

Procurement Department
T: (703) 335-8925 / F: (703) 335-7954



Request for Information (RFI)

This is NOT a Solicitation

Prince William County Service Authority may issue a solicitation as a result of this inquiry.

TITLE: RFI SA 0623, Incident Management Tool

ISSUE DATE: September 12, 2022

PROCUREMENT OFFICER: Mikyong Rodgers at purchasinggroupemail@pwcsa.org

Issuing and Using Agency: Prince William County Service Authority
4 County Complex Court
Woodbridge, VA 22192

The due date and time for submission is **September 29, 2022, at 10:00 A.M. (EST)**

Submission may be sent via courier or mail to the address listed above or emailed to the Procurement Officer at purchasinggroupemail@pwcsa.org.

Prospective supplier requesting clarification on this RFI must submit questions in writing to Mikyong Rodgers, Procurement Officer, via email at purchasinggroupemail@pwcsa.org by no later than **September 20, 2022, at Noon** (EST). All questions will be received and answered via email only.

Name and Address of Firm:

Name _____ Date _____

Address _____ By _____

Signature In Ink

Print Name and Title

Phone _____ E-Mail _____

DUNS Number _____ Fax _____

TABLE OF CONTENTS

- 1. DISCLAIMER**
- 2. PURPOSE**
- 3. BACKGROUND**
- 4. KNOWN DESIRED REQUIREMENT**
- 5. SUBMITTAL REQUIREMENTS**
- 6. DISCLOSURE OF SUBMISSION MATERIALS**
- 7. DEMONSTRATION**
- 8. QUESTIONS**

ATTACHMENT: RFI RESPONSE FORM

1. DISCLAIMER:

The issuance of this RFI is solely for information and planning purposes and it does not constitute a commitment to issue a Request for Proposals or an award of a contract. Any information received in response to this RFI will assist the Services Authority in finalizing the scope of work and requirements which may or may not be used at a future date in the issuance of a Request for Proposals (RFP). Responses to the RFI will not be returned. In accordance with Code of Virginia Section 2.2-4300, also known as the Virginia Public Procurement Act (VPPA), responses to this notice are not offers and cannot be accepted by the Service Authority to form a binding contract. Information submitted in response to this RFI will become the property of the Service Authority.

The Service Authority will not be liable for any costs incurred by the Responders related to this RFI. All such costs are Responders' sole responsibility.

Since it is solely for information and planning purposes, this process is not subject to protest.

2. PURPOSE:

This RFI is designed to gather current marketplace information to assist Prince William County Service Authority in effectively planning for a solicitation to acquire an Incident Management Tool which will be issued within the next three (3) months after the RFI process.

3. BACKGROUND:

The Prince William County Service Authority ("Service Authority") is a public utility created in 1983 under the Virginia Water and Sewer Authorities Act and chartered by the Prince William Board of County Supervisors. The Service Authority is an independent body responsible for providing comprehensive water and sewer services in Prince William County. The Service Authority has approximately 93,000 customers and owns and operates wastewater treatment facilities for the eastern portion of the county.

Prince William County's population is among the most rapidly growing in the region. In addition, Prince William County's racially and ethnically diverse population makes it one of the most globally represented communities in the region. The County's work force is highly skilled and well educated, including a higher-than-average number of multi-lingual workers. According to one national daily newspaper, "Prince William County is at the leading edge of a diversity explosion that is currently sweeping the USA". More than half of the County's population is either African American, Hispanic, Asian or some other racial/ethnic minority background.

The Service Authority is dedicated to excellence in providing safe, reliable water service to our customers and returning clean water to the environment and is guided in all its actions by our vision and values below:

Vision:

To be a nationally acclaimed leader in providing clean water and excellent customer service through sustainable innovative business practices, community partnerships and environmental stewardship.

Values:

- Safety Always
- Customer-First Focus
- Integrity
- Respect & Inclusion
- Excellence
- Ownership

The Service Authority is committed to continuous improvement, diversity, and fairness in its actions as reflected in its values of Safety Always, Customer-First Focus, Integrity, Respect & Inclusion, Excellence and Ownership. The Service Authority expects the performance of its work force, suppliers and partners to reflect our vision and values.

4. KNOWN DESIRED REQUIREMENTS:

The Service Authority is seeking information for an Incident Management Tool that has the following capabilities and technical requirements:

- Create reports and print incident management forms
- Integrate with Active Directory
- Send notifications and messages based on incident type or template selected
- Provide situational awareness with some visuals
- Utilize our plans
- Provide incident checklists & function checklists
- Use pre-planned incident templates that can be modified for and during an incident for specific incident goals/tasks and objectives, utilizing existing process flow maps and SOPs
- Attach documents and photos to incident responses
- Offer API or other mechanism to export data to a third-party database
- Create after-action improvement plans based on incident response outcomes
- Mobile Application
 - Mobile uploads of photos and messages
 - Receiving updates and alerts on the app
- Notification system and alerts
 - Email, phone call and text notifications
- Integrate with our cameras for situational awareness when applicable
- Integrate with CityWorks
- Integrate with MS Teams videoconferencing as a selectable tool from MS Teams
- Integrate with ESRI GIS to allow real-time mapping of active and closed incidents, as well as locations of response events during active incidents

5. SUBMITTAL INSTRUCTIONS:

Responders must complete the attached **RFI Response Form** to show product information how the product meets the Service Authority's needs/requirements. Submissions should be in either MS word or PDF format. Responses must be emailed to purchasinggroupemail@pwcsa.org.

Note: This is not a Request for Proposals, but rather a Request for Information giving vendors the opportunity to inform the Service Authority of their interest and capability. Information obtained may be used to develop requirements upon which a future procurement may be based.

6. DISCLOSURE OF SUBMISSION MATERIALS:

Responders agree that by responding to this RFI they are granting a license to the Service Authority for all data, materials and documentation originated and prepared for the Service Authority pursuant to the RFI. Except for cost estimate, copyrighted or trademarked materials, such data, materials and documentation shall be subject to public inspection that are submitted must be identified by some distinct method such as highlighted or underlined and must indicate only the specific words, figures, or

paragraphs that constitute the cost estimates, copyrighted or trademarked materials in order for the Service Authority to exempt them from disclosure.

7. DEMONSTRATION:

The Service Authority may invite Responders for a product demonstration in order to gain a better understanding of the market/product for future solicitations. An invitation is not guaranteed, and failure to be invited for a demonstration is not an indication of any evaluation by the Service Authority of the Responders' qualifications. The Service Authority will not be liable for any cost incurred for the Responder's demonstration.

8. QUESTIONS:

Any questions regarding this RFI should be directed via email to Mikyong Rodgers, Procurement Officer at purchasinggroupemail@pwcsa.org by no later than **September 20, 2022, at Noon (EST)**

**PRINCE WILLIAM COUNTY SERVICE AUTHORITY
RFI SA 0623, Incidental Management Tool**

RFI RESPONSE FORM

NAME OF THE TOOL/SOFTWARE:

VENDOR:

REPRESENTATIVE:

ADDRESS:

PHONE:

EMAIL:

WEB SITE:

Responders shall complete the following checklist and provide a brief description of their software solution corresponding to the checklist on a separate document not to exceed one page.

| REQUIRED FEATURE | Includes Feature (Check "Yes" or "No") |
|---|---|
| 1. Create reports and print incident management forms | |
| 2. Integrate with Active Directory | |
| 3. Send notifications and messages based on incident type or template selected | |
| 4. Provide situational awareness with some visuals | |
| 5. Utilize our plans | |
| 6. Provide incident checklists & function checklists | |
| 7. Use pre-planned incident templates that can be modified for and during an incident for specific incident goals/tasks and objectives, utilizing existing process flow maps and SOPs | |
| 8. Attach documents and photos to incident responses | |
| 9. Offer API or other mechanism to export data to a third-party database | |
| 10. Create after-action improvement plans based on incident response outcomes | |
| 11. Mobile Application- Mobile uploads of photos and messages, Receiving updates and alerts on the app | |
| 12. Notification system and alerts- Email, phone call and text notification | |
| DESIRED FEATURE | Includes Feature (Check "Yes" or "No") |
| 1. Integrate with our cameras for situational awareness when applicable | |
| 2. Integrate with CityWorks | |

| | |
|--|--|
| 3. Integrate with MS Teams videoconferencing as a selectable tool from MS Teams | |
| 4. Integrate with ESRI GIS to allow real-time mapping of active and closed incidents, as well as locations of response events during active incidents | |

- **Responders should submit a brief description of:**
 - ✓ **Company's background information;**
 - ✓ **Client's list (preferably local governments) including contact information; and**
 - ✓ **Functionality and Scalability of use: project size, value and complexity.**

- **Additional Information: (Attach additional pages, if desired)**