



**Request for Proposal # 10-18-002 -- Inspection Management System
Response to Inquiries
Last Updated 10/28/2011**

All data and information should be considered as a simple and incomplete dataset in draft format. Actual data will be updated and possibly changed before final implementation.

Here is the link to the state regulations for:

- Retail Food: <http://www.cdphe.state.co.us/regulations/consumer/101002RetailFood.pdf>
- Childcare: <http://www.cdphe.state.co.us/regulations/consumer/101007childcaresanitarystandards.pdf>
- Pools: <http://www.cdphe.state.co.us/regulations/waterqualitycontroldivision/100305swimmingpoolsunofficial1103.pdf>
- Body Art: <http://www.cdphe.state.co.us/regulations/consumer/101022bodyartreg.pdf>

Here is the link to Tri-County’s ISDS regulation: http://www.tchd.org/pdfs/i_11_regulations.pdf

- 1) Would you consider extending the response date? The current schedule only provides the vendor two-three days to complete the response after the answers are published.
 - a. Yes, we have updated the RFP and our website www.tchd.org with the revised schedule. Note: The response date deadline is for TCHD to respond to vendor inquiries. The proposal submission deadline is the vendor deadline to submit their proposal to TCHD (see page 2 of the RFP). If you do not have enough information to provide a firm price quote, please provide estimates and/or options.

SCHEDULE OF ACTIVITIES:	TIMELINE
RFP Published	Monday, October 17 2011
Optional Pre-Proposal Conference	TBD – Not required
Written Inquiry Deadline	Monday, October 31, 2011
TCHD Responses to Written Inquiries Published	Thursday, November 10, 2011
Proposal Submission Deadline	Friday, November 30, 2011
Presentations/Site Visits (if needed)	Week of December 12, 2011
Best and Final Offers (BAFOs) (if needed)	Friday, December 23, 2011
Final Decision	Friday, December 30, 2011

- 2) Can you provide us with detailed specifications?
 - a. TCHD currently does not have written detailed specifications that show all fields and logic. We expect that we would work with the selected vendor to identify and document the needed fields and related business rules. TCHD is open to see out-of-the box modules with some customization. We acknowledge that vendors have different pricing for modules, number of users, levels of support, and customization. If it is easier for you to submit an itemized shopping list of products and services, or multiple pricing proposals for different



situations, please do so. Estimated implementation/data conversion/customization time can include a time cap with additional hours billed separately at a negotiated rate. Also take into consideration that TCHD would like to do as much data conversion as possible in house. Contracts, agreements and pricing packages can be negotiated and edited if needs/scope of work or understanding changes. Our main goal is to find a high value system that fits our needs.

- 3) If the vendor proposes a vendor hosted solution, would a vendor owned and operated Oracle database be acceptable?
 - a. The current system is vendor hosted with a TCHD on-site SQL backup database. The on-site database is updated monthly. TCHD would prefer to keep as is. A possible work around would be to do monthly back-ups to TCHD in SQL.
- 4) How many users of the systems do you estimate?
 - a. Office web-based version? Approximately 60 total, ¾ would use both mobile and web-based
 - b. Mobile version/ Field inspection staff? Approximately 60 total, ¾ would use both mobile and web-based. Support staff will generally only use the web-based version.
- 5) Can you provide us with all of the inspection forms, permits etc. that are currently being utilized?
 - a. Yes, we have posted them on our website at: <http://www.tchd.org/proposals.htm> If other Colorado Counties have better forms using the same regulations, we are open to suggestions.
- 6) What is the budget for this project?
 - a. Upfront – Based on the RFP we would like for you provide a breakdown of the estimated costs for this project (see the financial proposal on pages 25-27 X of the RFP for a template) and then we can negotiate. The system should be effective, efficient and affordable for sustained use in a local public health agency.
 - b. Ongoing – See above

Page # Section Question

- 7) Page 6, System Requirements #5: Our current system allows users to modify support table entries for the Drop Down Lists, but it does not allows users to modify field names or other areas. Would this be acceptable?
 - a. Yes. An example would be to add a new TCHD Office location.
- 8) Page 7, Consumer Protection, Facility Mgmt, Bullet #1: Please provide a listing of all fields that should be available for capturing data elements for a Facility. For fields that will have standard/limited values (and can be formatted as a Drop Down List, Pick List, or similar), please provide all values that should be available (E.g., the Facility profile must contain a field for “Risk Category,” of which only one of the following values should be selectable: Category I – High, Category II – Medium, Category III – Low).
 - a. The table below includes fields we may track, but it is not all inclusive. We do not currently have detailed written business rules that show all fields and logic. We expect that we would work with the selected vendor to identify and document the needed fields and related business rules.

<i>Field/most included</i>	<i>Type</i>	<i>Values</i>
<i>Establishment Number</i>		
<i>Establishment Name</i>		
<i>Establishment Status</i>	<i>Dropdown</i>	<i>Active, Out of Business, Temporary Closure, Plan Review</i>
<i>Manager/Corp President</i>		
<i>Date entered</i>		
<i>Notes</i>		
<i>Address(s): Physical, mailing, owner</i>		
<i>County</i>		
<i>Latitude / longitude / Altitude of Physical Address</i>		
<i>Various contact names and info Phone, Fax, Email, Cell</i>		
<i>Office</i>	<i>Dropdown</i>	<i>Admin, Commerce City, Aurora, Castle Rock</i>
<i>Water Supply</i>	<i>Dropdown</i>	<i>None, Municipal Supply, Private Well</i>
<i>Sewage Disposal</i>	<i>Dropdown</i>	<i>None, Municipal, Onsite Sewage Disp.</i>
<i>Ownership type?</i>	<i>Dropdown</i>	<i>Sole Proprietor, other</i>
<i>Citizenship required?</i>	<i>Dropdown</i>	<i>yes/no</i>
<i>Citizenship verified?</i>	<i>Dropdown</i>	<i>yes/no</i>
<i>Permit Type</i>	<i>Dropdown</i>	<i>Body Art, Food, Food non-fee, Warehouse, Processor, School Chem Lab, Pool/Spa, Child Care EH, Child Care Immunization, Temporary Event, etc.</i>
<i>Permit Status</i>	<i>Dropdown</i>	<i>Active, Inactive, Hold, Enforcement, Plan Review, Change of Ownership</i>
<i>Permit expiration date</i>		

- 9) Page 7, Consumer Protection, Facility Mgmt, Bullet #2: Our system allows reuse of the same Facility Address, Facility Owner, Facility/Owner Contact Information, etc. for more than one Facility record. If this does not meet the expectation of "Ability to relate addresses, owners, contact....," please specify what needed.
- a. One owner for many facilities i.e.: McDonald Corporation owns restaurant 1, 2 & 3 – TCHD would like to know that information at a glance.
 - b. Many facilities are at one address i.e.: The Mall has 40 restaurants and a daycare – TCHD would like to schedule inspections at same time.
 - c. One facility has many permit types i.e.: A Hotel has a restaurant, pool & daycare –TCHD would like the inspector to be able to inspect all permit types in one trip. Currently all are tracked separately. An inspector may not know that facility is due for more than one inspection.



- d. It would also be nice to send out (1) one invoice for a facility with itemized fees from all areas included: Example: Foods, pools, & daycare. Or send an owner one invoice for all facilities owned. Currently TCHD sends out separate invoices for everything.

10) Page 7, Consumer Protection, Inspection Management, Bullets #1 & 2: Please provide all data elements (including violations/weights/scoring criteria/etc.) for all Inspection Types by Program. For fields that will have standard/limited values (and can be formatted as a Drop Down List, Pick List, or similar), please provide all values that should be available (E.g., the Inspection Type field will be a Drop Down List and will allow only one selection of the following values: Routine, Follow-Up, Complaint, etc.).

- a. The table below includes fields we may track, but it is not all inclusive. We do not currently have detailed written business rules that show all fields and logic. We expect that we would work with the selected vendor to identify and document those. Violations are listed on the inspection forms posted on our website at: <http://www.tchd.org/proposals.htm>. Violations are either considered critical or non-critical. We do not have weights or scoring criteria.

Field Desc.	Type	Options
Inspection Date		
Time In / Time Out		
Travel Start Time		
Travel End Time		
Inspection Type	Dropdown	*vary by Program – Routine, Follow-up, Complaint, Outbreak
Inspector	Dropdown	Inspector Group
Inspector Comments		
Violations		
Inspector Signature		Ability to get electronically
Operator Signature		Ability to get electronically
Received By Typed Name		
Water Sample Taken	Dropdown	Yes, No
OWS Checked	Dropdown	Yes, No
Follow Up	Dropdown	Yes, No
Follow Up Date		
CIVCS Returned	Dropdown	Yes, No
CIVCS Date		
Documentation Follow-up	Dropdown	Yes, No
Documentation Follow-up Date		
Program: Food		
Seating		

Square Footage		
Seating/Square Footage verified	Dropdown	Yes, No
Number of Meals	Dropdown	0, <500, 5001-1000, 1001-3000, 3001-5000, >5000
Have a presumptive or confirmed food borne illness in the past year?	Dropdown	Yes, No
Use raw eggs in uncooked or lightly cooked items? Vacuum package foods, or smoke (not BBQ) or cure meats?	Dropdown	Yes, No
Contact ready-to-eat food with their hands? Use their hands to contact cooked foods that do not require further cooking?	Dropdown	Yes, No
Cool hot foods which are prepared in advance or are leftovers? Serve leftovers or incorporate leftovers into other menu items? Prepare food 12 or more hours in advance?	Dropdown	Yes, No
Have recipes with multiple preparation steps?	Dropdown	Yes, No
Serve primarily to the young, elderly, or immune compromised?	Dropdown	Yes, No
Have a salad bar or hot buffet? Do off-premise catering of dinners, parties, etc.? Serve in high volume during seasonal times?	Dropdown	Yes, No
Have management and/or staff with formal food safety/sanitation training?	Dropdown	Yes, No
Program: Childcare		
Fiscal Year	Dropdown	Years listed
Diaper Changing	Dropdown	Yes, No
Number of Children CDHS Licensed for		
Number of Children under 5 years		
EH Inspection Passed	Dropdown	Yes, No
Program: Pool		
Type	Dropdown	Pool, Spa, Wading Pool, Spray Pad
Free Chlorine (Bromine)		
Total Chlorine ppm		
Combined Chlorine ppm		
pH		
Total Alkalinity ppm		
Calcium Hardness		
Temperature °F		
Saturation Index		
Turbidity	Dropdown	Pass, Fail
Cyanuric Acid ppm		



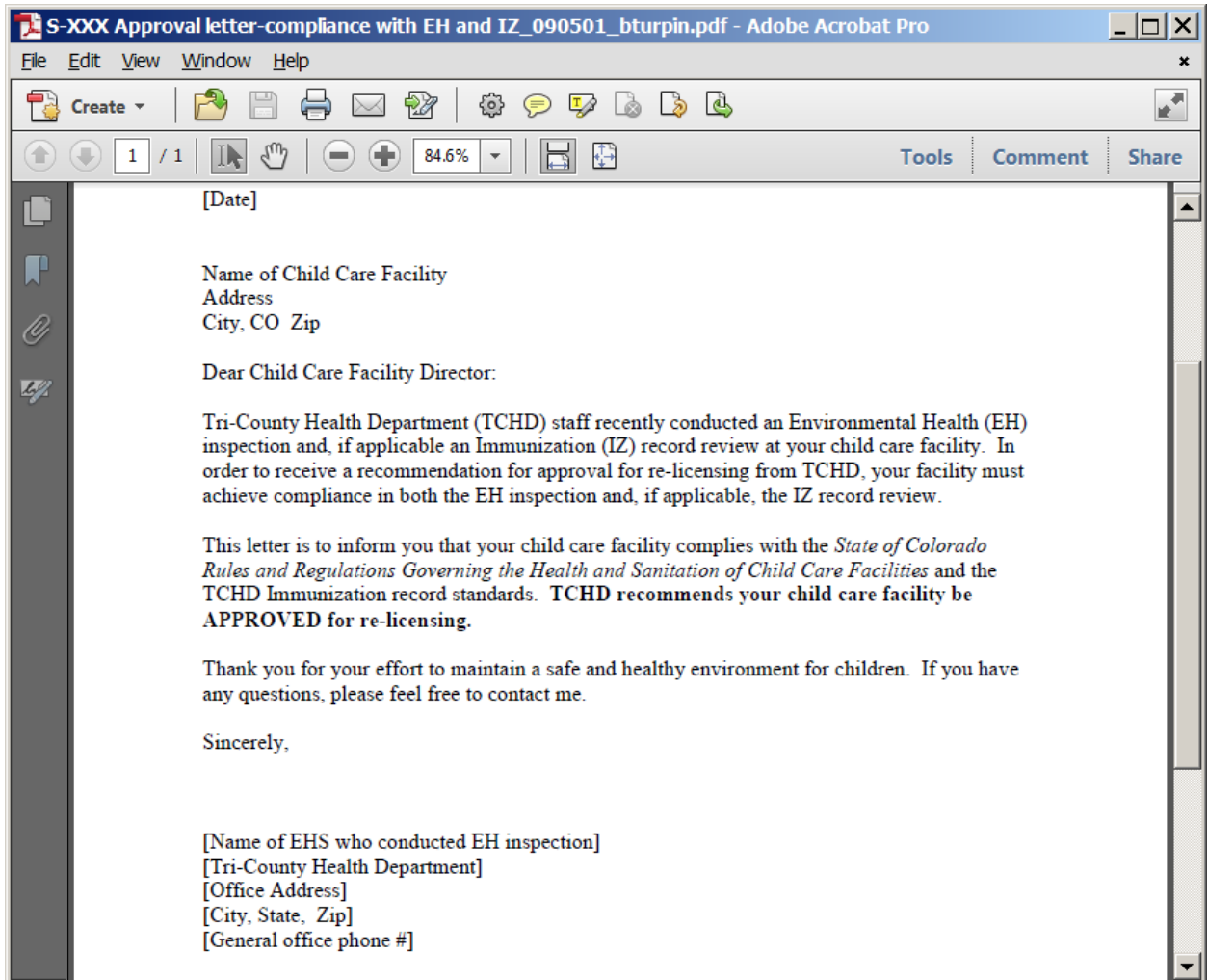
Capacity		
Flow Rate		
T.O. Rate		
Closure	Dropdown	Yes, No
Closure Date	Date	
Certified Pool Operator	Dropdown	

11) Page 7, Consumer Protection, Inspection Management: Please provide the Food Code Version under which Tri-County will be operating on the Inspection Management System.

- a. Retail Food: <http://www.cdphe.state.co.us/regulations/consumer/101002RetailFood.pdf>

12) Page 7, Consumer Protection, Inspection Management, Bullet #5: Please provide the template(s) for the Child Care Inspection Approval Letter(s). If it is desirable for the system to automatically generate approval letters, please provide all business rules/criteria for letter generation.

- a. When the Childcare Inspection for a facility has “EH Inspection Passed = Yes” and the “Childcare Immunization = Passed” for the same selected Fiscal Year then the facility will display in a queue where the approval letter will be generated from. Support staff can run the queue once a month and send out the letters. The approval letter should display the facility information and the EH inspectors information on the letter. Below is an example:



13) Page 7, Consumer Protection, Temporary Events Management, Bullet #1: Please provide a list of all fields that should be available for capturing data elements for Temporary Event records, Temporary Facility records (vendors). For fields that will have standard/limited values (and can be formatted as a Drop Down List, Pick List, or similar), please provide all values that should be available (E.g., the Facility profile must contain a field for “Risk Category,” of which only one of the following values should be selectable: Category I – High, Category II – Medium, Category III – Low). If data elements differ by Program (Temporary Food versus Temporary Body Art), please note all special fields and their appropriate restrictions.

- a. We currently do not have this function in our current system, so we do not have a list of all data fields. We need the ability to track Events (name of event, location of event), Event Coordinators (i.e., name, address, contact info, list of vendors at the event), Vendors (i.e., name, license number, address, contact info) and Inspections (inspections would be done in a similar manner as stand-alone facilities). Below are links to the temporary food and body art information on our website.

- b. Temporary Food: <http://www.tchd.org/restaurants.html> (scroll down to Temp Food Event Forms).
 - c. Body Art: <http://www.tchd.org/bodyart.htm>
 - d. Temporary body art and food events are billed per hour of inspection time.
- 14) Page 7, Consumer Protection, Temporary Events Management, Bullet #1: Please provide all data elements (including violations/weights/scoring criteria/etc.) for Temporary Facility records (vendors). For fields that will have standard/limited values (and can be formatted as a Drop Down List, Pick List, or similar), please provide all values that should be available (E.g., the Inspection Type field will be a Drop Down List and will allow only one selection of the following values: Routine, Follow-Up, Complaint, etc.).
- a. See above. Inspections would be handled in the same manner as regular food or body art inspections.
- 15) Page 7, Consumer Protection, Temporary Events Management, Bullet #1: Please describe the protocols followed for Temporary Events for both Retail Food and Body Art (both field and office work).
- a. TCHD would like temporary food events to be in a separate category or module. Temporary event coordinators need to fill out an application form to list out certain information such as food vendors, water, trash disposal, etc. Temporary food event vendors need to fill out a different application form for the event they are working to list out certain information such as menu, hand washing, food temperature controls, etc. The Environmental Health Specialist reviews and approves the applications. They then go out to the event to inspect them. Vendors have to re-submit plan reviews and applications for every event. If a vendor is at a new event every weekend, they may not need to be inspected at every single event, depending on past inspection results. For more information on temporary events go to: <http://www.tchd.org/restaurants.html> (scroll down to Temp Food Event Forms)
 - b. Body Art vendors are not required to be licensed, but do need an inspection. There are not that many temporary body art events, so they are treated mostly the same as other body art establishments.
 - c. Inspections billed per hour, annual license fee may apply and application and plan review fees may apply.
- 16) Page 8, License Management, Bullet #2: Request Dept of Revenue Forms. Please define what data elements must be auto-fillable.
- a. There are several Department of Revenue (DOR) forms: License Renewal application form, license, and a cancel/correct form. TCHD needs to populate certain fields on each form such as facility name, standard address, ownership, license number, expiration date etc. We have posted forms on our website at: <http://www.tchd.org/proposals.htm>
- 17) Page 8, Consumer Protection, Plan Review Management, Bullets #1 - 3: Please describe the Plan Review process (field and office), including Facility record updates, Inspections and Inspection

record entries, A/R Fees associated with the Plan Review and when/how those fees are assessed, etc. Please provide the data entry protocols followed for the Plan Review process (what records are updated, how those records are updated, what supplemental records are created, etc.).

- a. An applicant submits an application, plans, and checklists to TCHD which is reviewed in-house. Plan reviews can be for new facilities or remodels. Sometimes a one-on-one meeting or phone call may take place to get clarification on information submitted. A letter or document is provided to the applicant stating any requirements need to be fulfilled. Then one or many on-site inspections are conducted, depending on need, afterwards the facility is given approval to open/operate. Fees are a one-time application fee and per-hour review/inspection fees.
 - i. http://www.tchd.org/pdfs/childcare_plan_review.pdf
 - ii. http://www.tchd.org/pdfs/restaurant_plan_review_form.pdf
 - iii. http://www.tchd.org/pdfs/change_of_ownership.pdf
 - iv. http://www.tchd.org/pdfs/swimming_pool_plans_and_inspection_form.pdf
 - v. http://www.tchd.org/pdfs/environmental_health_fees.pdf

18) Page 8, Consumer Protection, Certified Pool Operators (CPO), Bullet #1: Please provide all fields that should be available for capturing data elements for Certified Pool Operator records. For fields that will have standard/limited values (and can be formatted as a Drop Down List, Pick List, or similar), please provide all values that should be available (E.g., the Facility profile must contain a field for "Risk Category," of which only one of the following values should be selectable: Category I – High, Category II – Medium, Category III – Low).

- a. TCHD does not issue Certified Pool Operator (CPO) certificates, but it does track that a CPO assigned to an establishment has a current certificate. CPO information tracked includes:
 - CPO's Name (text box)
 - Address
 - Contact Information (Phone, fax, email)
 - Certification Number (textbox)
 - Certification Expiration Date (Date)
 - Entered By (drop down listing users)

A CPO would need to be linked to a pools/spa facility. Only one CPO per facility should be allowed, but a person can also be a CPO for multiple pool/spa facilities. We also need to have ability to remove a CPO from a facility so we can add a new/different one.

19) Page 8, Consumer Protection, Certified Pool Operators (CPO), Bullet #2: Please describe the lifecycle of a Certified Pool Operator record, including the renewal process and any supplemental records that will need to be entered against CPO (if any).

- a. A CPO certification is good for 5 years. CPO's are not certified by us, but each pool/spa is required to have one on staff or on contract. We only track this information. Inspectors



inspect pools/spas and check the CPO certificate on file. If a certificate on file is expired or outdated, EHS updates records in the database. We should also be able to run reports to see which facilities have expired CPO's so we can notify facilities during inspections or separate mailing.

20) Page 8, Consumer Protection, Retail Food Enforcement Management, Bullet #1: Please describe how Tri-County HD tracks enforcement activities? What fields will be needed for an enforcement activity record? If reports are used for tracking enforcement activities, please provide the data elements, layout and filters/parameters that will be needed to query the data.

- a. Below is a table that shows the flow of enforcement activities for our retail food program. For facilities that are not complying, we bring them in for an enforcement review meeting to review their past inspections and the enforcement process. Once a facility enters this process they are on an accelerated inspection frequency. If they continue to do poorly they could start receiving non-compliance letters, civil penalties fines, and/or ultimately license suspension or revocation. We need to be able to track what level a facility is in the enforcement process, when enforcement meetings occurred, when enforcement letters were issued, and number of suspensions/revocations issued. We are currently tracking these items by hand. All info from the inspection is used in Penalty letters. Penalty letters are created with mail merge.

Civil Penalty Process

Compliance	Inspection Type	Non-Compliance
1. Go to 2	2. Type A (Routine) or E (Critical) Inspection <----- ? ----->	3. Go to 5
4. Go to 2	5. Type B (Follow-up) Inspection <----- ? ----->	6. Non-Compliance Letter #1 No Civil Penalty Go to 8
7. Compliance Warning Letter #1 No Fine Go to 8	8. Type A, E or B Inspection <----- ? ----->	9. Non-Compliance Letter #2 No Civil Penalty Go to 11
10. Compliance Warning Letter #2 \$250 Civil Penalty Go to 20	11. Type B Follow-up Inspection <----- ? ----->	12. Non-Compliance Letter #3 \$500 Civil Penalty Go to 14
13. Compliance Warning Letter #3 Go to 14	14. Type A, E or B Inspection <----- ? ----->	15. Non-Compliance Letter #3 \$750 Civil Penalty



		Go to 17
16. Compliance Warning Letter #3 Go to 17	17. Type A, E or B Inspection <----- ? ----->	18. Civil Penalty Letter \$1000 Civil Penalty Formal License Revocation Hearing
19. Compliance Warning Letter #2 Go to 20	20. Type A or E Inspection <----- ? ----->	21. Non-Compliance Letter #3 \$500 Civil Penalty Go to 17

Type A = Full, Regular Inspection
 Type B = Follow-up Inspection
 Type E = Critical Item Inspection

21) Page 8, Consumer Protection, Complaint Management, Bullets #1-4: Please provide all fields that should be available for capturing data elements for Complaint records. For fields that will have standard/limited values (and can be formatted as a Drop Down List, Pick List, or similar), please provide all values that should be available (E.g., the Facility profile must contain a field for “Risk Category,” of which only one of the following values should be selectable: Category I – High, Category II – Medium, Category III – Low).

- a. The table below includes fields we may track, but it is not all inclusive. We do not currently have detailed written business rules that show all fields and logic. We expect that we would work with the selected vendor to identify and document those.

Field Desc.	Type	Values
Complaint ID		
Complaint Date & Time		
Received By	Drop Down	List of database users
Complaint Type	Drop Down	See types below
Anonymous	Check box	
Complainant Name, Address, contact methods		
Facility Search		
Facility Address or complaint location address, contact methods		
Additional Complaint Address Information (Cross Street, Intersection, etc.)		
Nature of Complaint	Text Box	
Assigned To	Drop Down	List of database users
Action Taken	Drop Down	Call, inspection, follow-up, referred other agency, no



		action taken, other
Date/Time Spent on Action		
Investigation Notes	Text Box	
Complaint Status	Drop Down	Open, Closed
Contact Complainant about results	Drop Down or check box	
Notice of Violation (NOV) Issued	Drop Down or check box	
Date NOV Issued		
NOV Explanation		
Investigated By		
Additional Inspector(s)		
<i>Note: We may need to issue a fee with some complaints (i.e., IH, Meth labs)</i>		

Complaint Types:	Complaint Types:	Complaint Types:
Air	Pool / Spa / Spray Pad	Vector – Prairie Dogs
Animal Bites / Rabies	Processor/Warehouse/Transportation	Vector – Rodent
Body Art	Public Accommodations	Vector – Other
Child Care	Retail Food	Waste Water – Biosolids
Disease Outbreak	RMA	Waste Water – OWS
Foodborne Illness (FBI)	Schools	Waste Water – Public
IH – Billable	Solid Waste – Animal Feces	Waste Water – Storm
IH – Non-Billable	Solid Waste – Designated Facilities	Waste Water – Septage
IH – Mold	Solid Waste – Haz Waste Spills / Incidents	Waste Water – Sewage Spill
IH – Radon	Solid Waste – Trash	Water – Public
IH – Other	Solid Waste – Other	Water – Private
Institutions	Swim Beach	Water – Other
Meth Labs	Vector – Bed Bugs	Wildlife (non-bite)
Methane	Vector – Cockroaches	Other
Mobile Home Parks	Vector – Lice / Scabies	
Odor	Vector – Mosquito	

- 22) Page 8, Consumer Protection, Complaint Management, Bullet #2: Please provide the desired format for the Complaint records' automatically generated complaint number (if any).
- a. Currently TCHD uses numbers only. If your product has a better method, we are open to suggestions.



- 23) Page 8, Consumer Protection, Complaint Management, Bullet #3: Please describe how Tri-County HD tracks time for Complaints.
- a. The EHS assigned to a complaint manually adds the time spent for every action or date related to investigating the complaint (calls, inspections, etc.). TCHD would like to do workload analysis on time spent on complaints.
- 24) Page 8, Consumer Protection, Complaint Management, Bullet #3: Please define "case billing," provide a list of all special complaint types that utilize case billing, and describe the process all case billing transactions.
- a. For complaints, currently TCHD only bills for reimbursable expenses related to Industrial Hygiene (IH)/indoor air quality which is done on a per hour/client specific basis (i.e., consultation, mold or radon testing) and Meth labs which are set fees (i.e., inspection, lab testing, Fed Ex shipping of samples).
- 25) Page 8, Consumer Protection, License Management Bullet #2: Please provide copies of all Cancel/Correct Department of Revenue forms that will be expected to auto-fill with data. Please specify all fields on the forms that should auto-fill. If not inherently obvious from the forms' label(s), please provide the source record and field from which the value should auto-fill.
- a. We have posted them on our website at: <http://www.tchd.org/proposals.htm>
- 26) Page 9, ISDS Inspection Management, Bullet #5: Our current system does not allow linking between OSS/OSW records and Food/Lodging records. Please describe what constitutes "[relating] permits to existing facilities."
- a. Reporting, general: TCHD would like to be able to track / link all permits associated with a property address over time (i.e., new permit, minor permit, expansion permit, use permit).
 - b. Relating permits to an existing facility means being able to look at a facility in our system and seeing if an ISDS system is related to it. For instance, we could have a retail food establishment that is licensed to prepare food and also has an ISDS. We would like to be able look at that facility and see that they have both and be able to look at records associated with both. This would only apply if the consumer protection module and the ISDS module will be part of the same database system. If you are bidding the ISDS module separately from the consumer protection module, then disregard.
- 27) Page 9, Financials, Individual/Bulk Invoicing, Bullet #3: What is expected of Certified Mail Tracking? Are you requiring a link on the page that will automatically pull up the USPS site and query the package id?
- a. A link to the package would be nice, but not required. Currently, TCHD saves tracking numbers on violation letters/invoices. At a minimum we would need a field to enter the tracking number that could be printed on an invoice.
 - b. Civil Penalty letters and past-due invoices are sent certified.
- 28) Page 9, Financials, Payments, Bullet #3: Please describe what needs to be tracked; how the data needs to be delivered; and what is expected of the system for "...and pay...."



- a. For every retail food license and ISDS new and repair permit, TCHD is required to pay the State of Colorado a portion of revenue collected. TCHD needs the ability to track if the state has already been paid and to run reports to import into our Sage Accounting system to create payments to the State of Colorado.

29) Page 9, Financials, Other, Bullet #2:

- a. Will an Excel Export from the A/R show table pages (outstanding charges and payments) fulfill this requirement? **Yes**
- b. If not, is an interface with another system required? **No** If an interface is required a) What data elements must be transferred? b) What is the format of the interface file? c) What is the frequency of the download transaction?

30) Page 9, Financials, Other, Bullet #3: We need the full specifications for the “financial data reports.” What data elements of the “financial data reports.” are needed for each report? Layout/Design of each report? Parameters for generating/filtering each report, etc?

- a. **Standard accounting reports are fine. Example of desired reports: Revenue by permit type by date, aging, money due by establishment, etc. Design/layout is flexible.**

31) Page 9, Consumer Protection, ISDS Permit Management, Bullet #1: Please provide all fields that should be available for capturing data elements for ISDS records. For fields that will have standard/limited values (and can be formatted as a Drop Down List, Pick List, or similar), please provide all values that should be available (E.g., the Facility profile must contain a field for “Risk Category,” of which only one of the following values should be selectable: Category I – High, Category II – Medium, Category III – Low).

- a. **The table below includes fields we may track, but it is not all inclusive. We do not currently have detailed written business rules that show all fields and logic. We expect that we would work with the selected vendor to identify and document those.**

Information from Application
Number of New, Minor Repair, Major Repair, Expansion, Use Permits
Number of Inspections (Onsite vs. Final)
Number of Residential Systems
Number of Multi-Family Systems
Number of Commercial Systems
Number of "Other" Systems
Number of Engineered Systems
Information from Site Visit Worksheet
Soil Classification:
Average Percolation Rate (5-20)
Average Percolation Rate (21-40)
Average Percolation Rate (41-60)
Percolation Rate (61-90)

Percolation Rate (91-120)
Percolation Rate (121-180)
Percolation Rate (>180)
Information from Final Visit Worksheet
Number of Concrete Tanks
Number of Fiberglass Tanks
Number of Polyethylene Tanks
Number of Tanks with Effluent Screens
Number of Secondary Treatment Systems
Secondary Treatment System Type:
Number of Systems:
Final Treatment Type:
Number of Systems:
Method of Waste Water Application:
Number of Systems:
Information from Use Permit Application

32) Page 10, Other (required by all Modules) MEMOS: Please describe in more detail where you would like the memos appearing? For example - On a message board for all to see?

On each a data entry page sometimes we need to add comments related to the facility, permit, license, status, inspection, financial transaction etc. We would like to the ability to add a memo if needed that is time, date & user stamp. Some examples include:

- a. Example on permit manager, “next inspection date changed because est. closed for season” with time, date & user stamp.
- b. Example on Establishment manager “closed for remodel, expected opening 10/12” with time, date & user stamp.
- c. Comments within a complaint “Caller states she bought a package of brand X hot dog buns on October 17. She states the buns are full of mouse feces.”
- d. Plan review comments “EFFECTIVE 1/1/97 THEY SHOULD BE UNDER THE CORPORATION "DENOS COUNTRY STORE INC." - NEW REVENUE #12-33803. THEIR 1996 LICENSE WAS UNDER RDM INVESTMENTS, LLC. REV. #26-15126. I DID NOT GIVE THEM NEW EST #.”

33) Page 6, first paragraph discusses offline functionality, two questions on this:

- a. Does the entire system need to be able to be used in a disconnected mode or just certain features (i.e. pull down history for scheduled facilities, allow for filling out of inspection forms and generating reports)



- i. If possible, it would be nice to have full offline functionality. If that is not possible, the main function desired offline are: Conducting inspections, completing complaints, ISDS inspections, the ability to look up a history of a facility, and checking payment status. Currently TCHD has no offline functionality.
 - b. Do any other mobile platforms other than Windows XP/7 laptops need to be supported (i.e. tablets or phones)
 - i. Currently users only have laptops. Future intention is to use tablets/phones if/when they have complete Office/software functionality.
- 34) Page 6, Item B-5 specifies use of Crystal Reports for Ad-hoc and standard reports. Our product would not preclude use of Crystal reports for creation of ad hoc reports but uses SQL Server Reporting Services for its standard reporting engine. Is this acceptable? **Yes**
- 35) Does TCHD currently have Crystal Report licenses?
 - a. Some, but probably as many as we anticipate needing.
 - b. SQL Server Reporting Services will also work.
 - c. The ability to get ad hoc reports without contacting the vendor every time is the primary goal; how it is accomplished is secondary.
- 36) Page 6, Item B -9 requires data conversion from existing systems. Can you give any details on the # of systems and types of data to be converted?
 - a. Currently using many Access DB, pdf scans, and SQL hosted DB Digital Health Department.
 - b. Data to be converted includes but may not be limited to facility information, owner information, inspections, complaints, ISDS permits, PDF/Word documents currently attached to records, and financials. We can consider archiving certain records.
- 37) Page 7, Inspection management requires electronic signatures. Is there a preferred method for this. For example other clients have associated a login to a signature on file, or allowed the user to specify a PIN, or used a scanned or electronically captured signature which is programmatically compared to a version stored in the application. Is one of these approaches permissible are actual digital signatures using encryption keys required.
 - a. Currently TCHD doesn't use electronic signatures, but TCHD would like to use them. For TCHD staff we could use any of the option listed. However, the facility manager on duty at inspection location is not the owner and changes from inspection to inspection, so to trying to match to a single person would be difficult. We are open to suggestions.
- 38) From Page 8, License Management: Ability to auto-fill standard Cancel/Correct Department of revenue forms.
 - a. Can you provide an example of the forms
 - i. We have posted them on our website at: <http://www.tchd.org/proposals.htm>
- 39) Page 10, website section requires accepting credit card payments. Does Tri-County currently have a merchant account and if so who is the provider that will need to be integrated with?
 - a. Currently TCHD doesn't accept on-line credit card payments.



40) Does TCHD prefer an agency-hosted deployment or a vendor-hosted deployment?
 a. TCHD prefers a vendor hosted deployment with TCHD on-site monthly back-up (in addition to regular vendor back-up), but we are open to either.

41) Does TCHD have a target project start date and target project completion date?
 a. TCHD would like to have a contract signed and project started as soon as possible in 2012 and aim to complete it by December 2012. We have a little over a year left on current vendor contract, so there is enough time to implement correctly & accurately.

42) Will TCHD consider publishing responses to offeror’s inquiries/questions sooner than Monday, October 31, 2011? **Yes**

43) TCHD has requested that offerors submit electronic versions of the Technical and Cost Proposals in MS Word format. Will the Department accept a PDF version as MS Word allows for alterations? **Yes.**
 a. **Excel will be accepted as well. An additional, editable version would be appreciated.**
Example: Change user numbers or select modules 1 and 3 only, and de-select module 2.

44) Regarding risk-based inspections for retail food facilities, will you provide the risk calculation?

It’s long and complicated. The frequency formula is below: (however this may be changed)

Category - Food Risk Factor.

Description	Category	Point Value
Very Low Risk	1	0
Low Risk	2	2
Medium Risk	3	5
High Risk	4	7

Coefficient I - Weekly Meal Volume

Meals/Week	Point Value
< 500	1
501 - 1000	2
1001 – 3000	3
3001 – 5000	4
≥ 5001	5

- b. Will TCHD provide offerors with exported data samples from each system required for conversion for analysis? Is the SQL system the Digital Health Department?
 - i. Yes
 - c. How much history will the offeror be required to convert?
 - i. It depends on the program. Data to be converted includes but may not be limited to facility information, owner information, inspections, complaints, ISDS permits, PDF/Word documents currently attached to records, and financials. We would need to convert all active facilities and all ISDS permits on file. We are required by law to maintain ISDS information indefinitely. For inspections and complaints we would prefer to convert several years' worth of information, but we are required by law to maintain these records for 5 years plus the current year so we would need some way to archive and search them if we don't convert them all over. We are required to maintain 5 years plus the current year for any deleted facilities and associated inspections. We are open to archiving these as well.
 - ii. The ability for power users to import data would be useful. For example, there are 20,000 pdf files of ISDS paper history. TCHD would like to import them as attachments by permit number.
 - d. Will TCHD accept a balance forward approach to financial conversion? In other words, rather than bringing over all historical financial transactions, we would bring over one lump sum as a single invoice line item for all outstanding charges?
 - i. At a minimum we need to bring over any unpaid outstanding charges and the current year's financial information. As long as current financial status is correct, and itemized if needed, a lump sum balance forward should be ok.
- 46) On page 6 of 32, Section II, Statement of Work, B) #10- 'Import Forms'. Please provide a real-world example. Import what types of forms? On what frequency?
- a. TCHD uses mail-merge forms in DHD for many licenses, permits, applications, inspections.
 - b. The State "Cancel or Correct a Retail Food Establishment License" form is on pre-printed paper. Currently EHS hand write by hand to complete these. It would be nice to print instead.
 - c. Inspection forms are on pre-printed paper. If forms could be imported into system (and/or created) inspectors would be able to complete them within system in the field, and email to establishment instead of hand writing forms in the field, then entering them into the system at a later date.
- 47) Regarding the requirement to integrate with TCHD's Sage Fund Accounting System, what specific data will be exported from the Inspection Management System and sent to Sage? On what frequency? What platform is Sage developed/supported on? Is it Web-enabled? Are there restrictions as to what type of data Sage can accept?
- a. Here is the information our business office collects in the Sage AR

TYPE:	Required Fields in Sage
Customer Name	X
Customer ID	X
Customer Class	
Customer Type	
Session ID	X
Invoice #	X
Document #	X
Document Date	X
Invoice Description	
Document Description	X
Invoice Charges	X
Invoice Payments	X
Due Date	
Effective (Post) Date	X
Division	X
Location	X
Program	X
Subproject	X
GL Account / Object Code	X

- b. Frequency – daily preferable, but weekly okay.
- c. Data can be downloaded into an Excel file would work to be imported into Sage. They put it in .csv format with each part in its own column to import.

48) Section II, B, 3 reads, “Ability to sync with GIS and interface with ESRI GIS data.” Please describe the current applicable GIS resources available through the TCHD to this project (e.g., software, version(s), data layers, web services, etc.). Also, please describe the ways in which EH inspectors and office staff would use the GIS integration on a day-to-day basis. Will inspectors expect to use GIS while working in a disconnected state?

- a. Ability to sync with ArcGIS Server 10 and interface with ESRI GIS data: Currently TCHD uses ESRI’s ArcGIS 10, ArcInfo for mapping and spatial data management, creation and editing. For large datasets and geodatabases, ArcGIS Server 10 is used to distribute GIS services over the Web to support desktop, mobile and Web mapping applications.
- b. EH inspectors currently use GPS units to get the latitude and longitude for the location of ISDS septic tanks, septic absorption fields, and water wells.
- c. EH inspectors may use GIS integration to view establishment locations using latitude and longitude data attributes associated with each record in the database. They could also route directions from specific locations. One use that TCHD currently does not have is the ability to sync inspection schedules with GIS info to make monthly schedules more efficient.
- d. In the future, mobile applications may be implemented as well. ArcGIS Server allows you to manage geodata in a variety of database management systems, these include SQL Server, Oracle, PostgreSQL, and DB2.

49) Is TCHD agreeable to an annual, subscription license agreement, rather than a perpetual license model? The subscription license model means that should TCHD discontinue payment of the annual licensing fees, the right to use the product ends.

- a. Yes, as long as all data remains property of TCHD and can still be accessed after the right to use ends.



- 50) In RFP Section III, E) Non-Compliance and Termination, TCHD states that there are established remedies and termination clauses that are to apply to contracts which are determined to be in non-compliance. Will TCHD provide the established remedies and termination clauses for offeror's review?
- a. Further details will be given if and when applicable from the purchasing department. All of the statutes and fiscal rules are readily available on the state's publically accessible website. TCHD has no modifications to those statutes or fiscal rules.
<http://www.colorado.gov/dpa/dfp/sco/contracts.htm>
- 51) On page 18 of 32, K) Form of the Contract, there is a requirement for the resulting contract to be in the form required by current Colorado statutes, fiscal rules and TCHD's Procurement rules, and include all such terms and conditions required by these statutes and rules. Will TCHD provide a sample contract standard that includes these statutes and rules so offerors can review them?
- a. All of the statutes and fiscal rules are readily available on the state's publically accessible website. TCHD has no modifications to those statutes or fiscal rules.
<http://www.colorado.gov/dpa/dfp/sco/contracts.htm>
- 52) Please reference Attachment B, Insurance Requirements, Non-Waiver. Does TCHD require a waiver of subrogation for General Liability and Workers Compensation?
- a. TCHD doesn't need a waiver since most insurance companies have that waiver incorporated into their policy.