# Introduction

## PURPOSE

Williamson County Fire Marshal Special Operations (Hazmat) plans to utilize a software/company to facilitate Cost Recovery Billing for incidents relating to hazardous materials. The purpose of this RFP is to solicit proposals from qualified vendors who can be responsive to the County’s short and long-term needs and can offer a comprehensive solution. The County seeks to obtain proposals that address program use, installation (If any), training, access and integration, testing, implementation, maintenance and cost.

**Mission:** Williamson County plans to improve effectiveness and efficiency of their Information Gathering and Billing system through the selection and implementation of a new Cost Recovery billing software solution.

**Vision:** The County envisions a Cost Recovery billing system capable of providing secure integrated/shared, correct and timely billing information through user friendly, customizable, intuitive access methods.

**Objectives:** The Project Team’s objectives are to research, evaluate, select, decide, configure, and implement a new Cost Recovery billing solution that will support the mission.

**Goals:** The goals of selecting the new software are designed to: 1) Ensure accurate, complete, consistent/trusted, secure and timely data, 2) Provide user friendly/intuitive, useful (high usability) access methods, 3) Integrate the new Cost Recovery billing system with relevant business systems to allow for uncomplicated data sharing opportunities, 4) Ensure supportability (complements current infrastructure), sustainability (can address growing/changing business needs) and maintainability i.e. minimal customization, and 5) Securely store and limit access to information based on roles/needs.

## BACKGROUND

### Current Cost Recovery Billing System

Based on current estimates, approximately **4** employees will use the new billing system.

## ****EVALUATION CRITERIA****

The Requirements for this Request for Proposal will be evaluated using the following evaluation criteria:

1. Cost per run- 5%
2. Process for non-recoverable bill. 10%
3. Ease of use (Web-based versus desktop) 15%
4. Security of software (Administrator privileges and control) 15%
5. Type and ease of report writing from data. 20%
6. Software support. 15%
7. Flexibility of process for collection, County Submit for collection versus Contract Billing Company submit. 20%

The County reserves the right to reject any or all proposals, and to make an award based on suitability to purpose or superior quality.

## REQUIREMENTS

1. Manage all Cost Recovery Billing for hazardous material incidents for Williamson County,

Texas including but not limited to the following:

a. Use the county’s established procedures for hazmat reporting and billing.

b. Provide a software or web-based solution for managing data collected by the HAZMAT department to include:

• A custom interface that meets the County’s requirements for Billing management.

• An industry standard secure website for first responders to add incident data while on-scene.

• An industry standard secure website for reviewing current incidents and their status.

• Software management that allows editing, reporting, and monitoring of incidents from data entry to incident closeout.

c. Provide billing and collection efforts to include:

• Ensure accurate responsible party insurance information.

• Create invoices for billing responsible party or their insurance agency.

• Monitor the collection process.

• Disburse funds collected to the appropriate agencies as indicated and approved by Williamson County, Texas.

• Provide Williamson County, Texas options for nonpayment to include:

• Forward to county attorney for possible criminal action.

• Work with county agencies to place liens on property where applicable.

• Release with county approval to county approved collection agency.

• Provide county Auditor’s office enough data to write off debt if requested.

d. Provide reporting to agencies as directed by the Williamson County, Texas Hazardous Materials Team Chief or Designee and not limited to:

• Preparing and approved Texas Public Information Act requests.

e. Manage data collected and preserve for historical purposes billable and nonbillable

information entered into the management system. Historical data will be maintained for the purposes of:

• Budgeting and creating reports for the Williamson County, Texas on future needs

and reporting historical expenses.

• Reporting the use of consumables to include personal protection equipment (PPE), sampling supplies, mitigation resources and any other item identified for reporting by the Williamson County Hazardous Material Team Chief or designee.

• Collecting multi-agency participation costs when Williamson County, Texas is acting as the primary respondent for the incident.

**SCOPE OF SERVICES**

Williamson County, Texas shall perform the services set out below:

1. The County shall be responsible at its own cost for purchasing and acquiring all Hazardous Materials Team equipment, expendables, and personnel costs.

2. The County shall be responsible for the ongoing maintenance of Hazardous Materials Team equipment.

**COMPENSATION**

1. **Funding Base.** The funding base is on collected incidents. The vendor shall quote what will be charged to provide the services and how is that fee collected. For example, if an incident is collected and the funding base for this agreement is 10.0% for the hazmat incident. What will be the method of billing? 10% after all costs associated for the hazardous incident have been accounted. For example, a hazmat incident that results in a total of $5000 dollars will incur an additional management fee of (5000 x 0.10) $500 added as a line item rendering the total bill to the responsible party to be $5,500.00 or the bill is $5000 but $4500 will be distributed to the county and $500 will be collected by vendor.

2. **Adjustment of Funding Base.** In the case where the responsible party with County approval pays less than the total billed amount. What is the policy for the vendor?

**TRUST ACCOUNT**

The payment vendor will establish a trust account on behalf of Williamson County, Texas where all payments will be deposited at a bank of the County’s choosing.

**PAYMENT PROCEDURE**

The payment vendor will disburse all funds from the trust account in the

following manner and order:

1. Disburse the management fee to Payment vendor

2. Disburse all remaining incident money to the County as directed by the County.

3. Disburse any funds to supporting agencies as directed by the County.

## REQUIRED SERVICES

1. Web-based that meets the IT criteria for County usage.
2. Able to be input in a form that has a line item for each specific type of item that is used.
3. Each line item must have a locked but adjustable (by Administrator) dollar value of each item.
4. Each item must be associated to what department that it is associated to.
5. Must have ability to create a final report utilizing the data that has been input.
6. Must have a fillable section for writing summary of call, and editable.
7. Ability to attach other documents to include pictures and diagrams.
8. Must be able to divide cost recovery based per Department.
9. Sections of the form must be auto fill like excel when filling out (i.e.. Department, tech, etc.)
10. Can auto send email with all the documents to different individuals/companies
11. Must be able to lock data. (But editable by Administrator)
12. Is it able to connect to Emergency Reporting system, yes or no?

### Scope of Work

### Installation

1. Installation, training, and documentation services.
2. Verification, documentation and acceptance of the program installation (including backup and recovery procedures) in all environments utilized by the solution.  This includes upgrades to support newer versions of the software
3. Implementation of necessary tools to support the acceptance and migration of new versions or releases of the solution across the various development, maintenance and production environments. A migration strategy for new software versions/releases will be put in place. Database performance reviews will be conducted on a regular basis to provide recommendations for database tuning, as needed.
4. Ensure quality and viability in support of enhancements, interfaces and the migration of the solution across the various development, maintenance, and production environments.
5. While the County prefers to execute all software application installation and environment creation, the Proposer will provide guidance, oversight and document the implementation of the technology infrastructure necessary to operate the solution.
6. Recommend configuration and provide acceptance of the proposed server environment and associated networking and storage systems as provided by the County. This includes all hardware and system software required to support the development, test, training, production (high availability) and possible disaster recovery environments within specified service levels and a schedule of upgrades to the environment to support various stages of the development effort leading up to production operation.
7. Monitoring and tuning of both batch and on-line performance in conjunction with agreed upon service levels.
8. Proposer shall provide recommendations and mentor County staff in all configuration activities. These application configuration services will focus on configuring the application to meet the County’s processing and business requirements, including workflow. The County will work with each Proposer to understand if their solution is pre-configured and will support the specific needs of the County. The primary method of meeting the County’s business requirements and processing will be through configuration rather than customization work.

### Customization and Reporting

1. Solution development services focus on developing the baseline solution and other required software to meet the County’s specific needs, including in the following areas:
2. Enhancements. While product enhancements are not the preferred method to solution development, there may be instances in which the need to customize the new solution are identified. This activity deals with the identification, design, programming, unit testing, and delivery of any extensions, reports, interfaces and other customization to the County environment.
3. Workflows. The project will identify those business transactions and associated workflow/work queues that require automation. This activity deals with the configuration, unit testing, and delivery of the automated workflows to the solution. The County will require the Proposer to conduct all business process requirements (BPR) activities, provide all BPR deliverables including desktop procedures and detailed workflows.
4. Data access and product reporting services focus on the modification of all standard reports within the solution, and the design and development of new production reports. The County expects the following tasks to be included in the implementation activities.
5. Reports. The County expects unidentified reporting requirements to come up during implementation. Thus a series of queries and reports outside of the standard solution offerings and those identified in the System Requirements will be identified. This activity deals with the design, programming, unit testing, and delivery of an unanticipated query/report to the County’s environment. These query/reports will ultimately be delivered into a system testing and user acceptance environment.
6. Statements. With the implementation of the new solution, the County plans to review its bill formatting and production process. The County envisions that its billing statements will be redesigned incorporating additional information desired by its customers. The County will have a number of different bill statements, invoices, notices, and other correspondence, which the system is required to produce. A vendor’s third party software may be used to accommodate the production and distribution of these statements. This activity provides for the implementation and configuration of the bill production and distribution hardware and software, the redesign of the bill and other statements and the production of various statements in both hardcopy and electronic copy. This function may also deal with the electronic bill presentation and payment process.

### Data Mapping/Migration/Integration

1. Cleansing. This activity deals with the identification of data in the legacy systems that needs to be scrubbed or cleaned in order to ensure that information loaded into the new solution is accurate and will support processing within the new environment. Typically, a series of reports within the conversion process will identify problem areas that require either a manual or automated cleanup process. An automated process will be developed in cases where large amounts of data need to be cleaned and is possible in a programmatic manner.
2. Conversion. Data will be mapped between the legacy systems and the new solution. The implementer will be solely responsible for the extraction, transformation and loading of all converted data.
3. Interchange. Interfaces and integration services focus on the efficient and effective means to share and transfer information among the County’s systems, including external entities. Training
4. Training services will focus on training materials and the identification and training of users in processes supporting the new Solution i.e. “train the trainer”, including the following activities:
5. Core Team Training. Proposer shall provide product training to all Core Team members for the purpose of orientation and familiarization with product terminology and operation that is needed for proper understanding of solution implementation activities. This includes functional and technical training.
6. Training Development. The Proposer will provide baseline training documentation with the base solution. This will include but may not be limited to, course content, instructor guides and exercises. Training development team will include Proposer staff with specific product expertise to guide the development of training materials. This activity results in the delivery of both hardcopy and electronic materials.
7. Training Delivery. A training plan will be developed and delivered to the County for approval.

### Testing

Testing services will include the development of an overall test plan, which will include unit testing, usability testing, user acceptance testing, system testing and as needed, regression testing.

### Implementation Project Plan

The Proposer shall provide project management and administration services involved with the installation, implementation and post implementation support of the Solution. Activities will include but are not limited to: building and maintaining the project plan, scope and change management, issue and problem management, and Proposer personnel management.

The Proposer shall provide a complete project plan that includes, but is not limited to:

1. Project schedule detailing the resources, tasks and target durations for scope of work activities for Installation, Customization and Reporting, Data Mapping/Migration/Integration, Training, Testing, Implementation and Post Implementation
2. Project success criteria and key performance indicators
3. Risk Matrix with identified strategies
4. Statement of Scope (what it is in scope and what it is out of scope for this implementation)
5. Change Request/Change Control approval and tracking procedures
6. Requirements tracking methodology that provides the means to track system requirements through testing and to production implementation
7. Description of project status and progress reporting procedures and tools

### Post Implementation Support

1. The Proposer shall provide services to document all of the enhancements, plug-ins, reports, workflows and extensions that are developed during the course of this project so that the County can modify and reinsert or reuse those enhancements as new releases and product versions are available. Overall, the proposer will be required to provide documentation of all their activities and work products throughout the project life cycle.

Additionally, implementation services will include knowledge transfer for all aspects of the project, reporting and project status management, communication and document management, risk management, quality assurance of implementer provided deliverables, and quality control management.

### Maintenance

1. The County expects that most of the maintenance effort performed post-implementation will be for non-corrective actions. However, in the event Solution requires “break/fix” support, the County would like to review a sample service level agreement from the Proposer. As well, the Proposer shall provide an annual schedule of releases for the next two years. The Proposer will detail its quality assurance program for releases i.e. does the Proposer have a quality assurance environment in which system changes can be regression tested before deployment? Etc.
   1. Proposer will address key management issues, such as: alignment with County priorities, staffing, and costs.
   2. Proposer will address key technical issues, such as: the County’s limited understanding of this new solution, impact to the current infrastructure, testing releases, and sustainability measurements.