

# CITY OF LA HABRA HEIGHTS



## REQUEST FOR PROPOSALS

### FIRE PERSONNEL SCHEDULING AND WORKFORCE MANAGEMENT SYSTEM

City of La Habra Heights  
1245 N. Hacienda Road  
La Habra Heights, CA 90631

Fabiola Huerta  
City Manager  
(562) 694-6302  
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**Proposals Due: April 16, 2020 by 2:00 PM**

## **INTRODUCTION**

This Request for Proposal (RFP) is issued on behalf of the City of La Habra Heights (hereinafter referred to as the "City").

The City is interested in securing a proposal for a Fire Personnel Scheduling and Workforce Management System. This Request for Proposal (RFP) does not commit the City to enter into a contract, nor does it obligate the City to pay for any costs incurred in preparation and submission of the proposal or in anticipation of a contract.

## **CITY BACKGROUND**

La Habra Heights is a small, unique community located approximately 25 miles east of Los Angeles on the border of Orange and Los Angeles counties. The La Habra Heights Fire Department is a combination fire department comprised of volunteer or part-time/paid personnel, providing the same all-risk hazard mitigation to a community of 5,325 residents expected of a fully paid professional Fire Department. The La Habra Heights Fire Department is a unique combination fire department, staffing one Type I ALS Engine with 5 firefighters 24/7/365 and a Type III engine with 5 firefighters 85% of the time. The 75 member Department consists of a Part-Time paid Fire Chief, a Full-Time paid Assistant Chief, a SAFER Recruitment and Retention Officer, 3 full time paid Engine Captains, 5 part-time/paid Engine Captains, 14 part-time paid FF/Paramedics and 50 volunteer Firefighters. LHHFD's Firefighter turnover rate is approximately 60% per year.

## **TIMELINE/SCHEDULE OF EVENTS**

Following are key dates for this RFP. The City reserves the right to make modifications.

- Issue RFP – Thursday, March 19, 2020
- Respondent Questions Due – Tuesday, April 2, 2020
- Responses to Respondent's Questions Posted – Thursday, April 9, 2020
- Proposals Due – Thursday, April 16, 2020
- Respondent Interviews/Demos – TBD
- Council Approval – Monday, May 11, 2020

**The City will make every effort to administer the proposal process in accordance with the terms and dates discussed in this Request for Proposal.**

**The City reserves the right to modify the proposal process and dates as it deems necessary and/or to reject any or all responses to this RFP and to waive any informality or irregularity in this RFP or in responses, to negotiate with all qualified respondents, or to cancel, in part or in its entirety, this RFP, in the best interest of the City. This RFP does not commit the City to award a contract, or to procure or contract for services or goods.**

**Before award, respondents may be required to furnish evidence of capability, equipment, and financial resources to adequately perform the job.**

## **SCOPE OF SERVICES**

The City is seeking to secure a qualified software development firm to create and implement a Fire Personnel Scheduling and Workforce Management System to support the operations of the La Habra Heights Fire Department. It is the City's intent to enter into a three year agreement. The City is looking to replace the Fire Department's current Fire Personnel Scheduling and Workforce Management System that was created in-house within the FileMaker Pro Database software and has been in use since 2016.

The City's objective is to replace what is currently in place with an intuitive Fire Personnel Scheduling and Workforce Management System. This system must be clear, simple, and flexible for all users to navigate and input data.

First and foremost the respondent must address and integrate the following features that are essential to the daily operations of the Fire Department.

### *Daily Scheduling/Shift Assignments*

The system must have the ability to schedule/assign fire personnel working on a given day. Firefighters work a 24 hour schedule and are assigned a day of the week. As an example, Firefighters are assigned to a Tuesday shift and would be required to work that shift each week. This differs from the typical "Kelly" Firefighter Schedule.

### *Timekeeping*

The system must track fire personnel attendance and export to the City payroll system.

### *Integration with CivicHR Job Applicant Tracking Software*

This system must have the ability to import applicant data, such as contact information, from CivicHR to the Fire Personnel Scheduling and Workforce Management System.

## **WORKFORCE MANAGEMENT SYSTEM**

### ***Personnel Information***

The system must have the ability to compile a database of personnel information for all active and separated fire personnel, this includes, but is not restricted to: photo identification, contact information, hire and separation date, position, title, emergency contact; and recognition and disciplinary remarks.

### ***Personal Protective Equipment (PPE) and Badge Inventory***

This system must have the ability to track equipment inventory including issued Personal Protective Equipment (PPE), Uniforms and Badges.

### ***Training***

The system must have the ability to input and track a variety of training classes and generate reports based on NFPA and/or ISO standards.

### ***Fire/EMS Certification***

The system must have the ability to input and track Fire/EMS Certifications.

### ***Flexibility***

The system must allow for departmental user to create new forms, documents, and reports as needed.

### **Note:**

**Proposed submittals shall include a detailed breakdown of costs associated with migrating the data stored in the current system to the new Fire Personnel Scheduling and Workforce Management System.**

## **PROJECT MANAGEMENT**

The City is looking for a respondent that can offer a turn-key solution. The implementation process will need to include project controls and processes that will ensure a smooth roll-out. Respondents are required to provide information on their project planning and implementation approach including specific tasks and a project plan with a detailed timeline and labor hours of project completion. Proposals should clearly outline the respondent's methodology and address the following items.

- *Project Planning Process/Methodology/Project Plan*
- *Training (IT Staff Employees/General Users)*
- *Documentation (Full System and Training Equipment)*
- *Implementation Support*

## **RESPONDENT OPERATING PROCEDURE**

Responses should include a description of the respondent's procedures for doing business including project management and technical support. This can include but is not limited to the following:

- Describe the roles and organization of a dedicated respondent support team, including a corporate support team. Include a respondent list of sales and support team members.
- Describe company's technical support system, response and problem resolution procedures.
- What characteristics set the respondent team apart? Describe unique examples of product, service or added value.
- What new technology and additional products or services does the respondent team plan to utilize in the near future that would be advantageous to the City?

## **TRAINING**

Include explanation of how training will be provided for key City personnel. The training should include, at a minimum, technical training for IT staff that covers topics such as installation, configuration and maintenances of the proposed system. Also at a minimum, training should be provided to end-user of the proposed system. List, in specific terms, the technical and end-users training elements with expected timeframes using general benchmarks, i.e. upon delivery, the next working day after installation, etc.

## **WARRANTY AND SUPPORT**

Provide support services options. Include information about customer support services, trouble reporting and whether support is local, area or regional.

## **RESPONSE SUBMISSION**

In order to facilitate the analysis of responses to the RFP, respondents are required to prepare their proposals in accordance with the instructions outlined in this section. Respondents who deviate from these instructions may be considered non-responsive and may be disqualified at the discretion of the City. Proposals should be prepared in a concise manner and provide sufficient detail and description of the respondent's capabilities to satisfy the requirements of this RFP. A proposal shall constitute an irrevocable offer for 90 days following the deadlines for its submission. All proposals will be confidential until selection of a respondent or final rejection of all proposals by the City Council at which time all proposals will be public information.

Proposal due date: Thursday, April 16, 2020 at 2:00 P.M. Any proposal received after 2:00 p.m., Thursday, April 16, 2020 will be returned unopened.

**Proposal must be typewritten**

Three (3) complete original sets of each proposal and an electronic copy on a thumb drive must be submitted. An officer of the proposing company must sign all originals, including all required documentation. Proposals must be submitted in a sealed envelope, marked on the outside as follows:

**REQUEST FOR PROPOSAL: No. 2020-02  
FIRE PERSONNEL SCHEDULING AND WORKFORCE MANAGEMENT SYSTEM**

**Proposals must be mailed/delivered to:**

**City of La Habra Heights  
ATTN: Fabiola Huerta, City Manager  
1245 North Hacienda Road  
La Habra Heights, CA 90631  
(562) 694-6302**

**Proposals by facsimile transmission will not be accepted**

All proposals become the property of the City upon receipt and will not be returned. Any information deemed to be confidential by the respondent should be clearly noted on the page(s) where confidential information is contained. However, the City cannot guarantee that it will not be compelled to disclose all or part of any public record under the California Public Information Act, since information deemed to be confidential by the respondent may not be considered such under California law, or a judicial ruling.

Any cost or expense incurred by the respondent that is associated with the preparation of the proposal or during any phase of the selection process, shall be borne solely by the respondent.

## **PROPOSAL FORMAT**

Responses to this RFP should include a cover page and a signed letter of transmittal followed by a table of contents. Proposals should be organized into the following major sections and provide sufficient detail for the City of La Habra Heights to make an informed decision and comparison of proposals. Emphasis should be given to accuracy, completeness, and clarity of content. Additional information such as marketing brochures and promotional materials may be included but should be at the end of the proposal in an appendix.

The proposal should include costs associated with the full completion of the Fire Personnel Scheduling and Workforce Management System project.

## **EXECUTIVE SUMMARY**

A brief narrative is not to exceed three (3) pages describing the proposed system.

## **RESPONDENT BACKGROUND**

Provide respondent background information including description of products and services and respondent history. Responses should address the following items and may include other information that the respondent believes would be relevant to the City in light of the information in this RFP.

- *Respondent History*
- *Product Focus*
- *Years in Business*
- *Key Partnerships and Alliances*
- *Government Contracts (e.g. SMAS, GSA)*
- *Respondent Offices/Locations*
- *Number of Customers*
- *Number of Customers proportional to our size of organization*
- *Number of public agency Customers*
- *A description of the respondent team*
- *Resumes of key respondent team members*

## **PROPOSED SOLUTION**

Provide a narrative of the proposed solution including listing of all hardware and software components. Responses should address all items identified in the requirements sections as previously noted as well as, in a separate section, other optional features recommended by the respondent.

The respondent should highlight features and capabilities that the respondent feels are the strength of the proposed solution. The section should include the following major parts.

- *Solution Overview*
- *System Functionality*
- *Technical Specifications*
- *System Requirements including specific proposals regarding each of the following:*
- *Hardware*
- *Software and User Features*
- *Security, Maintenance, and Support*

Implementation Requirements including specific proposals regarding each of the following.

- *Project Management*
- *Respondent Operating Procedures*
- *Training*
- *Warranty and Support*

Provide a detailed work plan including respondent's methodology for implementing the proposed solution. This section should address all key phases including project planning, configuration, testing, rollout and support. Responses should include implementation plan considerations including estimated timeframe and deliverables for various stages of the project. Responses should include a discussion of resources required by City staff including IT personnel and end-user training for the implementation as well as skills required to support the new system

Respondents should discuss any potential upgrades/changes that are required or recommended as part of the solution that is deemed outside the scope of work such as additional features or components. Respondents should discuss technology/platform strategy and future upgrade plans that will assist in the decision process.

### **RESPONDENT REFERENCES**

Proposal must include a minimum of three (3) references for directly applicable projects preferably with a California government agency. References should include an overview of the solution provided including hardware and software components. Additional references are allowable if the respondent chooses. Include the contact person who was directly responsible for overseeing the implementation/completion for each of the referenced projects. Proposals must include the name of the client/agency, contact information (name, phone number and/or email address) and the dates the services were provided.

## **COST PROPOSAL**

Proposal must include the proposed cost. Respondents should clearly indicate the level and type of support to be provided in detail that relates to their proposed ongoing “maintenance and support costs”. This should include hours of operation for support or available support plans with associated costs. Provide a copy of the proposed form of agreement or agreements for services to be provided.

Cost proposal should identify any hardware and software required to implement the system. Cost proposals should include the following cost components:

- Equipment (Hardware and Software)
- Implementation Services
- Training
- Support
- Optional Items
- Other

## **SELECTION PROCESS**

The City will review and rank all proposals. The City may decide to interview potential respondents. Key criteria to be used by the City in selecting a Respondent to include the following:

- *Clarity of Proposal*
- *Demonstrated success in similar projects; particular attention will be paid to proposals from businesses with experience implementing Fire Personnel Scheduling and Workforce Management Systems for Fire Departments*
- *Responsiveness of the proposal to the City’s objective and scope of work*
- *The technical ability, capacity, and flexibility of the proposer to perform the scope of work*
- *Total cost of proposal*

City staff will review all proposals, and will seek approval from the City Council for the respondent that City staff determines is the most qualified proposal that best meets the needs of the City. The successful respondent will enter into a contract with the City incorporating all prescribed requirements and conditions of this request for proposal. If the successful respondent refuses or fails to execute the contract, the City may consider the next most qualified respondent. The City shall be the sole judge as to the successful respondent.

## **DISCRETION AND LIABILITY WAIVER**

The City reserves the right to reject all proposals or to request and obtain, from one or more of the respondents submitting proposals, supplementary information as may be necessary for City staff to analyze the proposal. The City may require respondents to participate in additional rounds of more refined submittals before the ultimate selection of a respondent is made. These rounds could encompass revisions of the submittal criteria in response to the nature and scope of the initial proposals. The City may negotiate with one or more respondents, and may contract with one or more respondents as the City deems appropriate.

It is the City's intent to choose the most qualified proposal, but the City reserves the right to reject all or choose any number of qualified proposals.

## **INQUIRIES**

Respondents are encouraged to promptly notify the City, in writing, of any clarification of information contained in this RFP.

Any requests for clarification or other questions regarding this RFP from qualified respondents must be submitted in writing or via e-mail with a subject header of "Fire Personnel Scheduling and Workforce Management System RFP questions" to the below contact by 12:00 pm, Tuesday, April 2, 2020.

If inquiry is made in writing, please write to:

City of La Habra Heights  
ATTN: Tim Peel, Assistant Fire Chief  
1245 North Hacienda Road  
La Habra Heights, CA 90631

If inquiry is made via e-mail or via phone call, please contact:

Tim Peel, Assistant Fire Chief  
Email: TPeel@Lhhcity.org  
Telephone: 562-694-8283 Ext. 332

Responses will typically be provided via an addendum posted on the City of La Habra Heights website ([www.Lhhcity.org](http://www.Lhhcity.org)) by 6:00 p.m., Thursday, April 9, 2020. The identity of the respondent asking the question will not be posted. The City does not expect to respond to inquiries received after Thursday, April 9, 2020; in the event that the City chooses to respond to such inquiries, however, it will post the responses on the City's website.

## **RFP TERMS AND CONDITIONS**

Specific terms and conditions for this RFP are listed below:

- A. This RFP does not obligate the City to award a contract, and the City reserves the right to cancel the solicitation if appropriate. The City reserves the right to negotiate the specific requirements and fees using the selected proposal as a basis. Late or incomplete proposals will not be considered. The City reserves the right to determine the completeness of all proposals.
- B. The City is not required to select the proposal that yields the lowest price or costs. The City may reject all proposals when, in its sole discretion and opinion, none meet the requirements or specifications of this RFP, the benefits derived will be less than anticipated or desired, or the rejection is in the best interest of the City. If all proposals are rejected, the City may or may not request additional proposals.
- C. In the event it becomes necessary to revise any part of this RFP, an addenda will be provided in writing to all respondents receiving the RFP from the City.
- D. Costs for developing responses to this RFP or for other costs incurred prior to the award of contract are entirely the responsibility of the respondent and shall not be chargeable to the City.
- E. An official authorized to bind the proposer to the proposal shall sign the proposal.
- F. Proposals must be valid for a minimum of 120 calendar days. The contents of the proposal and the RFP will become a contractual obligation.
- G. The City reserves the right to expand or diminish the scope of work subject to negotiation with the selected respondent.
- H. Respondents shall comply with all Federal, State, and local regulations governing all aspects of the project, including conflict of interest laws and regulations.
- I. The selected respondent shall defend, indemnify, save and hold harmless the City, its officers, agents, and employees, from any demands, claims, suits, damages, or actions that may be brought by third persons on account of bodily injury or death, personal injury, damage to property or personal interest, or violation of any law, regulation or ordinance, where the third person's loss, demand, claim, suit, damages, or action arises in whole or part out of any negligent or other act or omission of the respondent's agency or its officers, employees, and agents, while performing the services agreed to save and except those actions arising out of the sole negligence of the City.
- J. The submitted RFP will become an Exhibit to the City's Professional Service Agreement (see attached) as part of the scope of services and cannot be modified in any way after the City has made its selection of a respondent.
- K. The selected respondent shall not transfer the responsibility for any part of their contractual obligation without prior written approval of the City.

## **STANDARD CONTRACT**

Prior to the award of any work, the City and the selected respondent shall enter into a written contract. The City of La Habra Heights' standard agreement for professional services contract can be provided upon request.

## **CONFLICT OF INTEREST**

The respondent agrees that, for the term of this contract, no City Council Member or other appointed official, officer or employee of the City La Habra Heights, shall have any direct interest in the contracts or any direct or material benefit arising therefrom.

Respondents must provide a list of any potential conflicts of interest in working for the City of La Habra Heights. This must include, but not limited to, a list of respondent's clients and a brief description of work for these clients. Respondents must also identify any other clients (including public entities), which may pose a potential conflict of interest, as well as a brief description of work provided to these clients.

This includes payment of income, gifts or other compensation to or from a City Council Member or any companies a Council Member is affiliated with.

This list must include all potential conflicts of interest prior to the release of this RFP as well as current and future commitments to other projects.

Principals and those performing work for the City of La Habra Heights may be required to submit a California Fair Political Practices Commission (FPPC) Form 700: Statement of Economic Interests documenting potential financial conflicts of interest. For additional information, proposers should refer to the FPPC website at [www.fppc.ca.gov](http://www.fppc.ca.gov).

If there is reason to believe that Conflict of Interest information was not provided to the City or falsified, willfully or through error, the respondent will be rejected and disqualified.

### **Additional Submittal Information**

The City assumes no responsibility for delays caused by delivery service. Postmarking by the due date will not substitute for actual receipt.

All costs incurred during a respondent's preparation or in any way associated with the respondent's preparations, submission, presentation, or oral interview, if held, shall be the sole responsibility of the respondent.

If awarded a contract, the respondent is liable for all errors or omissions contained in the proposal.

By submitting a Proposal, Respondent's represents that: (1) Respondent has thoroughly examined and is familiar with the Work required under this RFP, (2) Respondent comprehends all conditions that may impact the Proposal, (3) Respondent has reviewed all addenda, and (3) Respondent is capable of providing the equipment, goods and services necessary to perform the work and/or meet the specifications outlined in this RFP, in a manner that meets the City's objectives. Failure to examine the documents and inform itself shall be at the respondents own risk. A respondent shall have no claim against the City based upon ignorance of or misunderstanding of the RFP documents. Once the award has been made, failure of a respondent to have read all of the conditions, instructions and the agreement shall not be cause to alter any term of the agreement nor shall such failure provide valid grounds for a respondent to seek additional compensation.

All respondents and prices set forth therein shall be deemed to include applicable taxes. The respondent shall be appropriately licensed in accordance with the laws of the State of California for the work to be performed. The cost for any required licenses or permits shall be the responsibility of the successful respondent. The successful respondent is liable for any and all taxes due as a result of the contract.

The City reserves the right to reject any and all proposals; to request additional information concerning any statement for purposes of clarification or to reject proposals which are incomplete, obscure or irregular; to accept or negotiate modifications to any statement following the deadline for receipt of all statements; and to waive any irregularities if such would serve the best interests of the City.