client. Be specific; identify the client, client's organization, implementation timeline, number of users, system hierarchy and results. Also include details concerning follow-up maintenance, support and customization for the client.

References

Proposals must include in their RFPs a list of at least **five clients/buyers/organizations** with whom the proposer has done business like that required by this solicitation within the last two years. Preferably public sector and/or government entities.

For each client/buyer/organization, the proposer must include the name, title, address, and telephone number of a contact person along with a brief description of the project or assignment which was the basis for the business relationship. References may be contacted to assess the quality of work performed and personnel assigned to the project. The results of any reference contacts may be used in the evaluation of the proposal.

VII. RFP Timeline (approximate)

Publish RFP	September 20, 2021
Proposer questions by 3:00pm EST	September 29, 2021
Distribute Responses to Questions	October 6, 2021
RFP Submission deadline by 3:00pm EST	October 21, 2021
Proposal Evaluation	October 22, 2021 – November 5, 2021
Vendor Presentations/Best and Final Offers	November 8, 2021 - November 19, 2021
Selection of Vendor	November 22, 2021 - November 24, 2021
Contract Execution	December 1, 2021 - December 31, 2021
Contract Start Date	January 1, 2022
Implementation Timeframe	January 1, 2022 - March 31, 2022

Proposers are expected to raise any questions, exceptions, or additions they have concerning the RFP document at this point in the RFP process. If a proposer discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP, the Proposer should notify immediately the above named individual of such error and request modification or clarification of the RFP.

VIII. RFP Process and Rules of Participation

Proposal Contents. Proposals shall be typed and submitted on 8.5 by 11 inch paper bound securely. Proposals should be organized and presented in the order and by the number assigned in the RFP. The technical proposal shall not exceed 25 pages.

- 1) **Cover Sheet.** A cover sheet containing the following information:
 - a) RFP Title
 - b) Vendor Name, Address, Telephone Number, and Email Address
 - c) Principal contact person name and contact information
- 2) **Table of Contents.** The proposer must provide a table of contents with page numbers.
- 3) **Executive Summary.** Provide a summary of no more than one page describing how you will meet the goals of the RFP and a summary of the cost information.
- 4) **Vendor's Background and Organization:** In this section provide the following information:
 - a) Number of employees
 - b) Organization chart
 - c) Audited financial statement for the last 3 years
 - d) Background of principals
 - e) Recently completed similar size projects
 - f) A copy of any licenses relevant to this project
 - g) Duration you have been doing business in this service or product line
- 5) **Technical Proposal.** The Technical Proposal must address all items in the Scope of Work and include any other information you believe would be relevant.
- 6) **Cost Proposal.** If not already addressed in the Technical Proposal, the vendor must set forth a cost proposal including line item detail of equipment, labor and all overhead and profit within the proposal.
- 7) **County of Franklin Professional Services Agreement.** The contract between the County and the selected vendor will include the following non-negotiable contract provisions:
 - a) Indemnification of the County.
 - b) Non-indemnification of the contractor.
 - c) Forum selection (Franklin County, PA Court of Common Pleas).
 - d) Choice of law (Commonwealth of Pennsylvania).
 - e) Termination for convenience/termination for cause by the County.
 - f) County ownership of the instruments of service/deliverables.

- g) Prevailing party attorneys' fees.
- h) Nondiscrimination.
- i) Suspension and debarment.
- j) Release of liability in favor of the County.
- k) Non-release of liability of the contractor.
- l) Insurance coverage and County status as an additional insured.
- m) Terms of payment and invoicing, including 45 day payment period.
- n) Data security, confidentiality, and use of County data and information.
- o) Any and all federal and state contract provisions required as a result of grant funding.

The County reserves the right to request additional contract provisions it deems necessary as needed to protect the best interest of the County.

Any confidential or proprietary information should be marked accordingly. Such information deemed by the vendor to be confidential or proprietary shall be easily separable from the non-confidential or non-proprietary sections of the proposal. All responses are subject to the Pennsylvania Right to Know Law, 65 P.S. §§ 67.101-3104, ("RTKL" or Right to Know Law"), which may mandate the release of any and all information and documents submitted by proposer. By submitting a proposal, all proposers acknowledge the County's non-waivable duties under the Right to Know Law, and agree to cooperate therewith.

Any exceptions taken to such mandatory terms may result in rejection of the proposal. Any exceptions to the terms and conditions must be set forth in writing, with reasons for such objection, and alternate language suggested, or is otherwise waived.

Proposal Preparation and Submission. Proposers must submit an Original, two (2) copies, and an electronic version of all materials required for acceptance of their proposal. Electronic copies must be PDF documents accessible via Adobe Acrobat. Proposals must be received in the below office by the specified time stated above. To ensure confidentiality of all documents, proposals must be packaged and sealed.

County of Franklin
Risk Management
272 N. 2nd Street, Suite 900
Chambersburg, PA 17201

The County is not responsible for deliveries that do not reach the Risk Management office by the required due date and time.

For ease of evaluation, the proposal must be presented in a format that corresponds to and references sections outlined within this RFP and must be presented in the same order. Written responses must be clearly identified and placed immediately following the applicable RFP question, statement and/or section. Exceptions/assumptions to this may be considered during the evaluation process.

Proposals are to be prepared in such a way as to provide a straightforward, concise delineation of capabilities to satisfy the requirements of this RFP. Expensive bindings, colored displays, promotional materials, etc., are not necessary or desired. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness and clarity of content.

Unnecessarily elaborate responses beyond what is sufficient to present a complete and effective response to this RFP are not desired and may be construed as an indication of the Offeror's lack of environmental and cost consciousness. Unless specifically requested in this RFP, elaborate artwork, corporate brochures, lengthy narratives, expensive paper, specialized binding, and other extraneous presentation materials are neither necessary nor desired.

If discrepancies are found between two (2) or more copies of the proposal, the Original copy will provide the basis for resolving such discrepancies. If one (1) copy of the proposal is not clearly marked "ORIGINAL," the County may reject the proposal. However, the County may at its sole option, select one (1) copy to be used as the Original.

The County of Franklin, in its continuing efforts to reduce solid waste and to further recycling efforts requests that proposals, to the extent possible and practical, be submitted on recycled paper; not include pages of unnecessary advertising; be printed on both sides of each sheet of paper; and be contained in re-usable binders or binder clips as opposed to spiral or glued bindings.

Evaluation

1. Evaluation Committee. An Evaluation Committee shall be formed and composed of a minimum of five persons who will evaluate the proposals.
2. Scoring. The Evaluation Committee shall score and weigh responsive proposals of proposers that meet the Minimum Qualifications in accordance with the scoring criteria set forth below in this RFP.
3. Presentations. The Evaluation Committee may require all or a short list of proposers to give one or more oral or visual presentations in support of their proposals and/or otherwise demonstrate the information contained therein. Not all Proposers may be invited for demonstrations.

A successful demonstration of the Proposers product(s) and/or service(s) does not constitute acceptance by the County. Any product(s) and/or service(s) furnished by the Proposer for the purposes of this presentation must be identical in every respect to those which will be furnished if a Contract results.

Scoring Criteria. Proposals shall be consistently evaluated and scored in accordance with the following criteria:

- Reporting & incident software, notification system, and tracking system - 45%
- Implementation and Integration plan - 20%
- Written Proposal Cost - 15%
- Project Management & Training Capabilities - 10%
- References & Experience - 10%

The County reserves the right to determine that any proposal received in response to this RFP complies or fails to comply with the terms set forth herein.

Award of Contract. Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the offerors so selected. The County shall not be obligated to accept the lowest priced proposal.

After negotiations have been conducted with each offeror so selected, the County shall select the offeror which, in its opinion, has made the best proposal, and shall award the contract to that offeror. The County reserves the right to reject any or all proposals received prior to contract award. Should the County determine in writing and in its sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror.

Proposals shall be kept confidential until a contract is awarded.

Rules of Participation

1. Communication with the County. From the date this RFP is issued until the award of contract proposer and its staff shall direct all communications relating to this RFP solely to the person set forth on the first page of this RFP.
2. Solely within its discretion, the County may withdraw this RFP prior to award of a contract, postpone this RFP, reject all proposals, or choose not to award a contract as a result of this RFP.
3. Addenda. The County may issue an addendum to this RFP to correct or clarify the solicitation. It is the proposer's responsibility to ensure that it has received all addenda.

Prior to submitting the Proposal Package the proposer should check with the contact person on the first page of this RFP.

4. Modifying Proposals. A proposer may submit a modified proposal to replace all or any portion of a previously submitted proposal up until the submission deadline.
5. Mistakes. The County may waive or modify any mistakes in proposals that are deemed to be not material.
6. The County shall not be bound by any oral or written representations, statements or explanations other than those made in this RFP or in formal written addenda issued to this RFP.
7. Proposal. The proposal is a written offer and shall be irrevocable for six months. The offer may not be withdrawn after the submission deadline. Modifications to or withdrawals of a proposal after the submission deadline shall not be considered.
8. Costs. Prices offered by the vendors in their proposals are an irrevocable offer for the term of the contract and any contract extensions. The awarded vendor agrees to provide the purchased services at the costs, rates, and fees as set forth in their proposal in response to this RFP. No other costs, rates or fees shall be payable to the awarded vendor for implementation of their proposal. Systems and software upgrades shall be included as part of the maintenance agreement at no additional cost for the duration of the contract term.

The County shall not be liable for any costs incurred by proposers in the preparation of proposals or for any work performed in connection therewith. Costs of developing the proposal or any other such expenses incurred by the vendor in responding to the RFP, are entirely the responsibility of the vendor, and shall not be reimbursed in any manner by the County.

9. Conditions of Award. All proposed awards will be subject to compliance with the County's legal requirements, vendor responsibility determination, and approval by its internal governing bodies.
10. Right-to-Know. Offeror understands that this request for proposal and records related to or arising out of this solicitation are subject to requests made pursuant to the Pennsylvania Right-to-Know Law.
11. Reservation of Rights. The County of Franklin's name, logo, crest, seal, etc. shall not be used without prior, expressed, written consent of the County.