From: Dustin Miller
Sent: Tuesday, February 1, 2022 2:17 PM
To: Kcook@senate.idaho.gov
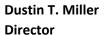**Cc:** Scott Phillips <SPhillips@idl.idaho.gov>
Subject: Follow-up to yesterday's Fire Business System meeting

Dear Senator Cook,

I appreciated that you made time to meet with us yesterday to discuss IDL's request to fund the acquisition of Gold's Fire Business System. Listed below are the questions you asked during our meeting with responses in red. Also, attached is a list of the five western states that have purchased and implemented the system and more information on how they use it. This document was provided to us by the vendor. Our fire business team has met with other states at various times in our evaluation process and has learned about how the system has positively impacted those states' fire business operations.

Thanks,

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- Is the Gold's Fire Business System locally installed or is it cloud based software?
  Cloud hosted (AWS)

- To confirm, do other vendors offer alternative fire business systems? If so, did IDL review these systems to determine if they would meet our needs?
  No, there are no other systems that are specialized to meet the unique needs of a fire business organization at this time. Some states have in-house accounting systems that have been adapted, but lack the functionality of the Gold's system.

- Does the Gold's system enforce record retention policies? In other words, does the system have functionality that supports managing records per a retention schedule? Can users query records in the system by date and delete those that have aged-out per our records retention schedule?

  The system supports querying records and deleting them to meet retention policies, as needed. The states that are currently using the system do not currently delete records because storage is cheap and having the historical data is quite important to their operations. If Idaho implements the Gold's system, we may modify our retention schedule to allow for a longer retention of fire cost data to support mining this data to better understand long-term trends. The query function is robust and you can find any record needed from a variety of fields (dates, location, name, cooperators, etc.) There is no personal information contained within the system such as SSNs or credit card numbers, etc.

- Can we provide a detailed breakdown of how the $1 million will be spent...software, training, integration/configuration, etc.?

August 21, 2021 Cost Estimate	Cost
Kick-off meeting, status and other meetings, training, support up to going live.	$20,153
Installation. Set up the AWS instance to get app running with a public domain, certificate, database, and app server. Provides a data warehouse for both test and production.	$4,031
Set up development and internal testing environments on Gold Systems servers	$1,612
Customize logo, colors, terminology, and other adjustments	$4,031
Configure existing FBS features to math Idaho requirements	$8,061
Data Migration. Assist with initial data load and setup (cooperators, rates, etc.)	$12,092
Contingency	$24,184
Total Initial COTS Purchase (Basic Config/Data Conversion)	**$74,164**
Cost to determine specifications	$102,731
Initial COTS Customization	$200,000
Initial Training Content	$20,000
Initial Integration with Navision	$63,000
Initial Integration with LUMA	$60,000
First Year Training License	$7,000
First Year COTS License/Maintenance	$29,000
First Year Cloud Server Hosting	$12,000
Total Mods – Integrate with Navision and LUMA + Other Mods	**$493,731**

Project Manager 2 (12 months)	$185,640
Business Analyst (12 months)	$169,320
QA Analyst (4 months)	$49,980
Total Contracted Staff	**$404,940**
Project Total	**$972,835**

- What does the ongoing annual cost of $40,000 cover?
  For calendar years 2022 – 2024, the three-year cost for licensing and hosting combined is $118,789. This is how we arrived at $40,000 per year in ongoing cost. The license is an enterprise license and not dependent upon the number of users. The license also includes a test and training environment as well as the production environment.

- Has IDL "test driven the software" to see it in action?
  The department has had several demos over the 3-4 years that we have been considering this software.

- Did IDL develop a "needs assessment" that we used to evaluate this purchasing decision?
  The bureau and IT developed a GAP Analysis that included a list of Fire Business Needs by function. Attached is the 12/19/2019 version, that was updated some in 2021 by our IT Applications Team. Below are the Requirement statements that were created by the fire business unit (this is an internal working document).

Fire Business Needs (FBND)		
FBND #	**Function Classification**	**Requirement Statement**
FBND 1	**Incidents**	
FBND 1.1	**Project Code**	Ability to generate ~~submit a request from the Fire Business system to LUMA Navision for an IDL~~ Project Code for a new incident.
FBND 1.2	**Project Code**	Ability to tie ~~the IDL Fire~~ Project Code to an Incident
FBND 1.3	**Actual Costs**	Ability to pull actual Incident costs into the system from either Navision/LUMA (TBD), based on Project Code the Incident is assigned to.
FBND 1.4	**Financial Coding**	Ability to see the ~~PCA (~~cost ~~fund)~~ that a cost is associated with
FBND 1.5	**Financial Coding**	Ability to select financial ~~a PCA and SubObject~~ codes for each expense line item or grouping
FBND 1.6	**Financial Coding**	Ability to select the financial code(s) associated with an Incident ~~(PCA, SubObj.)~~
FBND 1.7	**Data Changes**	Ability to track who changed what and when for incident data changes
FBND 1.8	**IRWIN Incidents**	Ability to see Idaho state incidents from the IRWIN system.
FBND 1.9	**IDL Incidents**	Ability to add IDL incident information to incidents pulled in from IRWIN
FBND 2	**Invoicing (AP)**	
FBND 2.1	**Incident Invoice (AP)**	Ability for IDL, Cooperators with accounting systems that are integrated with FBS, and organizations accessing IDL's instance of FBS to create an incident Invoice (AP) summarizing incident costs that require reimbursement by IDL.
FBND 2.2	**Supporting Cost Documents**	Ability for IDL and other organizations to associate Vendor supporting cost documents to an incident (Project Code).
FBND 2.3	**Contract/Fire Department Contracts/Agreements**	Ability to upload, view and print the contract/agreement document (ex: PDF) associated with incident costs.
FBND 2.4	**Cost Validation**	Ability for Bureau and Fiscal to compare Incident costs in the system with the original supporting

		documentation from the Vendor.
FBND 2.5	**Invoice Data**	Ability to review and approve/reject incident cost data submitted by Vendor. Vendor is notified that submitted incident cost data has been rejected.
~~FBND 2.6~~	~~**Document Checklist**~~	~~Ability to view a list of required documents for a Bill and indicate what documents have been uploaded, and see what's missing.~~
FBND 2.7	**Rates**	Ability to preload rates for contractors and fire departments based upon their rates.
FBND 2.8	**Invoice Data**	Ability for both Vendor or IDL to enter updates and corrections to incident costs prior to approval (FBND 2.5).
FBND 2.9	**Invoice Data**	Ability after updates to incident costs for IDL, Cooperators with accounting systems that are integrated with FBS, and organizations accessing IDL's instance of FBS to recreate a new incident Invoice (AP) summarizing incident costs that require reimbursement by IDL.
FBND 2.10	**Cost Validation**	Ability for Bureau and Fiscal to approve/reject Invoice (AP)
FBND 2.11	**Payments (AP)**	Ability to view the historical payments IDL paid per Cooperators/Vendors per incident, per year.
FBND 3	**Invoicing (AR)**	
FBND 3.1	**IDL Invoices**	Ability to upload and associate all Billing documents (forms, receipts, etc.) to a unique incident/PC#.
FBND 3.2	**Cost Validation**	Ability for Cooperator to compare Incident costs in the system with the original supporting Billing documentation.
~~FBND 3.3~~	~~**IDL Resource Travel Costs**~~	~~Ability to pull incident related Travel Expenses for IDL resources into the system from Navision and associate to an Incident Bill~~
FBND 3.4	**IDL Resource Costs**	Ability to generate a report that shows the details of all costs charged to a single incident.
FBND 3.5	**Incident Costs**	Ability for Fiscal to apply, update or remove a Credit Memo that removes specific costs from Invoice (AR)
FBND 3.6	**Negligent Fire**	Ability to track third party invoices/payments. These are typically fires invoiced to a negligent party.
~~FBND 3.7~~	~~**Document Checklist**~~	~~Ability to view a list of required documents for a Bill and indicate what documents have been uploaded, and see what's missing.~~
~~FBND 3.8~~	~~**IDL Resource Travel Costs**~~	~~Ability for IDL resources to enter Travel Expenses into the system and associate to an Incident Bill.~~
FBND 3.9	**Cost Validation**	Ability for Cooperator to approve/reject Bill (AR)
FBND 3.10	**IDL Invoices**	Ability for Fiscal to generate Invoice (AR) per incident per Cooperator
FBND 3.11	**IDL Invoices**	Ability for Fiscal to generate Invoice (AR) per Cooperator per year
FBND 3.12	**IDL Invoices**	Ability for Fiscal to regenerate Invoice (AR) after edits are made to incident expenses
FBND 3.13	**IDL Invoices**	Ability to send Invoice (AR) to Navision.
FBND 3.14	**IDL Invoices**	Ability to attach some, none or all supporting documentation tied to an incident when generating Invoice (AR)
FBND 3.15	**Outstanding Balance**	Ability for Cooperator, Vendor to view Outstanding Balance per Incident, per Year or Total
FBND 3.16	**Payments (AR)**	Ability for Cooperator, Vendor to view the historical payments they paid.
FBND 4	**Reconciliation**	
FBND 4.1	**Consolidated Cost Settlement**	Ability to produce a report of fire costs by incident name and number in summary format for the annual reconciliation between IDL, USFS, and BLM.
FBND 4.2	**Cost Share Agreements**	Ability to load CSA documentation and "Reimbursement" information into the system and view.
FBND 4.3	**Cost Statement**	Ability to have a statement of fire cost similar to current Detail Statement of Fire Cost.
FBND 5	**Workflow**	

FBND 5.1	**WF Queue Time**	Ability to configure alerts based on deadlines related to invoice "cycles"
FBND 5.2	**Cost Approval**	Ability to track what was approved and by who
FBND 5.3	**Cost Review**	Ability to track what was reviewed and by who
FBND 5.4	**Cost Verification**	Ability to track what was verified and by who
FBND 5.5	**Approval Signature**	Ability to uniquely identify and restrict the role/person responsible for approving costs related to Invoices and Bills
FBND 5.6	**WF Activity Dashboard**	Ability for management staff to "see at a glance" the quantity and status of workload as it is related to fire incidents in the system for all A/D/A.
FBND 5.7	**Negligent Fire**	Ability to track fires that may be invoiced due to negligence.
FBND 5.8	**WF Reporting**	Ability to generate a report showing what actions were taken, by who, and when
FBND 5.9	**State Incidents**	Ability to manage incidents for all IDL areas/districts/associations. (view/edit/delete/report)
FBND 6	**Vendors & Contractors**	
FBND 6.1	**Fire Departments**	Ability for rural, county, city FD's to enter billing cost information for incident resources and equipment
FBND 6.2	**Contractors**	Ability for Contractors to enter billing cost information for incident resources and equipment
FBND 7	**Cooperators**	
FBND 7.1	**Federal Agencies**	Ability for FED agency representatives to enter and/or submit incident cost information to the IDL A/D/A that hosted the incident.
FBND 7.2	**Home Office Contact**	IDL home office contact information, including Unit Identifiers, should be viewable by Cooperators.
FBND 7.3	**Incident Bill**	Ability for cooperators to create an Invoice (AP) that sums up charges to be invoiced to IDL based on agreement rates loaded into system
FBND 7.4	**Supporting Cost Documents**	Ability for cooperators to associate supporting cost documents to a "fire bill" to enable IDL FB verification of costs, i.e. invoices, receipts, expense forms, etc.
FBND 7	**On/Off District/Area Costs**	
FBND 7.1	**Personnel Time Expense**	Ability to pull personnel payroll costs associated to a Fire Project Code ~~from Navision/LUMA~~.
FBND 7.2	**Employee Travel Expenses**	Ability to scan and upload travel expense voucher and supporting documentation.
FBND 7.3	**Purchase Card Expenses**	Ability to see PCard (credit card) incident expenses ~~stored in the STARS~~, to which IDL Resources will be able to link correlating documentation.
FBND 7.4	**Claims and Misc. Expenses**	Ability for A/D/A or Cooperator to add, view, and update Claims and Misc. expenses for incidents.
FBND 7.5	**Equipment/Vehicle Adjustments**	==Ability to preload rates for state vehicles so fund adjustments can be submitted to Fiscal, similar to FSOs.==
~~FBND 7.6~~	~~Purchase Card Expenses~~	~~Fiscal must have ability to review and download Pcard documentation.~~
FBND 7.7	**Personnel Time Expense**	Ability to import personnel data from LUMA
FBND 7.8	**Personnel Time Expense**	Ability to keep FBS synced with Personnel data maintained in LUMA
FBND 7.9	**Personnel Time Expense**	Ability to keep FBS synced with payroll data maintained in LUMA
FBND 7.10	**Equipment/Vehicle**	Ability to enter and update Equipment costs
FBND 8	**Cost Estimation**	
~~FBND 8.1~~	~~IDL Cost Estimates~~	~~Ability to source IDL incident cost estimates from the LIMS system INFORM (IRWIN).~~
FBND 8.2	**Tracking Financial Obligations**	Ability to generate a report showing estimated obligations "Estimated Obligations Year to Date (by Incident or Total)"
FBND 8.3	**Federal Cooperators**	Ability to import estimates from federal cooperators's instance of FBS.
FBND 8.4	**Fire Departments**	Ability for fire departments to enter estimates into the system.

FBND 8.5	**Tracking Financial Obligations**	Ability for Area/District/Associations to enter and update an estimate of fire costs per fire at that point in time
FBND 9	**Integration**	
FBND 9.1	**IRWIN**	Ability to source Idaho fire incident information from IRWIN
FBND 9.2	**IRWIN**	Ability to refresh IRWIN incident information nightly or as needed
FBND 9.3	~~STARS~~ LUMA	Ability to source PCard transactions tied to a Fire Project Code
~~FBND 9.4~~	~~Navision~~	~~Ability to establish bidirectional data transfer between Navision and the Fire Business system~~
FBND 9.5	**Navision**	Ability to source all actual costs tied to a Fire Project Code
FBND 9.6	**Navision**	Ability to push approved Invoices (AR) to Navision from the Fire Business system
~~FBND 9.7~~	~~LIMS~~	~~Ability for estimates from Fire Reporting System to be sourced.~~
FBND 9.8	**M-Files**	Ability to store all documents in M-Files, integrated via REST services
FBND 9.9	**LUMA**	Ability to import Personnel data (FBND 7.7), Payroll (7.1), and Payments (AP) paid.
FBND 10	**Document Management**	
FBND10.1	**Document Scanning**	Ability to scan documents into the system
FBND10.2	**Document Uploading**	Abilty to upload documents into the system
FBND10.3	**File Naming**	Ability to ~~define naming standards for document names~~ categorize documents
FBND10.4	**Document Deletion**	Ability to delete documents from the system
FBND10.5	**Document Retention**	Ability to configure document retention rules based on document type and retention policies
FBND10.6	**Document Types**	Ability to assign document types to cost documentation
FBND10.7	**Document Purging**	Ability to purge documents from the system based document retention policies
~~FBND10.8~~	~~Document Volume~~	~~Ability to see statistics related to documents stored in the system. Number of documents by document type, format, size, etc.~~
FBND10.7	**Document Renaming**	Ability to rename uploaded documents
FBND 11	**Administration**	
FBND 11.1	**Agreements**	Ability for Fire Bureau to enter and update Cost Share Agreement rate configuration per Cooperator or per Incident, with start and end dates
FBND 11.2	**A/D/A**	Ability to enter, update, and archive Areas, Districts, and Associations
FBND 11.3	**Organization**	Ability to enter, update, and archive other Organizations
FBND 11.4	**Equipment**	Ability for IDL, Cooperators to enter, update and delete Equipment
FBND 12	**Reports**	
FBND 12.1	**AP - Estimated**	Estimated Obligations Year to Date (by Incident or Total)
FBND 12.2	**AP - Actual**	Actuals Spent Year to Date (by Incident or Total)
FBND 12.3	**AP - Actual**	What IDL Paid per Month
FBND 12.4	**AR**	Deficiency per Organization per Month
FBND 12.5	**AR**	Deficiency per Organization or Total per Year
FBND 12.6	**AR**	Detailed Statement of Incident Costs
	To Be Determined	
		Ability to tie incidents to unique Project Code, but unknown whether this will be generated directly in FBS or pulled from LUMA (new Idaho state accounting system)
		Ability to store , view and approve Travel Expense data and supporting documentation, either directly in FBS or pulled from LUMA.
		Ability to store , view and approve Purchase Card data

and supporting documentation, either directly in FBS or pulled from LUMA.	
Ability to track Negligent Fires	