

STATE OF IDAHO  
DEPARTMENT OF HEALTH AND WELFARE

REQUEST FOR PROPOSAL  
HRFP0705  
Sicomm.net RFP01965

**WEB-HOSTED PATIENT CARE REPORTING (PCR) SYSTEM**

Issue Date 06-15-07

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## I. INVITATION TO PROPOSE

Request for Proposal Date: 06-15-07

Project Title: Web-Hosted Patient Care Reporting (PCR) System

Project Description: Purchase a web-based patient care reporting system to capture EMS patient information.

RFP Lead: John Cramer  
Title: Section Manager  
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Deadline to receive questions from Proposer regarding RFP: 06-22-07

Deadline for responses to Proposers: 06-27-07

RFP Closing time and date: 2:00 p.m. Mountain Time, 07-27-07

Proposal Opening time and date: 2:05 p.m. Mountain Time, 07-27-07

Date of Notice of Intent to Award: Approximately, 08-10-07

Signing of Contract: Approximately, 08-21-07

Term of Contract: 08-21-07 to 08-21-10  
Upon mutual agreement, the contract may be extended and amended. The total contract term, including all extensions and amendments, may not exceed five (5) years. At the time of extension or amendment, if any, the price may be renegotiated. Any adjustment so negotiated shall not exceed the gain or decrease in the Consumer Price Index for the West, seasonally adjusted, for the prior 1 year period, as published by the US Department of Labor.

- A. Potential Proposers shall submit any questions to the RFP Lead by close of business on the date noted above. Written questions may be mailed or submitted via e-mail or FAX to the address or number listed above. Official answers to all questions will be posted to the State Purchasing System by close of business on the date noted above.

- B. All Proposers, authorized representatives and the general public are invited, at their own expense, to be present at the opening of bids, which will take place at the address and time noted above. Only the Business/Scope of Work proposals will be opened. Only the names of the Proposers will be announced and no other information will be made public until after a notice of intent to award is given.
- C. The Business/Scope of Work proposal will be evaluated first as either “pass” or “fail,” based on the mandatory submission requirements in Attachment 1. The Proposer shall identify on Attachment 1 where each item is addressed in the proposal, in the column “Proposal Page #.” All proposals meeting the requirements will continue in the evaluation process outlined in Section VII.
- D. Oral presentations will not be conducted.
- E. The Cost Proposal will only be evaluated for Proposers who receive one of the three highest raw scores in the evaluation of the Business/Scope of Work proposal.
- F. The State may accept a Proposer’s initial proposal by award of a contract with or without discussion to clarify proposals that are reasonably capable of receiving an award. Discussions may explore Proposers’ understanding of requirements, qualifications, ability to perform the work successfully, and compensation. Discussions may result in non-material changes to the RFP or proposals. The State may also ask for best and final offers from Proposers whose proposals are reasonably capable of receiving an award, or negotiate with the apparently successful Proposer. During any of these processes, the content of competing proposals will not be disclosed.
  - 1. If discussions result in a need for material change to the RFP or to proposals, the State will issue written requests for best and final offers, specifying the information to which each Proposer is requested to respond. The request will specify the place, time and date for receiving the written offers. If a Proposer does not submit a notice of withdrawal or a timely best and final offer, the Proposer’s prior proposal will be considered its best and final offer. If necessary, the State may issue a subsequent request for best and final offers. Best and final offers will then be re-evaluated.
  - 2. The State may convene a negotiating team and negotiate with the apparently successful Proposer if negotiation is in the best interest of the State. If a negotiated proposal is acceptable to both parties, a contract may be awarded. If the parties are unable to agree, the State may terminate the negotiations in writing and negotiate with the next ranked Proposer.
- G. Proposers will be notified of the result of the procurement process.
- H. Background Information: Since the development of the Idaho Patient Care Reporting (PCR) system, the collection of quality local data from surrounding Emergency Medical Services (EMS) agencies has proven to be a challenge. While local EMS agencies are clearly interested in maximizing the quality of care provided, they are frequently faced with restricted resources. The absence of resources prohibits local agencies from collecting

the data they need to justify the cost of the care they often provide. In addition, local agencies are faced with requirements to report to multiple agencies (hospital, Fire Marshal, and Insurance companies) resulting in redundant data entry. Having to enter the same data on more than one occasion not only creates administrative difficulties at the local level but also provides a disincentive for field EMS personnel to cooperate with Idaho's mandatory data reporting regulations.

The State of Idaho, Department of Health & Welfare, EMS Bureau is charged with development and implementation of EMS systems that can track, collect, and analyze data needed to develop prevention programs and justify allocation of resources. Without sufficient data, they are unable to accurately assess needs.

As of 2006, Idaho utilized a paper-computer hybrid system utilizing either direct data input or completion of an optically scanned PCR form. Limited staffing at the State level makes data entry and evaluation difficult. Despite mandatory reporting requirements, local agencies continue to submit incomplete data or no data at all.

EMS data is utilized by numerous offices within the State of Idaho including Injury Prevention, Substance Abuse, Idaho Transportation Department, Idaho Fire Marshal's Office, and Idaho Trauma Registry. Without a means for EMS agencies to rapidly and efficiently collect and submit this data, any information received will have little value.

The Idaho EMS Bureau's goal is to provide an infrastructure that allows rapid collection and transmission of data while limiting redundancy of data entry.

Development of a uniform EMS data repository will have numerous benefits to not only local entities but also to those who track the information. It is envisioned that accurate data collection will assist local agencies in performing quality assurance reviews as well as tracking outcomes of field procedures performed by licensed field personnel. State agencies will have the potential benefit of targeting problem areas within EMS and allowing thoughtful development and modification of existing educational systems. This feedback process would make possible the development of public awareness programs and modification of EMS educational curriculum. Other outcomes of an EMS database include enabling researchers to formulate new hypotheses and enabling EMS administrators to evaluate costs and improve and maintain the quality of data collected.

## **PROJECT OVERVIEW**

Over the past three years, the Idaho Department of Health & Welfare Emergency Medical Services Bureau has been developing a strategy to move towards the collection of pre-determined emergency medical services data from all licensed EMS services in Idaho. After much research and consideration, it has been determined that it is in the best interest of the State of Idaho to have a web based EMS data collection and reporting system that will encourage data collection compliance through ease of use and that will allow the data to be captured and queried to support numerous projects. The purpose of this RFP is to therefore solicit proposals from qualified bidders to provide a hosted, web based EMS data collection and reporting system that will fulfill the published mandatory requirements in this RFP as well as achieving or exceeding the overall goals expressed in the RFP.

Emergency Medical Services agencies in Idaho perform over 110,000 runs annually. Much of the EMS run data is collected individually by larger services. Currently, this data resides in disparate systems, making it impossible to analyze data on a statewide, aggregate basis. By transporting EMS data from existing systems as well as computerizing those reports sent in on paper, Idaho EMS Bureau anticipates greater than 90% reporting with greater than 95% validity on the accuracy of the data collected.

The EMS Bureau requests proposals from qualified vendors to:

- Provide a method to extract existing EMS data from legacy PCR system industry and to electronically transport the data to a web hosted data repository.
- Provide a system capable of receiving data from industry standard applications using the most current NHTSA Data Dictionary (currently 2.2.x)
- Provide a system using client software for data capture when a live internet connection is not available, and then upload client data to the web-based data warehouse as soon as a connection is available.
- Provide a web-based application to query and export these data to other agency databases (e.g. NEMSIS, the Trauma Registry System, Credentialing, and EMS for Children).
- Provide a web-based application that will allow for robust analysis of data including predetermined reports but also allow for detailed statistical analysis and querying of data for future or novel areas of interest which would support EMS funding or resource allocation.

The State of Idaho, EMS Bureau recognizes the need for continued evolution of EMS data entry and associated collection system and is looking for a contractor to successfully implement a customizable next generation Patient Care Report system. The program shall consist of but not be limited to:

	<u>Total</u>	<u>Non-Transport</u>
Approximate Number of Agencies Involved	193 licensed agencies	91
Approximate Number of Field Personnel Involved	4357	=====
Approximate Number of Calls	140,000 input/imported	43,000
Approximate Number of Stations (work places)	280	160
Approximate Number of Vehicles	450	260

## II. INSTRUCTIONS FOR SUBMISSION OF PROPOSALS

- A. Any qualified vendor may submit a proposal. Per Idaho Code, Section 67-5730, all vendors are qualified unless disqualified. Those Proposers presently on the General Service Administration's (GSA) "list of parties excluded from federal procurement and nonprocurement programs" may be disqualified. Vendor information is available on the Internet at: <http://epls.arnet.gov>
- B. Proposals must demonstrate that Proposers have the ability to complete the described functions of this contract. State agencies are not required to, but are encouraged to bid.
- C. In order to be considered for award, sealed proposal must be provided at the place specified, no later than the date and time specified in the RFP.

- D. The proposal shall be submitted under the same cover at the same time, in two (2) distinct sections: Business/Scope of Work Proposal and a Cost Proposal. The proposals shall be addressed to the RFP Lead and clearly marked "CONTRACT PROPOSAL – HRFP0705 Web-Hosted Patient Care Reporting (PCR) System" and marked "Confidential."
1. Each proposal shall be submitted in one (1) original and five (5) copies of the Business/Scope of Work Proposal and (1) original of the Cost Proposal and Billing Procedures.
  2. The Business/Scope of Work proposal must be sealed, identified "Business and Scope of Work Portion of Proposal - HRFP0705 Web-Hosted Patient Care Reporting (PCR) System" and marked "Confidential."
  3. The Cost Proposal must be sealed, identified "Cost Portion of Proposal – HRFP0705 Web-Hosted Patient Care Reporting (PCR) System" and marked "Confidential."
- E. Proof of workers compensations, professional liability, and at least \$500,000 comprehensive general liability insurance coverage is required. The Proposer shall provide a Certificate of Insurance from a licensed insurance carrier prior to execution of the contract. The State reserves the right to have the original certificate provided upon request. If the original document is requested, a contract will not be signed until it is received.
- F. No verbal proposals or modifications will be considered. Any Proposer may modify a proposal in writing over the signature of the Proposer prior to the bid closing time.
- G. A proposal received at the office designated in this RFP after the bid closing time will not be accepted unless the Department determines that late receipt was due solely to mishandling by the Department after its arrival.
- H. All costs incurred in the preparation and submission of a proposal responding to this RFP, including Proposer's travel expenses to attend the proposal opening and presentation or negotiation sessions, shall be the sole responsibility of Proposers and shall not be reimbursed by the Department.
- I. An appeal by a vendor of a bid specification, a nonresponsiveness determination, or the award of a bid are governed by Idaho Code Section 67-5733 and must be filed in accordance with that section, which can be found on the Internet at <http://www2.state.id.us/adm/purchasing>.

### **III. TERMS OF PROCUREMENT PROCESS**

- A. Proposers must adhere to all requirements of this RFP to be responsive. The Director reserves the right to waive any nonmaterial variation that does not violate the overall purpose of the RFP, frustrate the competitive bidding process, or afford any Proposer an advantage not otherwise available to all Proposers.

- B. Proposals should be submitted on the most favorable terms from both a price and technical standpoint which Proposers can propose. The Department reserves the right to accept parts of proposals or reject any and all proposals received, without financial obligation, if the Director determines it to be in the best interest of the State to do so.
- C. The Department reserves the right to cancel an award if, in its sole discretion, any interest disclosed from any source could give the appearance of a conflict or cause speculation as to the objectivity of the program to be developed by the contractor. The Department's determination regarding any questions of conflict of interest shall be final.
- D. All data provided by the Department in relation to this RFP represents the best and most accurate information available at the time of RFP preparation. Should any data later be discovered to be inaccurate, such inaccuracy shall not constitute a basis for contract rejection by a Proposer or contract amendment.
- E. All proposal material submitted becomes the property of the State of Idaho, Department of Health and Welfare, and shall not be returned to Proposer. Proposals and supporting documentation may be available for public inspection upon written request following the announcement of a contract award, except for information specifically labeled on each separate page as a "trade secret" under the Idaho Public Records Act, Idaho Code Section 9-340D(1).
- F. The proposal submitted by the successful Proposer shall be incorporated into and become part of the resulting contract. The Department shall have the right to use all concepts contained in any proposal and this right shall not affect the solicitation or rejection of the proposal.

#### **IV. PROPOSAL FORMAT**

- A. These instructions prescribe the format that proposals must follow. They are designed to ensure a complete submission of information necessary for an equitable analysis and evaluation of submitted proposals. There is no intent to limit the content of proposals. The proposal of the successful Proposer shall be appended to and incorporated in the General Terms and Conditions. The General Terms and Conditions should be reviewed carefully by each prospective Proposer since compliance with those terms and conditions is mandatory.
- B. The business and Scope of Work Section shall include the transmittal letter on official letterhead of the Proposer, with name, mailing address, telephone number, and FAX number of the Proposer's authorized agent readily evident. The letter shall identify all material and enclosures being forwarded collectively as the response to this RFP. The transmittal letter must be signed by an individual authorized to commit the Proposer to the work proposed. In addition, the transmittal letter must include:
  - 1. Identification of the Proposer's corporate or other legal entity.
  - 2. A statement indicating acceptance of and willingness to comply with the requirements of the RFP and attachments and the terms and conditions of the Department's General Terms and Conditions and the Customer Service requirement.

3. A statement of compliance with affirmative action and equal employment regulations.
  4. If the RFP is amended, a reference to all RFP amendments to confirm that Proposer is aware of such amendments.
  5. A statement that the bid was arrived at independently without collusion, consultation, communication, or agreement with any other Proposer as to any matter concerning pricing.
  6. A statement that Proposer has not employed any company or person other than a bona fide employee working solely for the Proposer or a company regularly employed as its marketing agent, to solicit or secure this contract, and that it has not paid or agreed to pay any company or person, other than a bona fide employee working solely for the contractor or a company regularly employed by the contractor as its marketing agent, any fee, commission, percentage, brokerage fee, gifts or any other consideration contingent upon or resulting from the award of this contract. The Proposer shall affirm its understanding and agreement that for breach or violation of this warranty, the Department shall have the right to annul the contract without liability or, in its discretion, to deduct from the contract price the amount of any such fee, commission, percentage, brokerage fee, gifts or contingencies.
  7. A statement naming the firms and/or staff responsible for writing the proposal.
  8. A statement that Proposer is not currently suspended, debarred or otherwise excluded from federal procurement and nonprocurement programs.
  9. A statement affirming the bid will be firm and binding for ninety (90) days from the RFP opening date.
  10. Identify each page of the proposal that contains a "Trade Secret" per section III.E. above. Only those pages identified here will be considered for non-release if requested in a Freedom of information Request. All other pages of the proposal may be released without review for Trade Secret content.
  11. A statement, by submitting its Proposal, that the Proposer warrants that any contract resulting from this Solicitation is subject to Executive Order 2006-40 ([http://gov.idaho.gov/mediacenter/execorders/eo06/eo\\_2006-40.html](http://gov.idaho.gov/mediacenter/execorders/eo06/eo_2006-40.html)); it does not knowingly hire or engage any illegal aliens or persons not authorized to work in the United States; it takes steps to verify that it does not hire or engage any illegal aliens or persons not authorized to work in the United States; and that any misrepresentation in this regard or any employment of persons not authorized to work in the United States constitutes a material breach and shall be cause for termination of its contract.
- C. Cover Page: This should identify the RFP, including the Department's name and the bid number, and the Proposer's name and address, phone number and name of contact person.
- D. Table of Contents: This must adequately identify the contents of each section, and page numbers of major subsections.

- E. Executive Summary: The executive summary must provide a condensed overview of the contents of the Business/Scope of Work proposal submitted by the Proposer, which shows an understanding of the services to be performed.
- F. Business Background and Experience:
  - 1. Experience and References: Proposers must provide a minimum of three (3) professional references for projects performed for government entities or private businesses for which services herein have been performed in the past three years. Reference information shall include contact name, phone number and address of a person who can verify reference inquiries.
  - 2. Business Information. Information must include:
    - a. List of corporate officers or principals
    - b. Number of employees, identified by employee classification or type of work assignment
  - 3. Financial Statements: Proposers must provide evidence of financial stability and capability to fund all contractor costs associated with this project throughout the term of the contract. The Proposer shall provide financial documentation that demonstrates the Proposer's financial integrity.
- G. Organization and Staffing: The Proposer shall describe qualifications for successfully completing the requirements of the RFP. The following are required:
  - 1. Organization Chart: The Proposer shall provide a detailed organization chart showing all positions that will be involved in the work of carrying out the ensuing contract.
  - 2. Qualifications of Personnel: A statement of qualifications is required for all current employees who will be managing or delivering services under the contract. For positions that are not filled, a description of job qualifications is required.
  - 3. Subcontractors: The Proposer shall describe the extent to which subcontractors will be used to comply with contract requirements. Provide qualification statements for all subcontractors anticipated to be involved under the contract.
- H. Proposed System Software: The Proposer shall submit eight (8) copies of the proposed system client software, and a fully functional demonstration site for use and evaluation by the review committee.

## **V. SCOPE OF WORK**

Use this proposal outline as part of your response to the RFP, and identify it as Appendix A – Scope of Work. V.A. General Requirements is informational only. Please start your response with V.B.

For each of the following, the proposal should address methodologies to be used, pertinent time lines, personnel and other pertinent information in order to implement the Scope of Work successfully to achieve full compliance with all tasks and deliverables. The Proposer shall identify any information or resources needed from the Department in order to perform any of the work.

- A** **General Requirements** (The following requirements in V.A. are mandatory and do not require a response from the proposer.)
- 1 The Contractor must have access to the current National Highway Transportation Safety Administration (NHTSA) data dictionary and use the most current available version (as of submission date) as the basis of their response.
  - 2 The Department shall provide a list of mandatory data elements using the currently available Idaho data set as a basis. This dataset is based upon the NHTSA Data Dictionary (<http://www.nemsis.org/dataElements/datasetDictionaries.html>), but also possesses Idaho specific fields.
  - 3 The Contractor must comply to specific obligations and activities to protect confidential information in accord with HIPAA privacy and security requirements in compliance with 45 CFR Section 164.504(e).
  - 4 The State of Idaho recognizes the technical expertise of the contractors bidding in this project to not only respond to the needs of the State, but to anticipate future needs or current needs not specifically addressed. Proposers are therefore encouraged to propose additional tasks or activities if they will substantially improve the results of the project. Solutions of this nature should be listed separately in the pricing estimates and appropriately noted. This information will not be evaluated. Examples of areas this project could also enhance could include but are not limited to:
    - a A mechanism for communication between State and end user.
    - b A repository for reference tools and report templates.
    - c Quality Assurance Mechanisms (other than validity rules which are required)
    - d Ability to attach and store files of varying format to individual PCR record (\*.pdf, \*.jpg, \*.doc, etc). These would typically include documents like EKG rhythm strips, signature sheets, and pictures of incident scenes.
    - e A method of dissemination of educational tools to enhance quality of care in the EMS system.
    - f Ability to incorporate maps and GPS points for plotting individual and cumulative incidents points at both the user agency level as well as the State level.
    - g The ability to interface with standard proprietary Computer Aided Dispatch (CAD) systems and receive initial call information.
  - 5 The Contractor shall perform the initial system setup to include agency setup, agency rosters, facilities, geographical information using FIPS codes for Idaho and contiguous states, and variable tables using variables approved and supplied in Excel (\*.xls) format by department.
  - 6 The Contractor shall provide a 24-7 warranty and maintenance plan for host system maintenance and support service, upgrades, consultation, training and technical support.
    - a Upon completion of initial term of contract, State may have the option to upgrade service and/or technical support, or continue current service and support with ongoing support agreements. The parties shall develop a mutually accepted Service Level Agreement to support the project throughout the term of the contract similar to the Agreement in Attachment 2.

- i The initial support agreement shall be for a 3-year period and may be renewed annually for up to 2 additional years.
- 7 The Contractor must provide 10 copies of the field software to State of Idaho, EMS Bureau for the purposes of teaching and support and keep software version and licenses current with the latest releases available at any given time during the term of the contract.
- 8 The Contractor must provide up to 80 copies of the field software application for distribution to the medium and small EMS agencies as determined over the term of the contract.
  - a Field software version purchased and licensed by the State over the initial term of the contract shall be the latest release available.
  - b State maintains options to purchase field software licenses in bulk or as teaching institutions make a transition in their curriculum.
  - c If definition of "software license" is other than – *Generally accepted as pertaining to the right to load the software application onto one computer workstation* – vendor shall plainly clarify definition.

**B Deliverables** (The following requirements in V.B. are mandatory and do not require a response from the proposer.)

- 1 Web Based Application
  - a System User Manuals
  - b System Administrator Manuals
  - c The application although hosted will be the property of the State of Idaho. Should contractor cease to be able to provide hosting services or State chooses to host application on State servers:
    - i Software and data will be transferred by vendor to server of State's choosing
    - ii Printed and disc copies of Source Code will be provided to DHW Division of Information Technology Services.
- 2 Database
  - a The database and data collected by Idaho services will remain property of the state and will survive any written agreements.
  - b State will mutually agree on a method of receiving a hard copy (backup) if so desired at a mutually agreed time interval.
- 3 Field Software
  - a Field Software remains the property of the State.
  - b User Manuals including Set Up and Installation Guide (one copy per license)
  - c One hard copy of software per license (CD preferable)

**C Data Collection** The system provided must include the following elements. Check yes or no in response to each element.

- 1  Yes  No -- Application which is scalable, has a standard that can be expanded to encompass future data systems, and is practical for users of all technical backgrounds.
- 2  Yes  No – Inputs or exports to a variety of EMS data system including but not limited to:
  - a FireHouse (version 7)
  - b Microsoft Access 2000
  - c ODBC compliant software

- d Sweetsoft (Ortivus N.A.)
- e FoxPro
- f Other flat file formats
- g Collector Trauma Registry software (export is CSV format)
- 3  Yes  No -- Allows access by any authorized user and computer via the internet using standard web browser.
- 4  Yes  No -- Meets or exceeds all applicable standards for security including but not limited to HIPAA. System must be HIPAA compliant <http://www.cms.hhs.gov/SecurityStandard/> in both privacy rules and accepted data formats. Must also include procedures for safeguarding the system from unauthorized modification to the application programs and the data contained in the application.
- 5  Yes  No -- Operates efficiently with all levels and types of internet connections from dial-up to broadband.
- 6  Yes  No -- Provides flexible methodologies for data collection, submission, and transmission.
- 7  Yes  No -- Data entry compliance conforms to mandatory data elements required by Idaho EMS.
  - a Initial mandatory data elements will be provided upon awarding of contract.
  - b Mandatory data elements may change in time as requested by Idaho EMS, but will occur on an annual basis.
  - c Provide mechanism for the state to specify and limit acceptable response variables.
- 8  Yes  No -- Allows for duplication of core incident data (times, location, nature of incident) to create multiple patient records for a single event (one incident with multiple patients) for the same unit and crew and secondary responding units and crews.
- 9  Yes  No -- Allows for dynamic and customized analysis without additional programming (flexibility in analysis).
- 10  Yes  No -- Allows for standard and customized reporting and ad hoc queries without additional programming (flexibility in reporting).
- 11  Yes  No -- Allows approved users to generate statistical information from the aggregate EMS data, through an internet-based query tool.
- 12  Yes  No -- Permits DHW software administrators to export data to other data systems (NHTSA, NEMSIS, Trauma Registry, etc.)
- 13  Yes  No -- Allows for dynamic or customized data points by user and state without additional programming (flexibility in data capture). State variable selection will supersede and override local selections. This would include, but not be limited to adding additional facilities as they become licensed,
- 14  Yes  No -- Secure and efficient electronic exchange of information between all EMS providers and the Idaho Department of Health & Welfare, EMS Bureau and designated parties.
- 15  Yes  No -- Capacity to import pre-existing data from the state's current PCR database (FoxPro) for retro analysis.
- 16  Yes  No -- Configurable to allow multiple access rights, and security levels based on the user account.
- 17  Yes  No -- Allows system administrators at State to have Administrator control.
- 18  Yes  No -- Includes an integrated method of communication between system administrators and end users within Idaho.

- 19  Yes  No -- Able to measure and verify data reliability from existing EMS data systems.  
 a Greater than 95% target threshold for verifiable and reliable data.
- 20  Yes  No -- Includes an integrated method to ensure data submitted is accurate and valid.
- 21  Yes  No -- Offers a field solution for data collection for busier services without the time to enter data through a web portal.
- 22  Yes  No -- Manages updates of field software and ability to verify and ensure synchronization with the server (automatic, manual, or both).

**D Printing and Reporting Capabilities** Proposer shall:

- 1 Describe how they will provide for users to print a run form for receiving emergency department (ED) prior to EMS personnel departure from the receiving facility.
- 2 Describe, and provide samples of hard-coded or “canned” reports for use by the agency and the State – identifying any limitations or exclusions to either group (which reports are available or not available to each sector, or as dictated by other role based security rules).

**E Data System Requirements** The system provided must include the following elements. Check yes or no in response to each element.

- 1  Yes  No -- User-friendly interface with intuitive layout and flow.
- 2  Yes  No -- Direct input via internet using Microsoft Internet Explorer v6.0 to v7.0 (dial-up to broadband).
- 3  Yes  No -- Accommodates NHTSA 2.2.x compliant XML data **exports** standard format (XML, CSV, MS Excel, and MS Access) for QA/CQI purposes.
- 4  Yes  No -- Accommodates NHTSA 2.2.x compliant XML data **imports** standard format (XML only).
- 5  Yes  No -- Accommodates Federal Information Processing Standards (FIPS) code utilization at a minimum for the state of Idaho and all states sharing a border with Idaho – Washington, Oregon, Nevada, Utah, Wyoming, and Montana.

**F Web-Hosting System Requirements** Proposer shall describe:

- 1 How they will provide software applications and licensing for up to 450 client PCs with upload to a data warehouse via VPN or comparable method.
- 2 How they will provide for data submission to the state EMS office via CD/DVD or diskette with upload to the data warehouse from the state EMS office. Not all agencies possess internet access and must therefore provide alternative submission schemes.
- 3 Their formula for calculating number of concurrent access ports to support direct input of calls by EMS Providers.

**G Implementation and Support Services** The system provided must include the following elements. Check yes or no in response to each element in V.G.1 and V.G.2 below:

- 1  Yes  No -- Provide a software solution that is able to include simple and complex data capture in excess of the NHTSA Data Dictionary (NAEMSP Airway Management, local needs for non-standard capture like tracking utilization of air medical and the decision making process)

- 2  Yes  No -- Support approximate annual volume of 140,000 records.
- 3 Proposer shall describe how they will support services to 193 agencies housed at 280 stations involving 450 vehicles and 4357 field personnel.
- 4 Proposer shall describe how they will coordinate the responsibilities of State staff with those of the Contractor to ensure overall project success.
- 5 Proposer shall describe how they will provide ongoing support to users including but not limited to routine telephone support during business hours (M-Fri; 8:00 – 5:00), and on an emergency on-call basis outside of routine business hours for the Mountain Time Zone. Rates for emergency call resolution shall be quoted by proposer as a part of their submission.
- 6 Proposer shall describe how they will respond to requests for enhancements (written/e-mail acknowledgement) outlining a response or quotation within 5 working days 100% of the time.
- 7 Proposer shall describe how they will provide a comprehensive list of hardware and software needed to support their plan at both the State level but also for end users submitting data.
- 8 Proposer shall describe how they will provide manuals, updated versions and patches for the term of this contract.
- 9 Proposer shall describe how they will provide ongoing support for field software, web server function, and overall data capture system proposed.
- 10 Proposer shall describe how they will provide a detailed project plan with a breakdown of what needs to be done, by whom, to what standard and within what timeframe, including but not limited to project planning, implementation, testing, training, and maintenance.
- 11 Proposer shall specify the hardware used to support the hosted web-based application.
- 12 Proposer shall describe how they will assure that their protective measures will limit vulnerability to the internet including:
  - a Viral scanning programs involved with the communications portion of the application.
  - b The nature of the firewall (hardware or software based) used to prevent unauthorized access.
- 13 Proposer shall submit examples of User Manuals for administrators and end users.
- 14 Proposer shall submit examples of the documentation for technical systems.
- 15 Proposer shall submit examples of onscreen help.

**H Testing** Proposer shall describe how they will:

- 1 Ensure data extraction/export is flexible enough to require minimal work from existing systems.
- 2 Ensure that data transfer meets or exceeds state and federal data privacy requirements.

**I Support Documentation** Proposer shall describe how they will:

- 1 Design and provide help screens which have the ability to be printed and are not copyrighted.
- 2 On-line System Administration Manual.
- 3 Provide on-line help for client users.

**J Training** Proposer shall describe how they will:

- 1 Provide in-state training to Idaho EMS designated staff and other personnel as determined by EMS Bureau management. Training to consist of seven State staff and ten Agency trainers.
- 2 Train EMS central office staff to use and maintain the main State application.

**K Web-Hosting Services** Proposer shall describe how they will:

- 1 Provide user-friendly interface with intuitive layout and flow.
- 2 Provide warranty and maintenance plan.
- 3 Provide hardware used to support the hosted application.
- 4 Provide approved users ability to extract statistical information from the aggregate EMS data, through an internet-based query tool.
- 5 Viral scanning programs involved with the communications portion of the application.
- 6 Nature of the firewall (hardware or software based) used to prevent unauthorized access.

**L Physical Facility and Equipment** Proposer shall::

- 1 Describe how they will ensure a secure and efficient electronic exchange of information between all EMS providers and the Idaho EMS Bureau and designated parties.
- 2 Specify the physical facility, its security, and its data protection and recovery plans.

**M Security Access and Maintenance** Proposer shall describe how they will:

- 1 Provide user access through multiple access rights, role-based security.
- 2 Provide security, data protection and recovery plans.
- 3 Ensure unauthorized users do not gain access to data records.
- 4 Provide scheduled maintenance hours for the Idaho application between midnight and 6:00 a.m. Mountain Standard Time.
- 5 Provide problem resolution within 24-hour timeframe 95% of the time.

**N Reports/Records/Documentation**

- 1 The Contractor shall provide reports as outlined in the Reports Section (Appendix D).

**O Faith-based Organization** If Proposer is a faith-based organization describe how it will:

- 1 (a) segregate contract funds in a separate account; (b) serve all participants without regard to religion, religious belief, refusal to hold a religious belief, or refusal to actively participate in a religious practice; (c) ensure that Department- referred clients' participation in religious activities, including worship, scripture study, prayer or proselytization, is only on a voluntary basis; (d) notify participants of the religious nature of the organization, their right to be served without religious discrimination, their right not to take part in inherently religious activities, their right to request an alternative provider and the process for doing so; (e) how the organization will ensure that contract funds are not expended on inherently religious activities, and (f) comply with applicable terms of 42 CFR Parts 54 and 54a, and 45 CFR 260 and 1050.

**P Quality Assurance** Proposer shall describe how they will:

- 1 Provide quality assurance measures which demonstrate how users will progress with use of the system to meet a 90% target threshold of accuracy in reporting information.
- 2 Provide quality assurance measures which demonstrate efficiency of the system and the system's administration.

**Q Transition Plan**

- 1 The Contractor shall provide a transition plan to facilitate a smooth transition of the contracted functions from the Contractor either back to the Department or to another Contractor designated by the Department. The plan shall include but not be limited to:
  - a The data, although hosted, will be the property of the State of Idaho.
  - b Should the Contractor cease to provide hosting services or the Department chooses to host the application on Department servers, data will be transferred by Contractor to server of Department's choosing.

## **VI. COST PROPOSAL**

- A. The Proposer shall use the format established in Appendix C as your response to the cost proposal of this RFP, and identify it as Appendix C - Cost Proposal and Billing Procedure. This format is mandatory for purposes of evaluating the proposal and awarding a contract.
- B. The Proposer shall provide a fully-loaded rate which shall include all operating and personnel expenses, such as: overhead, salaries, profit, supplies, travel and quality improvement.
- C. Proposed rates shall be justified using the cost analysis matrix contained in Appendix C.

**CONTRACTORS ARE NOT ALLOWED TO DIRECT BILL EXPENSES OR TO RECEIVE ADVANCE PAYMENTS FOR SERVICES NOT RENDERED.**

## **VII. PROPOSAL REVIEW AND EVALUATION**

- A. The objective of the State in soliciting and evaluating proposals is to ensure the selection of a firm or individual that will produce the best possible results for the funds expended.
- B. A Proposal Evaluation Committee consisting of up to 5 individuals shall evaluate the proposals submitted. The criteria described below shall be used by the Committee member to evaluate and score the proposals for the purpose of ranking them in relative position based on how fully each proposal meets the requirements of this RFP. Particular emphasis will be placed on the Proposer's understanding of the RFP, quality of staff, and the description of how the activities will be performed. The Committee shall then meet as a group, compare evaluations, and correct any obvious errors.

- C. All proposals shall be evaluated first to ensure that they meet the Mandatory Submission Requirements of the RFP as addressed in Attachment 1. All proposals that fail to address all of the requirements of this RFP, in the judgment of the Department, shall be deemed non-responsive and shall receive no further consideration.
- D. The Department reserves the right to contact, and evaluate information from any known reference who may have pertinent information concerning the Proposer's ability to perform these services.
- E. The scores for the technical proposal section shall be normalized as follows: The proposal with the highest overall total technical score will receive a score of 600. Other proposals will be assigned a portion of the maximum score using the formula:  $600 \times \frac{\text{technical proposal being evaluated}}{\text{highest technical proposal}}$ .
- F. The scores for the cost proposal section shall be normalized as follows: The cost evaluation will be based on the total cost bid for required services as itemized in Appendix C. The proposal with the lowest overall total cost bid will receive a score of 400. Other proposals will be assigned a portion of the maximum score using the formula:  $400 \times \frac{\text{lowest cost proposal}}{\text{cost proposal being evaluated}}$ .

#### EVALUATION CRITERIA

Experience, Reference, Business Info	150 points
Financial Statements	150 points
Organization and Staffing	100 points
Scope of Work	200 points
Cost	400 points
Total Points	1000 points

#### VIII. GENERAL TERMS AND CONDITIONS

- A. The proposal submitted in response to the RFP of the successful Proposer and any negotiated changes shall be appended to and incorporated in the General Terms and Conditions of the contract.
- B. The contract, in its incorporated composite form, represents the entire agreement between the contractor and Department and supersedes all prior negotiations, representations, understandings or agreements, either written or oral.

APPENDIX A

Scope of Work

*(The contractor's proposal will be included in the contract as Appendix A – Scope of Work)*

## APPENDIX B

### Performance Metrics

1. **Metric Description:** (SOW V.C.19) Data Reliability -- Develop and execute a methodology to measure and verify data reliability from existing data systems.  
**Required Level of Expectation:** Greater than 90% target threshold for verifiable and reliable data.  
**Method of Monitoring:** Review of report submitted.  
**Strategy for Correcting Non-Compliance:** For months where compliance is less than 90%, after 2<sup>nd</sup> month a deduction will be taken from monthly invoice.  
**Deduction Type:** Dollar  
**Deduction Amount:** \$500.00 per month not meeting expectation.
2. **Metric Description:** (SOW V.K.4) Web-Hosting -- Provide web-hosting service to all participating agencies and provide users access to extract statistical information from the aggregate EMS data through an internet-based query tool.  
**Required Level of Expectation:**  
**Method of Monitoring:** User feedback.  
**Strategy for Correcting Non-Compliance:** For months where system is not accessible for more than 8 hours a deduction will be taken from month invoice.  
**Deduction Type:** Dollar  
**Deduction Amount:** \$500.00 per month not meeting expectation.
3. **Metric Description:** (SOW V.G.5) Telephone Support -- Provide technical support for Idaho users on a Monday thru Friday, 8:00 am to 5:00 pm (Mountain Time) basis.  
**Required Level of Expectation:** 100% compliant with availability with 95% of issues resolved within 24 hours.  
**Method of Monitoring:** Combination of complaints from users and random checks by Department staff.  
**Strategy for Correcting Non-Compliance:** For months in which a finding has been made indicating less than 100% compliance a deduction may be made to the monthly payment.  
**Deduction Type:** Dollar  
**Deduction Amount:** \$500.00 per month not meeting expectation.
4. **Metric Description:** (SOW V.G.6) Sales & Engineering Requests -- Provide sales and engineering support for Department users relating to cost quotes, enhancements, and changes on a Monday thru Friday, 8:00 am to 5:00 pm (Mountain Time) basis.  
**Required Level of Expectation:** 100% initial response via e-mail within 24 hours acknowledging the request; 90% of requests having a completed estimate and substantive response within 5 business days of request.  
**Method of Monitoring:** Evaluation of e-mail responses and correspondence against the Department request log.  
**Strategy for Correcting Non-Compliance:** For months in which a finding has been made indicating less than either of the specified thresholds a deduction may be made to the monthly payment.  
**Deduction Type:** Dollar  
**Deduction Amount:** \$500.00 per month not meeting expectation.

APPENDIX C

Cost Proposal and Billing Procedure

**Part 1. Cost Proposal:**

The contract generated from this request for proposal shall be a FIRM FIXED FEE, INDEFINITE QUANTITY contract.

Proposers shall utilize the following matrix to submit their cost proposal. Proposers shall not alter the matrix in any way and shall complete the matrix in order to be responsive. Any proposers not complying with this requirement shall be found non-responsive and shall receive no further consideration for an award. Proposals not providing for services in all counties shall not be considered for award of contract.

The number of units contained in the matrix represents the Department’s best estimate of ad hoc reports/system modifications and enhancements specific to Idaho. The estimates are developed for costing purposes only. The Department shall pay for the actual number of services satisfactorily delivered which may vary from the estimate.

Proposers shall (1) enter the “cost per unit” in the matrix below; (2) multiply the “cost per unit” times the “estimated number of units”; (3) enter the product in the column labeled “subtotal” and (4) take the sum of the subtotal and enter it in the box labeled “PROJECT TOTAL COST”. This is the total amount proposed for services and goods delivered under the contract for a period of three years.

**Three Year Cost Proposal Matrix**

Proposed Task	Unit	Number of Units	Cost per Unit	Subtotal
1 <sup>st</sup> Year Rate	Per Month	12		
2 <sup>nd</sup> Year Rate	Per Month	12		
3 <sup>rd</sup> Year Rate	Per Month	12		
Software Application Costs	Per Application	1		
Annual Software Licensing Fee (programs such as SweetSoft, Sanitas, Zoll RescueNet Billing, etc.)	Per User	1,350 (estimated users for 3-year period)		
Training	Per Hour	520 (estimated hours for 3-year period)		
Ad Hoc reports/system modifications and enhancement specific to Idaho	Per Hour	432 (estimated hours for 3-year period)		

<b>PROJECT TOTAL COST</b>	
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Fourth and fifth year’s amount to be negotiated, rates not to exceed Consumer Prices Index, Urban, West Urban size B/C 50,000 to 150,000 populations.

**Part 2. Billing Procedure:**

The Contractor shall provide a signed monthly invoice and the respective reports as required in the report section of this contract for all services rendered within ten (10) working days of the end of the billing period. No invoice shall be accepted or paid without receipt of required reports.

The invoice shall include, but not be limited to:

1. All Contractor services delivered during the billing period, identified by each item as reflected in the cost matrix above, the number of units for each item, the cost per unit and the total for each.
2. Total amount billed for the billing period.
3. Contract number.

Contract Monitor: John Cramer

Invoices and reports are to be submitted to:

John Cramer  
Idaho Department of Health and Welfare  
590 W. Washington Street  
P.O. Box 83720  
Boise, ID 83720-0036

Final invoices and reports must be submitted to the Department no later than thirty (30) days after the contract expiration date. Invoices received without the required report(s)/documentation will be returned to the contractor for their resubmission with the final report(s)/documentation. Invoices received after the designated timeline may be subject to a deduction of 10% for each day the invoice is late.

## APPENDIX D

### Reports

**Report Description:** Monthly Report - Report shall contain all support requests and calls received and include: date, time, name of caller, issue and resolution, or whether it is an ongoing project.

**Report Format:** Tabular list with supporting text description and updates.

**Report Due:** Monthly with invoice.

**Report Description:** System Monitoring Report - Report shall reflect system downtime documentation [event viewer, performance monitor, or third party software (NetiQ)] signed by company officer attesting to the true and accurate nature of the report.

**Report Format:** Tabular report showing date/time, downtime in hh:mm:ss format, nature of problem encountered, and resolution of problem.

**Report Due:** Monthly with invoice.

ATTACHMENT 1  
MANDATORY SUBMISSION REQUIREMENTS  
PROPOSER PASS/FAIL CHECKLIST

RFP Ref. #	DESCRIPTION	Proposal Page # (Proposer completes)	Y	N
II A	Qualified Vendor			
II C	Proposal submitted before bid closing time			
II D 1 to II D 3	Technical and Cost section, in separate envelopes and properly labeled			
IV B	Transmittal letter received with proper letterhead and company information and signed by an authorized official			
IV B 2	Positive written statement of willingness to comply with RFP and General Terms and Conditions			
IV B 3	Compliance with affirmative action and EEO regulations			
IV B 4	Reference to all RFP amendments (if applicable)			
IV B 5	Certification that bid was arrived at independently			
IV B 6	Certification of not having employed an agent to secure contract			
IV B 7	Statement of who prepared proposal			
IV B 8	Certification that vendor is not currently suspended, debarred or otherwise excluded from federal procurement			
IV B 9	Bid warranty			
IV B 10	Trade Secret			
IV B 11	Illegal Aliens			
IV F 1	Experience and References			
IV F 2	Business Information			
IV F 3	Financial Statements			
V G 13	Examples of User Manuals			
V G 14	Examples of Documentation for Technical Systems			
V G 15	Examples of Onscreen Help			
	License (if required)			
	Bonding (if required)			

By checking the website: <http://epls.arnet.gov> I hereby certify that the proposer has met the above requirements and is not currently debarred by the Federal Government.

Date: \_\_\_\_\_

\_\_\_\_\_  
(Signature of state employee verifying the mandatory requirements have been met)

ATTACHMENT 2  
HOSTED WEB APPLICATION SERVICE LEVEL AGREEMENT EXAMPLE

Detailed description of Service being offered.

- Hardware maintenance schedule (Server replacement/upgrade)
- Power backup details
- Application and Data backup procedures
- Data Integrity processes
- Security features provided
- Disaster recovery processes
  - Testing
- Processes to ensure data privacy
- Help desk and technical support specifications
  - Hours of operation
  - How the process is initiated
  - Who can access support
- Data export capabilities
- Data Reporting capabilities
- Connection requirements
  - SSL or
  - VPN

Details of customer responsibilities

- Application administration

Details of service availability

Details of service availability schedule

Details of events that impact service availability

Change Management process

Service Measurements – Reportable on a monthly/quarterly basis

- Availability
- Problem Response
- Problem circumvention or resolution time
- Application Performance
- Response time for 95% of requests (i.e. 500ms for less than 256 concurrent client sessions)

Definition of Service Dependencies

- Defines what outside services are required for this vendor to provide hosting services. These are services that may affect the vendor's ability to provide the hosting service. (i.e. telco, building locations, internet access)