

Please find below our list of questions as it relates to the above named RFI:

- Would the State consider a comprehensive 100% cloud-based solution designed specifically for the public sector that cannot be hosted in State facilities?

Yes, that is exactly what we are looking for

- We have a Named User licensing structure. Our definition of 'named user' is that of staff with access to the back-office software system regardless if the access is concurrent or consecutive. Based on our definition, how many Named Users does the State anticipate having on the proposed solution?

3 Administrators (Bureau Chief, Program Officer, Admin Assistant)

2 Financial Personnel (Agency Services Officer, Account Tech 1)

- The State wishes for the proposed solution to be able to:

automate the Licensing process as much as possible, add photo ID cards, investigation module, inspection module and enhance the finance portion of the system that collects fees through checks, money orders, E-Check and Credit Cards.... Other items needed are a portal for jurisdictions and inspectors/investigators to view information..... Lastly we require pre-built and on-the-fly reports, ability to make changes to fees, logos, signatures, and add or delete certificate and/or license types as needed as well as uploading/storing documents and photos into the system.

- Are these written requirements being achieved in other external systems or within the proposed solution? E.g. Is the State using a separate system to track investigations? Another separate system to generate ID cards? If so, please name these systems.

Yes, currently the system we are on ONLY takes manual input from our administrators who key-in the data from a paper application. E-Checks and Credit Cards are accepted through our finance office only as the current system has no built mechanism to accept such payments. Currently inspectors/Investigators must call our office with their alleged items and our administration personnel must manually look up all data and cross reference that with the current regulations and codes. We only have very basic reports that were pre-built by our current vendor, which were done years ago and do not meet our needs today. We do not do photo ID cards, only perforated pre-designed cards done in batches through the current system in a very old fashion through our side-by printers. We would like to incorporate an ID card system tied to the new database that quickly prints out these cards easily.

- On page 7 of the RFI, the State wishes for the customer side of the proposed solution to be "compatible with IDVille Photo ID system," please describe the database/language used and any available APIs.

At this time, we have no data on this proposed system. You can view them on IDVILLE.Com. We would be open to other peripherals which work with your solution, as long as it is cost effective and meets our needs.

- On page 9 of the RFI, please provide a use case for Req 8) "system can distinguish a large check written for multiple customers by a company and assign the correct payments to the accounts in the system correctly showing any deficits if applicable."

Most individuals pay for their own registrations (Certificates of Registration - CofR), but sometimes about 10%, the company will pay for their employees CofRs:

As an example; ABC Fire Protection Inc, uses a credit card online to pay for multiple registrants; Bob Johnson, Sammy Davis and Rich Green, paying for Bob and Sammy's - F/Card Certificate and Rich's F/Card and GU Card for 2018. The system should be able to distinguish between each individual's cards and where the payments are placed within the financial areas of the database, send the

payment information to the respective payments system and update the records in the database of the individual's without error.

- On page 9 of the RFI, please provide a use case for Req 9) "Admin area to schedule testing, assign location, number of seats, times and system uses this to schedule customers automatically. Ability if necessary to cancel or make changes to testing and system will auto notify customers. System allows customers to drop/cancel testing if necessary because of scheduling conflicts and opens a new available slot in the system which can be auto filled again."

Our office personnel (we call administrators), will schedule testing let's say in Las Vegas for May 5 and 6....they would from a screen in the new system input these testing dates along with the number of seats available to be filled. When a registrant applies for a certificate (CofR) and they require a test to complete their requirements, they would be able to select one of the empty seats if available. If not, it would put them in a que in the system so the administrator knows they have people waiting to test. We would need to review the details with the selected vendor as it becomes more complicated after this simple explanation.

- On page 9 of the RFI for Req 11) "Admin the ability to load test scores, approve/disapprove customers if passed or failed accordingly" - are the test scores loaded into the proposed solution via integration or a file upload (i.e. .CSV)?

The tests are done on paper and the test scores would be entered manually by admin, unless you have a better solution.

- On page 10 of the RFI for Req 17) is the State looking for offline capabilities specifically offline mobile inspections?

Yes, this would be an enhancement down the road for the inspections module after the Licensing system is up and running.....not a deal breaker now, but definitely will be needed in the future.

- Will the State require any mapping capabilities? If so, what GIS tool (i.e. Esri) are you currently using and what is the current version?

We have no GIS capabilities at this time, but would certainly welcome it in the inspection module.

- To understand your fee types, please provide a copy of your current fee schedule.

The fees were on the attached applications in the original RFI.

- Could we get sample lists of your current inspections/investigations being performed? How many inspections/investigations are performed per year?

Please see attached sample spreadsheet used for keeping track statewide for all of the inspections. We literally have 1000's of inspections each year, but with limited staff we do not have a number of how many. Since 2008, we have only had 2 inspectors state wide responsible for all state and public buildings. We also use our Officers (Arson Investigators) to fill in on inspections as time permits as well as Special Deputies in the Fire Districts and Departments around Nevada help out as required. As you can see this is a daunting task just to do the inspections as well as tracking, which is why we need a useable program.

As per section 4.2 of the RFI, please find the requested information:

- RFI Name: Nevada State Fire Marshal – Licensing Program
- Vendor Name: BasicGov Systems, Inc.
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Thank you.

Kindest regards,

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