

# **Solicitation REQUEST FOR INFORMATION RFI 2 FY 10/11**

## **REQUEST FOR INFORMATION RFI 2 FY 10/11**

### **State of California**

## Bid REQUEST FOR INFORMATION RFI 2 FY 10/11 REQUEST FOR INFORMATION RFI 2 FY 10/11

Bid Number REQUEST FOR INFORMATION RFI 2 FY 10/11  
Bid Title REQUEST FOR INFORMATION RFI 2 FY 10/11

Bid Start Date Jun 17, 2011 3:32:34 PM PDT  
Bid End Date Jul 22, 2011 5:00:00 PM PDT  
Question & Answer End Date Jul 1, 2011 5:00:00 PM PDT

Bid Contact Toni Frederickson  
916-323-7119  
toni.frederickson@fire.ca.gov

Bid Contact Ron Godfrey  
AISA  
916-324-3385  
Ron.Godfrey@fire.ca.gov

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The information published and/or responded to on these websites is public information. Confidential questions/issues/concerns should be directed to the contact on the ad.

### Description

This RFI is being issued to gather information for determining the feasibility of purchasing a replacement CAD system that meets CAL FIRE business needs through the Request for Proposal (RFP) process. CAL FIRE is very familiar with the standard functionality provided by most off-the-shelf CAD systems, so this information request focuses on the functionality needed to dispatch wild land fires and collect data required by CAL FIRE management for decision support and external reporting requirements.

DEPARTMENT OF FORESTRY AND FIRE PROTECTION  
STATEMENT OF WORK  
Computer Aided Dispatch (CAD)  
June 17, 2011

## PROVIDER INSTRUCTIONS

TIME LINE		
Description	Time All times are Pacific Standard Time (PST)	Due Date
Release of Request for Information (RFI)		June 17, 2011
Last day to submit RFI Questions	5:00 pm.	July 1, 2011
Answers back to vendor's by e-mail	5:00 pm	July 7, 2011
Last day to submit RFI	5:00 pm	July 22, 2011

1. All questions regarding the Request for Information must be submitted onto the Bidsync system:  
  
Bidsync: [www.bidsync.com](http://www.bidsync.com).  
Their customer support number is 1-800-990-9339
2. All questions will be documented, answered, and posted onto Bidsync.
3. Provider must submit a response to all deliverables and tasks listed in the Request for Information.
4. Do not include any costs with the Request for Information.
5. The Provider will submit their RFI by date and time listed in Time Line above, documents must be submitted in the following formats:
  - a. 1 - Electronic file (E-mail to [toni.frederickson@fire.ca.gov](mailto:toni.frederickson@fire.ca.gov) )  
  
and
  - b. 2 - Hard copies to the address listed below:

UPS/FedEx/DHL:

California Department of Forestry and Fire Protection  
Information Technology Services  
1300 U Street  
Sacramento, CA 95818  
Attn: Toni Frederickson

United States Postal Service:

California Department of Forestry and Fire Protection  
Information Technology Services  
1300 U Street  
Sacramento, CA 95818  
Attn: Toni Frederickson

If you have problems sending the e-mail copies, please contact me at (916) 323-7119.

# California Department of Forestry and Fire Protection (CAL FIRE)

## **Computer Aided Dispatching (CAD)**

CAL FIRE Request for Information  
RFI CDF-11-001

**June 17, 2011**

**Department of Forestry and Fire Protection**  
**Project Name RFI CDF-11-001**

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*GENERAL PROVISIONS REFERENCE LINKS*

Form GSPD 401, IT General Provisions, Effective 06/08/10 -

[IT General Provisions \(Revised and Effective 06/08/10\)](#)

Information Technology Purchase Special Provisions, Effective 2/8/07

<http://www.documents.dgs.ca.gov/pd/modellang/Purchasespecial020807.pdf>

Information Technology Maintenance Special Provisions, Effective 1/21/03

<http://www.documents.dgs.ca.gov/pd/modellang/maintenancespecial12103.pdf>

Information Technology Software Special Provisions, Effective 1/21/03

<http://www.documents.dgs.ca.gov/pd/modellang/softwarespecial012103.pdf>

Information Technology Personal Services Special Provisions, Effective 2/8/07

<http://www.documents.dgs.ca.gov/pd/modellang/PersonalServiceSpecial020807.pdf>

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**A. INTRODUCTION**

The **Department of Forestry and Fire Protection (CAL FIRE)** is releasing this Request for Information (RFI) to request feedback on draft requirements and potential market offerings for the **Computer Aided Dispatch (CAD) system**.

CAL FIRE operates a highly customized CAD system at 21 sites to handle the dispatching units to multiple incident types including floods, earthquakes, and large fires. Most of the CAL FIRE CAD customizations were made to provide the functionality needed to quickly and accurately dispatch and manage units (fire engines, aircraft, dozers, crews, etc.) responding to wild land fires.

**B. OBJECTIVE**

This RFI is being issued to gather information for determining the feasibility of purchasing a replacement CAD system that meets CAL FIRE business needs through the Request for Proposal (RFP) process. CAL FIRE is very familiar with the standard functionality provided by most off-the-shelf CAD systems, so this information request focuses on the functionality needed to dispatch wild land fires and collect data required by CAL FIRE management for decision support and external reporting requirements.

**C. KEY ACTION DATES**

Listed below are the Key Action Dates and time by which actions must be taken or completed. If CAL FIRE finds it necessary to change any of these dates, an Addendum to this RFI will be posted on the State's eProcurement system.

Key Action	Date	Time
Release of the RFI	June 17, 2011	
Last Day to Submit RFI Questions	July 1, 2011	5:00 PM PT
Answers to Vendors by email	July 7, 2011	5:00 PM PT
Last Day to Submit Completed RFI	July 22, 2011	5:00 PM PT

**D. CONTACT PERSON**

All correspondence and questions related to this RFI shall be directed to:

California Department of Forestry and Fire Protection (CAL FIRE)  
Information Technology  
1300 U Street  
Sacramento, CA 95814  
Phone: (916) 323-7119 Fax (916) 324-3376  
E-mail: Toni.Frederickson@fire.ca.gov

**The contact person designated above is the contact person for this RFI. Organizations responding to this RFI that require clarification of any matter must contact only this individual. No other representative of the Department is authorized to communicate with Respondents with respect to this RFI.**

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**E. BACKGROUND**

CAL FIRE is responsible for providing fire protection, emergency response and stewardship over more than 31 million acres of forest, brush and grass-covered rural areas of private and State-owned watershed lands known as State Responsibility Areas. CAL FIRE also provides forest, range and watershed management services on private lands. The department contracts to provide fire protection and dispatching services for many city, county, and other agencies. Finally, CAL FIRE protects an additional 11 million acres of land under agreements with local governments throughout the State.

The department operates 21 emergency command centers around the state that dispatch more than 300,000 calls for service per year. Each command center uses the same version of a highly modified off-the-shelf CAD system and the local staff handles the maintenance of the geographic data that underpins the CAD system.

The 21 CAD systems interface with neighboring CADs for auto-aid dispatching and also interface with Resource Ordering and Status System (ROSS) in Kansas City to request resources when local resources are not adequate to mitigate a large incident. The CAD systems provide interfaces for E911, SMTP paging, AVL, and MDC.

The CAL FIRE CAD systems are customized to collect data elements such as the time a fire is contained and controlled to meet federal reporting requirements. The CAD systems also collect data about the weather severity at the time a wild fire started.

**F. PROJECT REQUIREMENTS**

If your company's most recently deployed CAD system fully meets a requirement listed below, place an "X" in the box following the requirement description.

1.	Interfaces with the federal Resource Ordering and Status System (ROSS) in Kansas City to exchange incident information, resource requests, resource roster updates, and resource status updates.	
2.	Interfaces with a Geographic Spatial Technologies (GST) server to send incident information to MDCs running a GST client.	
3.	Interfaces with a Moducomm Radio Console over a serial data connection to select frequencies and tones (repeaters). Dispatcher can click the [SELECT] button on the CAD screen to select dispatch frequencies and tones on the Moducomm Radion Console screen.	
4.	Provides a dispatcher with the ability to form a strike team from multiple engines, crews, or dozers and provides the ability for a dispatcher to disband a strike team.	
5.	Provides a dispatcher with the ability to enter the incident location as a bearing and distance from a common place name when creating an incident or updating an incident's location.	
6.	Provides a dispatcher with the ability to enter the incident location as a section, township, range, and base meridian when creating an incident or updating an incident's location.	

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7.	Provides an application administrator with the ability to add a common place name to the geographic data file with only a latitude/longitude location (location is off-road).	
8.	Calculates an access point on the street network for off-road incidents. Access point is at the street address or intersection closest to the incident.	
9.	Prepares unit recommendation using the access point instead of the incident location when the incident is not located on the street network.	
10.	Provides a dispatcher with the ability to change the incident access point to a new location on the street network by executing a command.	
11.	Automatically assigns an incident name of up to 25 characters based on the incident location and number of times an incident has been created for the same incident location.	
12.	Provides a dispatcher with the ability to assign an incident number and incident name to a call to which no units have been dispatched.	
13.	Provides a dispatcher with the ability to change the incident name by entering a command.	
14.	Provides a dispatcher with the ability to add an incident comment that is visible from the active incident window.	
15.	Provides equivalent unit status codes for Canceled En Route, Staged, Clear-to-Enter, and Available-in-Area.	
16.	Provides an application administrator with the ability to configure response areas for fixed (run order) or dynamic (road network calculation) unit recommendation.	
17.	Provides a dispatcher with the ability to assign a covering Battalion Chief to one or more response areas.	
18.	Provides a dispatcher with the ability to assign a weather-based dispatch level to response areas that have been organized into dispatch zones.	
19.	Recommends units based on the current weather conditions (dispatch level) in the response area associated with incident location. The dispatch level influences the selection of a response plan.	
20.	Provides an application administrator with the ability to develop a response plan that requires the recommendation of a covering Battalion Chief.	
21.	Provides an application administrator with the ability to limit the response areas in which a unit will be recommended for dispatch.	
22.	Provides an application administrator with the ability to configure a response plan to define alternate units to recommend by supplying the number and type of the alternate units.	
23.	Provides an application administrator with the ability to designate each unit as traveling on the ground or through the air to reach an incident location.	
24.	Calculates a bearing and distance for recommended units that travel	



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	through the air.	
25.	Provides an application administrator with the ability to configure a response plan to include unit of a specific type to be provided by the agency responsible for the incident location. For example, the response for a structure fire in XYZ agency's jurisdiction must include a type 3 engine (ENG) provided by agency XYZ.	
26.	Captures the dispatcher-entered date and time to record when a fire was contained and controlled.	
27.	Provides an application administrator with the ability to assign air-to-air and air-to-ground frequencies to individual response areas.	
28.	Generates a voice-out screen that can be read line-for-line verbatim by the dispatcher to announce incident type, location, hazards, map grid coordinates, frequencies, and a list of responding units over radio.	
29.	Provides a dispatcher with the ability to change the incident number.	
30.	Generates a jurisdiction number in addition to the primary incident number based on the location of the incident. Each jurisdiction has a jurisdiction incident number counter.	
31.	Provides an application administrator with the ability to classify a response area as State, Local, or Federal responsibility.	
32.	Provides an application administrator with the ability to assign a named fire sequence counter to a response area.	
33.	Generates a fire number in addition to an incident number from a state or local fire number counter as specified in the response area record associated with the incident location.	
34.	Automatically transfers an incident to a new dispatch group based on the command frequency assigned to the incident's response area.	
35.	Provides an application administrator with the ability to create a hazard record at a latitude/longitude location.	
36.	Alerts the dispatcher when a call is entered at a latitude/longitude associated with a hazard record.	
37.	Displays the incident access point on a map and draws a line from the access point to the incident location. The access point is calculated by CAD when the incident location is not on the street network.	
38.	Formats pager and fire station printer messages using an XSD file prepared by the CAD support analyst.	
39.	Updates the response area latitude and longitude fields in the response area table from the response area polygons when the application administrator executes a command to update response area centroids.	
40.	Provides a dispatcher with the ability to create an out-of-jurisdiction incident using a latitude/longitude or response area to specify a location outside the extent of the CAD map.	
41.	Provides fire station personnel with the ability to view and change incident information, unit status, and unit roster information from a web-	

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	based application.	
42.	Provides an application administrator with the ability to define fire station coverage rules based on the number and type of units required to cover each station.	
43.	Displays an automatically-updated fire station coverage window with the station coverage status in green, yellow, or red. Yellow means that a covering unit is en route but has yet to arrive at the uncovered station.	
44.	Provides a dispatcher with the ability to set the dispatch priority of units in a fire station where there is more than one unit of the same type.	
45.	Recommends the unit with the highest dispatch priority when more than one unit in a fire station meets the response plan criteria.	
46.	Automatically releases a unit immediately after being dispatched if the unit has been configured to immediately return to available status after being dispatched. This feature is used to when a fire department is dispatched and then the fire department determines which unit it will send.	
47.	Automatically assigns the person responsible for completing a fire or investigation report based on first unit to arrive, unit roster, and rank of personnel staffing the unit.	
48.	Provides the dispatcher with the ability to assign the person responsible for completing the fire or investigation report by entering a command.	
49.	Provides the ability for an application administrator to configure an incident type to require assignment of a person to complete the fire report. If a person has not been assigned, then CAD will not allow the incident to be closed.	
50.	Replicates live CAD incident and unit information to a backup CAD system running on a notebook computer to keep the backup CAD no more than two minutes behind the live CAD.	
51.	Provides an application administrator with the ability to copy the live CAD database and geographic file data to the backup CAD system running on a notebook computer.	
52.	Alerts the dispatcher of situation where a tactical frequency is about to be used for more than one incident.	
53.	Provides a dispatcher with the ability to select an alternate tactical frequency prior to clicking the [DISPATCH] button when the primary tactical frequency is in use.	
54.	Provides a dispatcher with the ability to select a backup frequency for air-to-air communications prior to clicking the [DISPATCH] button.	
55.	Captures total acres burned once per day for a wild fire from data entered by the dispatcher.	
56.	Indicates the unit to which the incident commander is assigned on the active incident window.	
57.	Provides a dispatcher with the ability to enter a command to designate	

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	the unit to which the incident commander is assigned.	
58.	Interfaces with other CAD systems to exchange incident information and unit status. Interface provides for requesting a specific unit and allowing the agency providing the unit to fill the unit request with a different unit.	

**G. INFORMATION BEING REQUESTED**

CAL FIRE requests feedback, comments and questions on the draft requirements including:

- a. How many staff months (project management, analysis, design, coding, documenting, and testing) and calendar months do you estimate it would take to modify your CAD system to meet all of the requirements listed above?
- b. How many multi-site CAD customers does your company have?
- c. How many customer sites are running your latest CAD product in production (live) mode?
- d. How many physical servers are required to run your full CAD system with AVL, MDC, and other interfaces including testing and training instances of the system?
- e. What is your company's estimated annual revenue from CAD system sales, consulting services, and maintenance fees?
- f. How many CAD RFPs for a CAD project exceeding \$5 million has your company responded to in the 24 months just prior to the release of this RFI?
- g. What is the probability (0 – 1.0) that your company would participate in a best value RFP process for the CAD described above where all requirements must be met in order to qualify for your cost to be opened?

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**H. ADDITIONAL INFORMATION**

Any additional information not specifically requested, but which the responder deems important and relevant may also be submitted. Although responder comments are strongly encouraged and deemed important, the State makes no commitment to change CAD requirements based on input received.

Considerations for this section

1. Provide any additional information not requested above but which you deem important and relevant to this RFI.
2. Lessons learned from other similar projects.
3. Ongoing annual maintenance and technical support.

**I. RFI RESPONSE FORMAT AND CONTENT**

Providers must include a cover page to their feedback that identifies:

1. Company name.
2. Company mailing address.
3. Point of contact information (One person's name, telephone number and e-mail address).
4. References to requirements or areas in the RFI Attachments on which they are providing feedback and.
5. Indicate if they are considering competing in the CAD procurement as either a Prime Solution Provider or System Integrator (prime or sub-contractor). If planning to compete as a team, please provide the same Provider information listed above (K. 1-5) for each team member.
6. Vendors shall respond as outlined in Section D, contact information.

Four (4) hardcopies and one (1) electronic version (Microsoft Office 2003 or newer) are requested to be submitted by the date listed in the Key Action Dates.

Providers are not required to submit response to this RFI in order to participate in the anticipated RFP to follow.

**J. INFORMAL MEETINGS**

CAL FIRE official may contact selected providers to invite them to attend Informal Meetings to obtain clarification or ask questions about the feedback received.

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**K. DISCLAIMER**

This RFI is issued for information and planning purposes only and does not constitute a solicitation. A response to this RFI is not an offer and cannot be accepted by the State to form a binding contract.

Responders are solely responsible for all expenses associated with responding to this RFI.

The Responses to the RFI are considered public documents and subject to the Public Records Act. Responders should not include confidential or trade secret information in their response.

## Question and Answers for Bid #REQUEST FOR INFORMATION RFI 2 FY 10/11 - REQUEST FOR INFORMATION RFI 2 FY 10/11

### OVERALL BID QUESTIONS

There are no questions associated with this bid. If you would like to submit a question, please click on the "Create New Question" button below.

Question Deadline: Jul 1, 2011 5:00:00 PM PDT