



COMMONWEALTH OF VIRGINIA
COUNTY OF HENRICO

DEPARTMENT OF FINANCE
OSCAR KNOTT, CPP, CPPO, VCO
PURCHASING DIRECTOR

RFP 21-2201-8EMF
Fire and EMS Records Management Software System
Questions and Answers

August 26, 2021

1. How many users will require licenses?
Answer: Approximately 625. See Sec.I.B of the Request for Proposal.
2. Who is your current provider?
Answer: As indicated in the RFP, Sec.I.B, page 3, Henrico Fire currently utilizes Alpine RedNMX for Fire incident reporting and ImageTrend Elite for EMS reports.
3. What is your reason for changing providers?
Answer: Henrico Fire is seeking a modern solution for a unified Fire and EMS reporting system.
4. What is the budget for this project?
Answer: This project is fully funded and Henrico County looks forward to reviewing robust, competitively priced solutions.
5. What is your annual call volume?
Answer: See Sec.I.B , page 3 of the Request for Proposal for multiple years of call volume.
6. What functionality is important to you? What are your requirements for your new software?
Answer: Requirements are listed in Sec.II - Scope of Services of the Request for Proposal.
7. How much data is being imported?
Answer: Limited data will be imported and will generally be limited to user profile information. The system must however be integrated to CAD, GIS and Active Directory. These requirements are specified in Sec. II – H, page 5-6 of the Request for Proposal.
8. The RFP mentions integration with existing systems. Provide information on what systems are being integrated?
Answer: Integrations with CAD, Active Directory, GIS and API access are discussed in Sec. II – H, page 5-6 of the Request for Proposal.

9. Line 17 of the pricing sheet asks for integration. Why is that listed in the “Optional” section.
Answer: Integration is listed on line three (3) also. It’s listed again under “Optional” incase optional items are purchased and may require integration.