



## Unified Fire Authority

Request for Proposal # 2023-08

# **POLICY MANAGEMENT SOFTWARE SOLUTION**

## ***INFORMATION & REQUIREMENTS***

### **I. OBJECTIVE & OVERVIEW**

Unified Fire Authority (“UFA”) is soliciting competitive sealed proposals from qualified offerors to provide a user-friendly, integrated, cloud-based Policy Management Software Solution.

Nearly every task in the UFA Administration is aided by a dedicated software system that streamlines processes, records activities, and generates reports for regulatory bodies. Policy and procedure management is currently below the technological curve. Significant time is spent creating and maintaining the valuable asset of UFA’s policies and procedures. UFA is seeking to procure a web-accessible policy management program to streamline the process:

- Manage the policy development/policy revision process
- Assign employee acknowledgments
- Searching capabilities

### **II. CRITERIA FOR EVALUATION**

**Awards will be based on the following:**

|                                                 |     |
|-------------------------------------------------|-----|
| Qualifications and Experience_____              | 20% |
| Scope of Work and Technical Specifications_____ | 30% |
| Approach to Services_____                       | 20% |
| Fee Proposal _____                              | 30% |

### **III. QUALIFICATION OF OFFERORS**

All work as defined in the proposal content must be completed without the need for additional requests for proposals or bids.

### **IV. PROPOSAL SUBMISSION**

- ❑ Sign and return the **Proposal Response Cover Sheet (ATTACHMENT 1)**. The form must be signed by a company representative authorized to bind the Offeror contractually.

- ❑ Submit all required information as outlined in the **Proposal Content and Evaluation Criteria** section of **ATTACHMENT 1**.
- ❑ **Submit one cost proposal in a separate attachment labeled "Cost Proposal."**  
Failure to submit the cost proposal separately may result in a rejection of the offeror's proposal.
- ❑ Proposals must be limited to 30 pages.
- ❑ UFA allows for quotations to be submitted electronically. Electronic quotations may be submitted through a secure mailbox at SciQuest, <http://bids.sciquest.com/apps/Router/PublicEvent?CustomerOrg=StateOfUtah> until the date and time indicated in this document. It is the sole responsibility of the supplier to ensure their quotation reaches SciQuest before the closing date and time. There is no cost to the supplier to submit Unified Fire Authority electronic quotations via SciQuest. Here is a link to the Division of Purchasing's website where it provides training materials for vendors on the SciQuest platform - <http://purchasing.utah.gov/for-vendors/> Electronic quotations may require the uploading of electronic attachments. The submission of attachments containing embedded documents is prohibited. All documents should be attached as separate files.
- ❑ **Submission Deadline: 11:00 AM (MST) Wednesday, August 9, 2023.**
- ❑ **Proposals received after the deadline will not be considered.**
- ❑ Proposals will then be sent to the UFA appointed Selection Committee for evaluation.

## V. **ACCEPTANCE**

- A. Any proposal received will be considered an offer, which may be accepted by UFA based upon initial submission without discussions or negotiations.
- B. By submitting a proposal in response to this Request, Offeror agrees that any proposal it submits may be accepted by UFA at any time within ninety (90) days from the date of submission deadline.
- C. UFA reserves the right to reject any or all proposals and to waive minor technicalities and irregularities in proposals received, and/or to accept any portion of the offer if deemed in the best interest of UFA. Failure of Offeror to provide, in its proposal, any information requested in the RFP may result in rejection for non-responsiveness.
- D. The UFA may accept all or part of any offer and may make multiple awards. Offerors shall identify volume discounts if any or all products are selected.

## VI. ADDITIONAL INFORMATION

For additional information concerning the services specified in this Request for Proposal, interested parties may contact Erica Langenfass via email at [elangenfass@unifiedfire.org](mailto:elangenfass@unifiedfire.org). Correspondence between suggested offerors and UFA must be in written format.

### **IMPORTANT NOTICE:**

**PRE-PROPOSAL CONFERENCE: Offers are advised there will be a Pre-Proposal Conference held virtually on Tuesday, August 1, 2023 at 1:00 PM (MST):**

Join Zoom Meeting

<https://us06web.zoom.us/j/89436549611?pwd=NEJUQllEaGwzV1B0elZTcmFBL1p3dz09>

Meeting ID: 894 3654 9611

Passcode: 659419

**All interested offerors must email Erica Langenfass at [elangenfass@unifiedfire.org](mailto:elangenfass@unifiedfire.org) to attend virtually. The purpose of this conference will be to clarify any information provided and to answer questions regarding this RFP. If UFA omits anything from this RFP that is necessary for a clear understanding of the RFP, or if the instructions are unclear or in conflict, or if the Offeror has any question or objection about any part of the RFP or any of its parts, the prospective Offeror will bring such matter to UFA's attention at the Conference. If necessary, a written addendum will be issued to all prospective Offerors that attend the Conference. Questions or objections to the RFP or any of its parts not submitted prior to or at the Conference will not receive consideration.**

For information concerning Request for Proposal procedures and regulations (i.e., submission deadline, forms required, etc.), or Americans with Disabilities (ADA) accommodations, interested parties may contact Erica Langenfass, Purchasing Agent, via e-mail at [elangenfass@unifiedfire.org](mailto:elangenfass@unifiedfire.org) or Telecommunications Relay Services (TRS) at 711.

# ATTACHMENT 1

## Proposal Response Cover Sheet PROPOSAL FOR POLICY MANAGEMENT SOFTWARE SOLUTION



**TO:** Unified Fire Authority  
**Policy Management Software Solution**  
3380 South 900 West  
Salt Lake City, Utah 84119

The undersigned, having carefully read and considered the Request for Proposal to provide a Policy Management Software Solution does hereby offer to perform such Plan on behalf of UFA, in the manner described and subject to the terms and conditions set forth in the attached proposal.

### OFFEROR

Company Name: \_\_\_\_\_

Doing business as:  **an individual**  **a partnership**  **a corporation** (*mark appropriate box*), duly organized under the laws of the State of \_\_\_\_\_.

BY: \_\_\_\_\_  
(Signature of authorized representative) (Please Print or Type Name)

### PRINCIPAL OFFICE ADDRESS:

Street Address \_\_\_\_\_

City \_\_\_\_\_ County \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_

Telephone (\_\_\_\_) \_\_\_\_\_ Fax (\_\_\_\_) \_\_\_\_\_

Mailing Address \_\_\_\_\_

E-mail Address \_\_\_\_\_

### TAXPAYER IDENTIFICATION NUMBER:

(Attach IRS Form W-9 "Request for TIN and Certification")

Employer I.D. No. \_\_\_\_\_ **OR** Social Security No. \_\_\_\_\_  
(Corporation or Partnership) (Individual)

**ALL PROPOSALS MUST INCLUDE THIS COVER SHEET & THE PROPOSAL CONTENT  
& EVALUATION REQUIREMENTS LISTED ON NEXT PAGE**

# **PROPOSAL CONTENT & EVALUATION CRITERIA**

## **POLICY MANAGEMENT SOFTWARE SOLUTION**

**PROPOSALS SUBMITTED FOR EVALUATION MUST INCLUDE, AT A MINIMUM, THE FOLLOWING INFORMATION AND MATERIALS:**

### **A. GENERAL**

The offeror shall furnish a policy management software solution. The offeror will be able to comply with the following:

Please see the attached documents for recommended specifications and scope of work.

### **B. QUALIFICATIONS**

- A statement of the company's experience and qualifications to meet the requirements of the Scope of Work. Describe any experience directly with the public sector and/or fire service industry. Include a general overview and history of your company, years in business, number of employees, corporate headquarters location, and where you do business.
- Identify proposed staff members who would be involved in providing the services requested herein and submit statements or resumes detailing their qualifications.
- Detail your company's experience in providing the services requested herein for similar customers of similar size, with dates of performance and/or completion, customer name, contact person, and telephone numbers. Also, provide at least one customer that has not renewed their contract or terminated services in the last 1-3 years.
- Provide an organizational chart and an organizational chart for the primary project team.
- Provide details regarding future plans, including possible acquisitions, projects, and developments that are forthcoming.
- In addition to the information and qualifications specified above, identify any special knowledge or skills provided by your firm that may be related or helpful to the services requested herein.
- Provide a sample contract for review.

### **C. PROPOSED APPROACH TO SERVICES**

- A. Provide a statement of your understanding of the service requested and a general description of your proposed approach to the Scope of Work.
- B. Detail how your proposed program works.

- Describe the software program and include how it functions, its appearance, ease of use, etc.
  - What does UFA have to do or provide to start using the program? List all UFA responsibilities in regard to starting the exchange of information through the proposed program.
- C. Describe the training that you will provide to UFA.
- D. Provide a detailed listing of any and all ongoing maintenance and product support recommendations or support/maintenance packages you offer (if any) that would be available.
- E. Include what technical support you provide and your ability to respond to problems, including (1) online availability of support information; (2) 10, 12, 24-hour, or other telephone support; and (3) expected response times after problems are reported.
- F. Describe system security features, such as passwords (including changes and deletions) and user identification numbers. Identify any limitations on the number of UFA users authorized to use the system/software.
- G. Include a copy or sample of any software licensing agreement that you require to be signed by UFA. Include a description of software ownership during the term of the resulting agreement and after termination.

**D. PROPOSED FEES**

Provide a complete description of all fees to be billed to UFA (Exhibit B – Pricing Schedule). Fees not listed on the RFP response will not be allowed.

**ORAL INTERVIEWS AND ONSITE INSPECTIONS MAY BE CONDUCTED WITH ONE OR MORE PROSPECTIVE OFFERORS.**

**THE DECISION OF UFA'S SELECTION COMMITTEE SHALL BE FINAL AND CONCLUSIVE.**

# ATTACHMENT 2

## General Proposal Instructions & Information



### I. AWARD BY WRITTEN AGREEMENT

The Offeror selected to provide the services/products will be required to enter into a written agreement.

- Signature on the Proposal Cover Sheet acknowledges that the Offeror is willing to enter into an Agreement if awarded the contract.
- If Offeror has any exceptions to request, the procedures stated under Paragraph IV, EXCEPTIONS, of this section must be followed.

### II. PREPARATION OF PROPOSALS

- A. Failure to read the Request for Proposal and these instructions will be at the Offeror's own risk.
- B. All prices and notations must be typewritten or printed in ink. Erasures are not permitted. Errors may be crossed out and corrections made in ink or by typewriter adjacent to the corrected error. All corrections must be initialed in ink by the person signing the proposal.
- C. Corrections and/or modifications received after the closing time specified will not be accepted.

### III. PROPOSAL INFORMATION

- A. Discussions with Offerors. UFA may conduct discussions and site inspections with Offerors who submit proposals determined to be reasonably susceptible to being selected for award. However, proposals may be accepted without such discussions or inspections, at UFA's option.
- B. Equal Opportunity. UFA will make every effort to ensure that all Offerors are treated fairly and equally throughout the entire advertisement, review and selection process. The procedures established herein are designed to give all parties reasonable access to the same basic information.
- C. Cost of Developing Proposals. All costs related to the preparation of the proposals and any related activities are the sole responsibility of the Offeror. UFA assumes no liability for and will not reimburse any costs incurred by Offerors throughout the entire selection process.

- D. Proposal Ownership. All proposals, including attachments, supplementary materials, addenda, etc., will become the property of UFA and will not be returned to the Offeror.
- E. Rejection of Proposals.
- UFA reserves the right to reject any or all proposals received. Furthermore, UFA will have the right to waive any informality or technicality in proposals received when in the best interest of UFA.
  - No proposal will be accepted from, or agreement awarded to, any person, firm or corporation that is in arrears to UFA, upon debt or contract or that is a defaulter, as surety or otherwise, upon any obligation to UFA, or that, based upon its past business practices, may be deemed irresponsible or unreliable by the Chief Financial and Legal Officers. Offerors may be required to submit satisfactory evidence that they have the necessary financial resources to perform and complete the work outlined in this RFP.
- F. Failure to Submit a Proposal. Failure to submit a proposal (or to advise UFA's Chief Financial Officer that future Requests for Proposal are desired) may result in the removal of your firm from the prospective Offerors list.

#### IV. EXCEPTIONS TO PROPOSAL

An exception to any term or condition set forth in this proposal must be clearly identified in the response to this RFP. **Exceptions or deviations to any of the terms and conditions must not be added to the proposal pages but must be submitted in a separate document accompanying Offeror's proposal identified as "Exceptions."** Such exceptions will be considered in the evaluation and the award processes. UFA will be the sole determiner of the acceptability of any exception.

#### V. CONFIDENTIALITY

All responses, inquiries, and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits, and other documentation produced by the Offeror that is submitted to UFA, as part of the proposal or otherwise, will become the property of UFA when received by UFA and may be considered public information under applicable law. UFA is subject to the disclosure requirements of the Government Records Access and Management Act, ("GRAMA") Title 63G, Chapter 2, Utah Code Annotated. UFA generally considers proposals and all accompanying material to be public and subject to disclosure. **Any material considered by the Offeror to be proprietary must be accompanied by a written claim of confidentiality and a concise written statement of reasons supporting the claim as required by GRAMA §63G-2-309. Blanket claims that the entire RFP is confidential will be denied.** UFA cannot guarantee that any information will be held confidential. If the Offeror makes a claim of confidentiality, UFA, upon receipt of a request for disclosure, will determine whether the material should be classified as public or protected, and will notify the Offeror of such determination. The Offeror is entitled under the GRAMA to appeal an adverse determination. **UFA is not obligated to**

**notify the Offeror of a request, and will not consider a claim of confidentiality, unless the Offeror's claim of confidentiality is made in a timely basis and in accordance with the GRAMA.**

**VI. REPRESENTATION REGARDING ETHICAL STANDARDS**

The Offeror certifies that it has not: (1) provided an illegal gift or payoff to a UFA officer or employee or former UFA officer or employee, or his or her relative or business entity; (2) retained any person to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, other than bona fide employees or bona fide commercial selling agencies for the purpose of securing business; or (3) knowingly influenced, and hereby promises that it will not knowingly influence, any UFA officer or employee or former UFA officer or employee to breach any ethical standards set forth in UFA's conflict of interest policy or any of the provisions of Utah Code Title 67, Chapter 16.

# **Exhibit “A”**

## **SCOPE OF WORK AND TECHNICAL SPECIFICATIONS**

### **POLICY MANAGEMENT SOFTWARE SOLUTION**

Unified Fire Authority (“UFA”) is soliciting competitive sealed proposals from qualified offerors to provide a user-friendly, integrated, cloud-based POLICY MANAGEMENT SOFTWARE SOLUTION. Offeror should indicate whether this is achievable and provide a project schedule.

Please address the following elements when submitting your proposal:

#### **I. Policy Management**

- A. The system must be able to store and manage multiple file types, including, but not limited to, Word Docs, PowerPoint, Excel Spreadsheets, PDFs, videos, images, and more. List supported file types.
- B. The system must be able to assign content to individual users or groups of users for review and acknowledgment, including notification to the user that a policy has been assigned. Describe the system’s assignment and notification capabilities.
- C. The proposed system must provide a way for users to digitally sign a policy, as well as provide a report of all users who have or have not signed the assigned policy, a timestamp of when it was signed, and an audit trail of all their previous reviews/signatures of that policy. Describe how this will be accomplished.
- D. The system must provide a structure to keep individual policies organized into a folder structure. Describe the proposed systems folder capabilities.
- E. All users should be able to search the system by file name, tag, “keyword,” “key phrase,” as well as full-text search of any file in the system. Describe the system’s search functionality.
- F. The system must provide a means to store and recall archived versions of policy documents, including records of when users signed which version. Describe the system’s archival capabilities.
- G. The proposed system must provide workflows to route and track policy-revision approvals, including tracking edits, recording approvals, auto-advancing to the next workflow step, and tracking comments on policy changes. Describe the system’s workflow capabilities.
- H. To speed up comprehension by end users, the system should indicate which portions of the policy have changed and compare it to the previous version. Describe how this will be accomplished.
- I. The system must provide the ability to do a full export of content at any time. Describe the system’s export capabilities.
- J. The system must distribute non-editable files to end users via PDF. Describe how this will be accomplished.

- K. Ability to hyperlink to internal and external reference materials.
- L. Describe the system's ability to update across all policies associated with hyperlinks.
- M. The proposed solution must have a system for managing users, including roles and user groups, and assigning permissions to content based on roles and/or group membership. Describe the system's user and group membership capabilities.
- N. Describe how users may access policies.

## **II. Reporting & Dashboards**

- A. Describe the system's reporting and dashboard capabilities, including the types of reports or dashboards that are available.
- B. Describe the system's ability to run compliance reports on individual users and groups.
- C. Describe the system's ability to run compliance reports on individual pieces of content or content types (e.g., all policies or all training courses).
- D. All report information must be updated in real-time. Describe how this is accomplished.
- E. Provide a sample report and/or screenshots of dashboards.

## **III. User Management & Security**

### **A. Authentication**

Does the system support active directory integration and/or any single sign-on authentication? Please explain.

### **B. Authorization**

Please describe how users are created and connected to single sign-on.

Please describe how roles and privileges are created and assigned. Mainly, what is the work need to manager permissions?

### **C. Integration**

Does the software have an Application Programmable Interface (API), Webservices for possible ways to access data?

Can custom reports be created?

What report formats are available for export?

Can reports be emailed with .csv as an attached on a schedule?

Can reports be sent to an SFTP server on a schedule?

### **D. Security**

Is the software installed on premises or is a SaaS?

If the software is installed on premises, please describe what Operating Systems, Databases and Webservers are used.

If the software is provided as a SaaS, please share what cloud vendor and regions the software is hosted.

Please describe your software release schedule for features and/or patches.

#### **IV. Implementation Training and Support**

- A. What is your implementation timeline? Describe your implementation process including the roles and responsibilities of both our organizations.
- B. Initial live online training is required. Describe the vendor's initial services, as well as any follow-up training. [Indicate whether initial training must be onsite.]
- C. Describe your business requirements collection and who would own the collection of business requirements and processes?
- D. Describe the vendor's methodology for ongoing and routine training. What training options are available, defining if they are personalized, recorded, interactive, web-based, self-guided, etc.
- E. Does the vendor provide live client support 24/7/365? Indicate the level of support including options for additional support and any affiliated costs.
- F. Describe how support calls are handled.
- G. Is client support handled by a dedicated, in-house team or through a third-party?
- H. Are there any restrictions or incremental costs regarding the number of times UFA may request support (i.e., training, troubleshooting or to speak to a representative)?
- I. Describe the level of managed services provided, including all affiliated costs.

# Exhibit "B"

## PRICE SCHEDULE POLICY MANAGEMENT PROGRAM SOLUTION

### I. GENERAL

- A. The responses must include: initial costs (e.g., implementation and interface costs, software costs, training), ongoing costs (e.g., annual maintenance fees, support fees, licenses), implementation duration and UFA staff support requirements, solution description and architecture.
- B. UFA is exempt from sales, use, and federal excise taxes on these products and/or services. Exemption certificates will be furnished upon request.
- C. Prices stated and discounts offered will be firm for the term of this Agreement. Requests for price adjustment thereafter will follow requirements specified in Paragraph III, Price Adjustments.

### II. PRICE ADJUSTMENTS

All discounts must be guaranteed for the entire length (including renewals) of the contract. Pricing must be firm for the duration of this Agreement unless the manufacturer's price to Supplier increases, in which case Supplier will provide written notice to UFA at the time of such increase by the submittal of an updated Price List. It is understood that in the event of a reduction in manufacturer's price, UFA will be given the full benefit of such decrease immediately and the Price List will be altered to reflect the reduction.

### III. INVOICING AND PAYMENT

After acceptance of the items and/or parts, UFA shall make payment to Supplier for all services performed by Supplier pursuant to this Agreement. Supplier shall submit written invoice for services rendered and UFA shall pay the invoiced fee within thirty (30) days, if not in dispute. Final invoices should include the UFA contract number and purchase order if applicable. UFA reserves the right to return or adjust any invoice that reflects incorrect pricing. Electronic invoices are preferred (as email, PDF attachments).

Original invoices (with PO#) will be submitted to: Unified Fire Authority  
Attn: Accounts Payable  
3380 South 900 West  
Salt Lake City, Utah 84119

Or by email to: [bills@unifiedfire.org](mailto:bills@unifiedfire.org)

Or by fax to: Fax: 801-743-7211