EMS Electronic Patient Care Record (ePCR)
(ICM 11-01)

ADDENDUM NO. 1

General Comments:

Address all correspondence to Virginia Hastings at the address on page six (6) of the RFP. RFP submissions will be accepted until 5 PM PDT on April 25, 2011. Please follow the format as outlined in the RFP.

1. **Question:** What is the total number of licenses currently in use or needed by ICEMA?

   Answer: Currently ICEMA has 226 licenses, but would prefer to have a site license.

2. **Question:** Is ICEMA looking for a hosted or Data Center/Service?

   Answer: ICEMA is open to solutions that are proposed to us by the different vendors responding to the RFP. Currently we have an enterprise solution. Since we already have the infrastructure for an enterprise solution, that would be our preference, but we are not excluding hosted solutions.

3. **Question:** Will ICEMA supply any additional end user hardware?

   Answer: Hardware is not part of this RFP. There are no provisions for additional end user hardware; however, should additional hardware be required to update our current enterprise server hardware that would be considered. There is (are) no provisions for the addition of hardware.

4. **Question:** What date does ICEMA expect to have the new solution running?

   Answer: Implementation start date is July 1, 2011 but that doesn't include full integration (deployment). It will depend on the proposals received by ICEMA.

5. **Question:** How many local providers and caregivers will be utilizing the system?

   Answer: Currently there are twenty-seven (27) providers. Currently we are unable to know exactly how many caregivers are using the system. There could be a total of 226 users using the existing Toughbook computers.

6. **Question:** Is training a train-the-trainer model?

   Answer: Training for end users and administrative staff is currently train-the-trainer. The future model would depend on the solutions offered and accepted by ICEMA.

7. **Question:** How will ongoing training be conducted?

   Answer: Please refer to question #6.

8. **Question:** What is the expected support structure and required software agreement for providing ongoing support?

   Answer: This matter will be discussed and negotiated as part of the vendor/contractor agreement.

9. **Question:** How many different CAD interfaces are utilized in the ICEMA Region? Can we identify who they are?

   Answer: Five (5): TriTech, Tiburon, New World, GEAC and Zoll.

10. **Question:** How many transporting agencies provide a billing software solution? Which Ones?

    Answer: Five (5) or more. Sweet-TriTech, Zoll, Medfm, AM2000, RAM, (there are others that have yet to be identified).

11. **Question:** Please describe integration with hospitals.

    Answer: Currently there is no roadmap for integration with hospitals. ICEMA would anticipate using HL7 as a hospital interface in the future.

12. **Question:** What NEMSIS version do we intend to use and do we intend to migrate to version 3?

    Answer: The current version is 2.1. ICEMA would expect to eventually migrate to version 3 when and if it is approved. (The vendor must remain current with the current approved version).

13. **Question:** Any data elements outside the CEMSIS/NEMSIS data sets.

    Answer: Currently, ICEMA has four (4) additional data elements that are outside the CEMSIS/NEMSIS data sets. ICEMA anticipates using these as part of the NEMSIS export (please refer to the original RFP as data elements are required to be compliant).

14. **Question:** Will we be using CEMSIS/NEMSIS <u>structure</u> (XML)?

    Answer: Currently unknown, since we don't know what elements may be collected. ICEMA requires the option to transfer file attachments as part of the NEMSIS export (pdf, jpeg, wav, etc.).

15. **Question:** Page three (3) of the RFP mentions that 200,000 calls were made using 180,000 electronic forms. What are ICEMA's current expectations?

Answer: Currently ICEMA is adding five (5) additional providers which will add an additional number of transports bringing the total to between 200,000 and 250,000. (However, ICEMA will not be held to a specific number as this answer is an estimate only.)

16. **Question:** RFP states that vendors must comply with ICEMA and other mandated data performance reporting standards. Can this be defined?

Answer: Solution must meet California, NEMIS, CEMSIS, and any future change in state, federal or industry standards.

17. **Question:** RFP states a purpose is to "enhance quality assurance program as required by ICEMA and State Regulations." Can this be further defined?

Answer: Ability to enhance QA is through ease of operation and ability to generate reports through easy to use wizards.

18. **Question:** What is the number of CAD integrations?

Answer: CAD integration should be a separate line item with associated costs.

19. **Question:** Is Exhibit 1 required?

Answer: It is only required if awarded.

20. **Question:** Is Form G – contractor Vendor nondisclosure Agreement required?

Answer: It is only required if proposal is accepted.

21. **Question:** List current interfaces that are requested; one-way or two-way?

Answer: Currently NEMSIS, CEMSIS (1-way) if HL7 is executed, 2-way.

22. **Question:** Is there any requirement to export to fire reporting systems?

Answer: There is no requirement to export to fire reporting systems. The requirement would be to accept data from fire EMS reporting systems. If the vendor has a solution that will auto-populate fire RMS then this should be a part of the vendor's demonstration and proposed as a separate line item.

23. **Question:** Will ICEMA be responsible for costs, interface and training for base system?

Answer: ICEMA prefers a site license that would include interfaces to monitors, etc. ICEMA will not be paying for the optional interfaces that an agency may want for billing, CAD or other interfaces.

24. **Question:** What area does ICEMA cover?

Answer: The ICEMA region includes providers in San Bernardino, Inyo and Mono Counties.

25. **Question:** Will the Addendum be made available online or sent directly to participants?

Answer: ICEMA will not mass mail the list. Only those participants attending the mandatory pre-proposal conference will receive conference answers. The answers will be posted within seven (7) days on the ICEMA website and sent to the individual participants who attended in person or by phone the mandatory pre-proposal conference.

26. **Question:** Can any additional questions be directed to ICEMA?

Answer: No additional questions will be entertained by ICEMA other than those asked at the pre-proposal conference meeting held on April 5, 2011 at 1300 PDT.

27. **Question:** Will ICEMA please describe in more detail the requirements for the data repository?

Answer: Currently ICEMA is operating in SQL-2005

28. **Question:** Is ICEMA's data repository expected to house NEMSIS/CEMSIS-compliant data only?

Answer: No. ICEMA will/would house all data elements in addition to NEMSIS, CEMSIS. ICEMA also requires the ability to house data elements (attachments) such as: jpeg, wav, pdf, etc.

29. **Question:** Regarding custom fields, will these fields be part of NEMSIS v3 or v2.2.1 format?

Answer: They could or may not be dependent upon vendor's solution/proposal.

30. **Question:** Does ICEMA prefer a hosted ePCR solution?

Answer: Although ICEMA will review all proposals at this time, ICEMA believes that an enterprise solution is preferred.

31. **Question:** Would ICEMA be interested in an enterprise solution for ePCR?

Answer: Yes.

32. **Question:** Does ICEMA have plans to migrate to NEMSIS version 3?

Answer: Please refer to question #12.

33. **Question:** Is the RFP (or just Attachment A) available as a Word document? We would like to be able to type in our responses to the Technical Requirements in Attachment A.

Answer: Any documents required to be populated will be made available as part of Addendum 1.

34. **Question:** Do I need to sign up to receive addenda for this RFP? Or will I be added to the recipient list by virtue of having sent this email?

Answer: No.

35. **Question:** Is a comment required for each question in Attachment A, or only for answers that require further explanation beyond yes/no?

Answer: This is up to the individual vendor.

36. **Question:** How would you like us to respond to Technical Requirements that are not available now, but that are scheduled for a future software release?

Answer: The vendor must be able to demonstrate only those solutions that are currently available (no vaporware). Enhancements that will improve or update vendor's solution must be identified as such with real timelines for implementation. (If the option is not currently the vendor must put no as an answer and provide accurate timelines for solution.)

37. **Question:** Would you be able to direct me to an individual who can help explain what licenses, permits, and/or certifications are required to perform the work outlined in the RFP for the ePCR system? I spoke with someone from the County Clerk's office and was able to determine that no license is required to do business in the County, but I'm unsure about what actually is required. Please note that ESO Solutions is a software provider and that we do not have a physical location in the State of California. The only time we would be physically present in the State would be to do a few onsite days of software training.

Answer: It is the vendor's responsibility to determine and provide any licenses, permits, and/or certifications that are applicable in the jurisdiction (city, county or state) where you are required to perform work.

38. **Question:** How many mobiles licenses will ICEMA require?

Answer: Please refer to question #5.

39. **Question:** Will every apparatus use mobile tablets to record prehospital data, or just transport units, etc.?

Answer: First responders, ground transportation providers, air transportation providers (see question 5).

40. **Question:** How many different CAD systems does ICEMA use?

Answer: Please refer to question #9.

41. **Question:** What are the names of these CAD companies?

Answer: Please refer to question #9.

42. **Question:** Would ICEMA like a billing interface?

Answer: No. ICEMA does not bill for providers.

43. **Question:** How many, and what, different billing software applications/billing service providers does the ICEMA system use?

Answer: None. Please refer to question #41.

44. **Question:** Regarding Attachment B, item 10.00, can HealthWare Solutions data be exported as a NEMSIS file?

Answer: No. ICEMA is not able to export HealthWare Solutions.

COVER PAGE - Form A

PROPOSAL FOR

VENDOR'S NAME (*name of firm, entity or organization*)**:**

_____

_____

_____

FEDERAL EMPLOYER IDENTIFICATION NUMBER:

_____

NAME AND TITLE OF VENDOR'S CONTACT PERSON:

_____

MAILING ADDRESS:

STREET ADDRESS: _____

CITY, STATE, ZIP: _____

TELEPHONE NUMBER: _____

FAX NUMBER: _____

EMAIL ADDRESS: _____

VENDOR'S ORGANIZATIONAL STRUCTURE

☐ **Corporation** ☐ **Partnership** ☐ **Proprietorship** ☐ **Joint Venture**

☐ **Other (explain):** _____

If Corporation, Date Incorporated: _____ **State Incorporated:** _____

States registered in as foreign corporation:

VENDOR'S SERVICES OR BUSINESS ACTIVITIES OTHER THAN WHAT THIS RFP REQUESTS:

_____

VENDOR'S AUTHORIZED SIGNATURE:

The undersigned hereby certifies that this proposal is submitted in response to this solicitation.

SIGNED: _____

DATE: _____

PRINT NAME: _____

TITLE: _____

MANDATORY VENDOR REQUIREMENTS – Form B

The following requirements apply to all prospective vendors.

	Requirement	**Agree (initial)**	**Agree with qualification (initial and attach explanation)**
1.	Possess valid licenses, permits and/or certifications, as required by the State of California, to perform the type of services being requested in this RFP. Validity of licenses/permits/certifications will be verified by the copies provided with the proposal.		
2.	Have no record of unsatisfactory performance. Proposers who are or have been seriously deficient in current or recent contract performance, in the absence of circumstances properly beyond the control of the Proposer, shall be presumed to be unable to meet this requirement.		
3.	Provide five (5) references from other agencies, one (1) of which should be a government agency (not including the County of San Bernardino) that you have established a contract for this type of service. Provide Agency Name, Contact Name/Address, Phone Number, and Dates Services Were Provided. This information must be included on **Form E** - References.		
4.	Vendor or principals may not have declared any form of Bankruptcy in the last five (5) years.		
5.	Meet other presentation and participation requirements listed in this RFP.		
6.	Have the administrative and fiscal capability to provide and manage the proposed services.		

SIGNED_____

PRINT NAME_____

TITLE_____

DATE_____

EXCEPTIONS TO RFP – Form C

VENDOR NAME _____

ADDRESS _____

_____

_____

TELEPHONE (____)_____FAX (____)_____

I have reviewed the RFP and General Contract Terms in their entirety and have the following exceptions: (Please identify and list your exceptions by indicating RFQ, the Section or Paragraph number, and Page number, as applicable. Be specific about your objections to content, language, or omissions. Add as many pages as required.)

Name of Authorized Representative _____

Signature of Authorized Representative_____

Date _____

STATEMENT OF CERTIFICATION – Form D

The following statements are incorporated in our response to the ICEMA RFP.

	Statement	**Agree (initial)**	**Agree with qualification (initial and attach explanation if necessary)**
1.	The offer made in this proposal is firm and binding for 180 days from the date the proposal is opened and recorded.		
2.	All aspects of this proposal, including cost, have been determined independently and without consultation with any other prospective Vendor or competitor for the purpose of restricting competition.		
3.	All declarations in the proposal and attachments are true and this shall constitute a warranty, the falsity of which shall entitle ICEMA or the County to pursue any remedy by law.		
4.	Vendor agrees that all aspects of the RFP and the proposal submitted shall be binding if the proposal is selected and a contract awarded.		
5.	Vendor agrees ICMA will be provided with any other information the ICEMA determines is necessary for an accurate determination of our ability to provide the services being proposed.		
6.	Vendor, if selected, will comply with all applicable rules, laws, and regulations.		

_____ _____

SIGNATURE **DATE**

_____

PRINT NAME

_____

COMPANY

REFERENCES – Form E

Agency	**Contact Name/Address**	**Phone Number**	**Dates Services Provided (from/through*)**

*Enter "**Present**" if still providing the services. Example: 10/04/05 – Present

COST – Form F

System/Service	Cost (cost per incident or fixed cost)
Patient Care Reporting System Interface Development Implementation Services Data Conversion Training	$
Project Management	$
Other (Hardware, Reporting, Travel, etc.)	$

System/Service	Cost (cost per incident or fixed cost)
EMS Administrator Interface Development Implementation Services Training	$
Project Management	$
Other (Hardware, Reporting, Travel, etc.)	$

Form G – CONTRACTOR/VENDOR NONDISCLOSURE AGREEMENT

The County of San Bernardino has a legal and ethical responsibility to safeguard the privacy of all _____ and to protect the confidentiality of their _____ information. In the course of its business relationship with [name of vendor/contractor] and/or its employees and/or agents may come into possession of confidential information, even though it may not be directly involved in providing _____ services.

In consideration of, and as a condition to, its business relationship with [name of vendor/contractor] and its employees and/or agents will hold the following information ("confidential information") in strictest confidence:

1. Any information supplied by _____ or its affiliates;
2. Any information which is the direct or indirect result of [name of vendor/contractor]'s services provided; and
3. Any information about _____or its affiliates' business operations, products, or services.

No confidential information shall be disclosed except to employees of [name of vendor/contractor] who need to know it to fulfill [name of vendor/contractor]'s obligations to _____ or to authorized representatives of _____. At any time, upon request of _____, [name of vendor/contractor] will return promptly all embodiments of confidential information in a form acceptable to _____ without retaining any copies thereof. Furthermore, [name of vendor/contractor] will not sell, share, discuss, assign, transfer, or otherwise disclose any confidential information outlined above with any other individuals or business entities and will not use the confidential information for any purpose other than providing the mutually agreed upon services. It is understood that "confidential information" does not include information which:

1. Generally becomes available to the public other than as a result of disclosure by [name of vendor/contractor] or
2. Was available to [name of vendor/contractor] on a non-confidential basis prior to its disclosure by _____.

At all times during the term of [name of vendor/contractor]'s agreement with _____ and thereafter, [name of vendor/contractor] and its employees and agents shall protect the confidential information from unauthorized use or disclosure and otherwise abide by the terms of this agreement.

_____ _____
Signature of Vendor/Contractor Date

EXHIBIT I – REPORT OF ENVIRONMENTALLY PREFERABLE GOODS AND SERVICES

County of San Bernardino

Green Purchasing Report from _____ (vendor)

Account No. _____

MM/DD/YYYY to MM/DD/YYYY

Billing Information			Product Information						Supplier Information	Environmental Information		
PO No.	Invoice or Reference No.	Invoice Date	Product No.	Product Description	Quantity	Price p/unit	No. of units	Total Cost	Manufacturer Name	Green Y/N	Green Attributes (see attachment)	Certifications and/or accreditation (see attachment)

EXAMPLES OF GREEN ATTRIBUTES	EXAMPLES OF CERTIFICATION AND/OR ACCREDITATION
Biobased	Certified Approved Product (AP) Non-Toxic
Biodegradable	Ecologo Certified
Carcinogen-free	Energy Star
Chlorofluorocarbon (CFC)-free	Electronic Product Environmental Assessment Tool (EPEAT) program
Compostable	Forest Stewardship Council Certified
Energy efficiency	Green Seal Certified
Lead-free	Greenguard Certified
Less hazardous	Scientific Certification Systems (SCS)
Low toxicity	
Mercury-free	
Persistent bioaccumulative toxin (PBT)-free	
Rapidly renewable	
Rechargeable	
Recyclable	
Recycled content	
Reduced greenhouse gas emissions	
Reduced packaging	
Refill/refillable	
Remanufactured/refurbished	
Renewable materials	
Responsible forestry	
Upgradeable	
Water efficiency	

PROPOSAL CHECKLIST

Use this checklist to ensure that all items requested have been included. This form is to be completed and included in the proposal and must be located prior to the Cover Page - Form A.

Items Completed		**Page (s)**
1.	Cover Page Form A	
2	Table of Contents	
3	Executive Summary	
4	Proposal Description	
5	Scope of Work	
6	Statement of Qualifications	
7	Company Background (Principals, Capacity to perform, Years in business, Past or pending litigation, Business Licenses, Endorsements, etc.)	
8	Proposed Software and computing Environment	
9	Responses to Functional/Technical Requirements (Attachment A & B)	
10	Implementation Plan	
11	Maintenance and Support Program	
12	Client References – Form E	
13	Cost Proposal – Form F	
14	Exceptions to the RFP Form - C	
15	Attachments	
	Mandatory Vendor Requirements - Form B	
	Statement of Certification – Form D	
	Employment of Former County Officials	
	Insurance Documents	
	Sample Documents	