Deer-Grove Emergency Medical Services District

ELECTRONIC PATIENT CARE REPORTING SYSTEM

REQUEST FOR PROPOSALS

Deadline Friday, September 17, 2021

4030 County Highway N
Cottage Grove, WI 53527
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(fax) 608-839-4427

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A. INTRODUCTION AND BACKGROUND

The Deer-Grove Emergency Medical Services District (DGEMS) serves over 16,000 people in the Town and Village of Cottage Grove, the Town and Village of Deerfield, and a portion of the Town of Pleasant Springs in Dane County, Wisconsin.

DGEMS is a State of Wisconsin certified Paramedic Service that provides 911 Emergency Medical response 24 hours a day, 365 days of the year, with a staff that includes both paid and volunteer professionals. We strive to foster a work environment where staff members feel compelled to stay and continue to offer their skills and service to the people of our district. As DGEMS remains strongly committed to keeping alive the volunteer aspect of the service, which was its historical starting point, the service is also committed to maintaining a synergistic relationship between the paid staff and volunteers in this combination department.

DGEMS continues to grow to meet the needs of the communities we serve. In addition to responding to roughly 1,100 emergency calls each year, our staff members participate in numerous community events throughout the year.

B. INSTRUCTION TO VENDORS

1. PROCESS, DETAILS AND REQUIREMENTS

1.1. LOCATION & REPUTATION - Proposals shall only be accepted from firms located in thecontinental United States, that have an established reputation of permanency and reliability inthe field of EMS electronic patient care report systems. Each proposer shall furnish satisfactoryevidence of its ability to provide the services as specified.

1.2. EMS REFERENCES – To verify the vendor's history of satisfactory performance in emergency medical service (911) patient care reporting, three references are required for departments that the vendor currently provides similar work, as described in this RFP.

1.3. ADDENDA - Any changes to the bid documents shall be made only by written addenda issuedno later than one week, seven (7) calendar days prior to the date set for bid due date. Proposersshall bear the entire responsibility for being sure they have received any and all such addenda.

1.4. AGREEMENT WITH TERMS - By submitting a proposal, the proponent agrees to all the terms and conditions of this RFP. Proponents who have obtained the RFP must not alter any portion of the document, with the exception of adding information requested.

1.5. EXCEPTIONS - Any and all exceptions to the specifications or other bidding requirements must be noted in the space provided in the proposal. Any exceptions may constitute suitable grounds for rejection of the bid.

1.6. MODIFICATION OF TERMS – DGEMS reserves the right to modify the terms of the RFP at any time at its sole discretion.

1.7. RIGHT OF REJECTION/SELECTION – The DGEMS reserves the right to reject any or all bids and to waive minor irregularities and defects inform where the best interests of DGEMS would be served.

1.8. RIGHT OF CANCELATION – DGEMS may during the proposal review process,or at any time prior to award, cancel this solicitation, if DGEMS determines such action will best serve the public interest. Notice of the cancellation will be made to the applicants or potential applicants as appropriate.

1.9. PROPONENT EXPENSES - Proponents are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with DGEMS, if any. If DGEMS elects to reject all proposals, DGEMS will not be liable to any proponent for any claims, whether the costsor damages incurred by the proponent in preparing the proposal, loss of anticipated profit in connection with any final contract or any other matter whatsoever.

1.10. **ADVERTISEMENT** - It is further agreed that any proposer submitting a bid will not use thename of the DGEMS in any advertisement without first obtaining the written consent of the DGEMS Legal Counsel.

1.11. **FAMILIARITY WITH PROPOSED WORK** - The proposer shall carefully examine the contract documents and the specifications for the proposed work.

1.12. **CONFLICT OF INTEREST** - The proposer shall disclose in its proposal any actual or potential conflict of interest and any existing business relationships it may have with DGEMS, its elected or appointed officials, or employees. DGEMS has the right to reject any proposal submitted by a proponent who in DGEMS's determination, has, or if awarded the contract wouldhave, an actual, perceived, or potential conflict of interest.

1.13. **CLEAR & CONCISE PROPOSAL** – Lengthy and wordy proposals can be difficult to evaluate. As such, proposals should be clear, concise and address all the elements outlined in the Scope of Work.

1.14. **PROPOSAL SUBMISSION CHECKLIST** – When completed, check off and sign the proposal checklist to ensure inclusion of all requested items.

2. **LIST OF SUBCONTRACTORS' CERTIFICATIONS**

2.1. Each proposer shall submit with this bid, a list of subcontractors, including complete names and addresses, whose services the proposer intends to use in performing all work under the contract. Bids submitted without such a list, or with a list not completely or properly executed,are subject to rejection.

2.2. For each subcontractor, include detail regarding duties, policies, procedures, oversite and compliance management of subcontract staff.

2.3. Each proposer is required to notify all subcontractors that they are obligated to comply with the provisions of Federal and State law, including but not limited to HIPAA, as they pertain tothis project, and that they must submit evidence of such compliance upon notice or request. The proposer shall certify their compliance with this requirement on the list of subcontractors.

2.4. After the contract has been awarded, the successful proposer (vendor) shall not substitute another subcontractor for any subcontractor whose name was set forth on the list of subcontractors which accompanied his bid, without the written consent of the DGEMS

3. **LAWS TO BE OBSERVED** - The successful proposer shall at all times observe and comply withall Federal, State, Local and Municipal Laws, ordinances, rules and regulations in any manner affecting the work, and all such orders or decrees as exist at present and those which may be enactedlater, of bodies or tribunals having any jurisdiction or authority over the work, and shall indemnifyand save harmless the DGEMS and all its officers, agents, and servants against any claim or liability arising from or based on the violation of any such law, ordinance, rule, regulation,order or decree, whether such violations be by the vendor or any Subcontractor or any of their agents and/or employees.

4. **DISCREPANCIES OR OMISSIONS** – The proposer recognizes that the DGEMS is not in the business of preparing specifications. Proponents finding discrepancies oromissions in the RFP documents or having any doubts to the meaning or intent of any part thereof,should submit questions in writing by the deadline noted in the timeline of this RFP. Any omissions in this request for proposal, which have not been addressed in the response to questions, must be strictly addressed by the firm with the submittal of its proposal.

5. **NON-DISCRIMINATION & EQUAL OPPORTUNITY STATUS -** The firm shall comply withall current federal and state non-discrimination and equal opportunity status and policies and agreesto not hold the DGEMS liable for any inadvertent action by the firm which conflicts with such statues and/or policies.

6. **PROPOSAL WITHDRAWAL** – Any proposal may be withdrawn until the date and time stated above for the opening of the proposals. Any proposals not so withdrawn shall constitute an irrevocable offer to sell to the DGEMS District the services indicated for a periodof sixty (60) days, or until one or more of the proposals have been accepted by the District, whichever occurs earlier.

C. INSURANCE REQUIREMENTS

1. **COMPENSATION AND LIABILITY INSURANCE** - Except as otherwise provided by law, the Vendor shall at all times maintain and keep in force such insurance as will protect the Vendorfrom claims under Worker's Compensation Acts, and also such insurance as will protect the Vendor and or the owner from any such claims for damages for personal injuries, including death,which may arise from operations under this contract, whether such operations be by the Vendor or by any subcontractor or anyone directly or indirectly employed by any of them.

   The Vendor and his subcontractor's Public Liability and Property Damage Insurance shall provide adequate protection against public liability, property damage and vehicular liability.

   1.1. Prime Vendors approved for hire by DGEMS shall be required toprovide Commercial General Liability (CGL) coverage with limits of insurance not less than:
   $2,000,000 Each Occurrence Limit
   $2,000,000 Personal & Advertising Injury Limit
   $3,000,000 Annual Aggregate Limit
   $3,000,000 Products-Completed Operations Limit
   $1,000,000 Business Auto Liability Limit
   $5,000,000 Commercial Umbrella Limit

   1.2. The Prime Vendor, DGEMS, and all other parties required of the Vendor, shall be included as insured on the CGL, using Additional Insured Endorsements providing coverage as broad as the coverage provided for the named insured subcontractor.

   1.3. Subcontractors approved in association with the hiring of a Prime Vendor shall be required to provide Commercial General Liability (CGL) coverage with limits of insurance not less than:
   $1,000,000 Each Occurrence Limit
   $1,000,000 Personal & Advertising Injury Limit
   $2,000,000 Annual Aggregate Limit
   $2,000,000 Products – Completed Operations Limit
   $1,000,000 Business Auto Liability Limit
   $3,000,000 Commercial Umbrella Limit
   A copy of the Certificate of Insurance must be provided to the DGEMS prior to the start of any work.

D. CONTRACT

1. **CONTRACT TERMS**

   1.1 The initial Contract Term shall be five (5) years. At DGEMS's discretion, the Contract may be renewed for two (2) additional one (1) year periods.

   1.2 At the end of the Contract Term, if the contract is not renewed, the Vendor shall agree to facilitate the transition to DGEMS or its designated agent. The Vendor will accommodate such extensions of time to bridge the gap, should the new company be delayed. The Vendor will provide the necessary data and account documentation in order to facilitate a smooth transition. All data must include associated data dictionaries and be provided in format as defined by the receiving entity, to optimize uploading and transfer to other databases. One ormore representatives shall be designated by the

Vendor to provide data and address all questionspertaining to records, to ensure no disruption to services. Transfer of data to DGEMS or designee shall not exceed 30 days from the date of request, unless a later date is mutuallyagreed upon. DGEMS shall retain access to any and all systems for viewing records after the termination of contract.

1.3 All data pertaining to DGEMS captured by the contracted vendor shall remain wholly owned by DGEMS and shall not be used by the vendor for purposes other than explicitly authorized. Any of DGEMS' data, both during and after termination of the contract shall be solely owned by DGEMS and shall be used for no purpose other than thatoutlined by DGEMS. Data may not be released to another party without DGEMS' approval, even if records have been de-identified, are unlinked to DGEMS and/or presentedin aggregate form. Any planned change in how data is managed, stored, accessed, or reported on must be communicated to DGEMS immediately.

1.4 In addition to the provisions in DGEMS's form contract, any addenda thereto, and the contract attachments, vendors will sign a HIPAA Business Associate Agreement and must comply withthe following:

    1.4.1 **HIPAA -** The Health Insurance Portability and Accountability Act of 1996 (HIPAA) and all associated requirements.

        1.4.1.1 The Administration Simplification provisions of the Health Insurance Portability and Accountability Act of 1996, Public Law, 104-191 and the Health and Human Services regulations implementing the Administrative Simplification and enter into addenda or memorandum of understanding asmay be necessary to address the details of such implementation.

        1.4.1.2 Demonstrate an active HIPAA Compliance Program. The Vendor shall provide a copy of its HIPAA Compliance Program and provide evidence annually throughout the life of the Contract demonstrating that all staff members involved in the management of the DGEMS account have successfully completed the HIPAA Compliance Training Program.

        1.4.1.3 The Vendor shall provide evidence that its internet system and electronic data file transfers and associated ePCR systems are HIPAA Compliant.

        1.4.1.4 The Vendor shall back up computer system data every night and store back-up tapes off-site. Such off-site facility must be HIPAA compliant, and proof of such arrangements must be supplied to DGEMS.

    1.4.2 **IDENTITY THEFT -** Establish an Identity Theft Prevention Program designed to ensure compliance with the requirements regarding the prevention, detection and mitigation of identity theft as set forth by the Federal Trade Commission in the Federal Regulations known as the "Red Flag Rules".

    1.4.3 **DATA SECURITY -** The Vendor shall have policies and processes in place designed to protect and recover client data from a breach or natural disaster, including but not limited to a cyber-attack, a network failure, a long-term power outage, a fire, a flood or other incident impacting access to, completeness or accuracy of information. The Vendor shall provide a system that will ensure a complete and uninterrupted flow of service via back-up systems and a data recovery system should a disaster occur. The Vendor shall provide a copy of the Firm's policies and procedures for review by DGEMS. Any and all breaches or interruptions shall be immediately reported to DGEMS upon discovery.

    1.4.4 **WARDS/NEMSIS -** The Vendor shall be compliant with the Wisconsin Ambulance Record Data System (WARDS)/National EMS Information System (NEMSIS) recommendations and requirements.

    1.4.5 **ADDITIONAL PROVISIONS –** DGEMS reserves the right to add additional and necessary contract provisions during the contract negotiation process.

2. **OPERATIONS -** The Vendor shall conduct the work in such a manner and in such sequence as to ensure the least interference with DGEMS operations.

    2.1 Preliminary implementation schedule shall be submitted to DGEMS by successful proposer upon award of contract. The schedule and any additional specifications not clarified in the proposal require approval prior to commencement of the work.

    2.2 Shall meet weekly, or as needed, with DGEMS throughout the pre-implementation process.

3. **TIMELINE**

    3.1 All proposers shall submit a preliminary schedule which must account for data exchange with the proposed electronic patient care reporting system and DGEMS's contracted billing company, , Dane County's Computer Aided Dispatch System, and receiving hospitals, as well as all preparatory work to meet service deliverables.

    3.2 The timeline should be provided in Gantt chart format, allowing for easy visualization and should provide sufficient detail pertaining to project implementation milestones.

4. **PAYMENT TERMS** - The vendor shall outline clear fees to DGEMS for the provision of an electronic patient care report system. Traditionally, DGEMS pays a set annual fee.

5. **FINANCIAL STATEMENTS** – The Vendor shall provide their audited annual financial statements for the last two years.

E. GENERAL PROVISIONS

1. **BIDS** - The proposal and all other required documents must be submitted in a sealed envelope clearly identified with the proposer's name and marked, " Proposal Enclosed for Deer-Grove EMS Electronic Patient Care Report System," and shall be submitted to Deer-Grove EMS, 4030 County Road N, Cottage Grove, WI 53527. Each bid submitted shall constitute an irrevocable offer for a period of sixty (60) days following the bid opening date.

2. **TAXES** – The Deer-Grove Emergency Services District is exempt from federal excise taxes (Federal Exemption No. E-043-316-655). Exemption Certificates will be provided, if requested, following award to the successful applicant.

3. **LICENSING** - The successful proposer shall be registered and licensed to operate in the State of Wisconsin.

4. **NONCOLLUSION** - Proposers are prohibited from entering into any agreement, participating in any collusion or otherwise taking any action in restraint of free competitive bidding in connection with this bid.

5. **WORKING HOURS** – DGEMS is a 24-7 operation, although the administrative offices maintain standard Monday through Friday 8AM to 5PM business hours. The Vendor shall be available to provide client support and customer service during these CST business hours.

6. **TRAVEL** - No paid traveling time will be allowed from the Vendor's location to the DGEMS buildings. If the vendor hosts annual conferences, all associated expenses will be covered by the Vendor for up to two representatives from DGEMS each year.

F. SCOPE OF WORK

The DGEMS is seeking proposals from qualified vendors for the provision of an electronic Records Management/Patient Care Reporting System (ePCR).

DGEMS is seeking a cloud/browser-based, externally hosted, user-friendly, and intuitive solution that will work with PCs, tablets and Microsoft, Apple, iOS and Android operating systems at minimum. The system must allow for robust data queries, reporting, and a quality assurance/quality improvement (QI/QA) component, with access to all legacy and future data. DGEMS is interested in a system with accurate real-time reporting, dynamic functionality to maximize efficiency and data accuracy, robust project management and support, event management capability for monitoring trends in incident types, treatments and clinical impressions for syndromic surveillance and early warning alerts.

The successful proposer will supply a robust, precise and customizable system that provides for the efficient creation of complete patient care records in the field, interfaces with CAD (Central Square) and EKG data (Zoll), and transmission of all required and relevant data to various locations including hospitals, EMS stations, EMS administrative offices, and other locations as designated in the final

agreement between the parties. An interface must also be created with the billing company, LifeQuest Services, to allow for prompt processing of transport claims. Imperative for any new system is the incorporation of historical incident and patient care data from the current DGEMS ePCR system (ImageTrend).

At an administrative level, the system must provide comprehensive, accurate and customizable report generating and building capabilities that comply with and extend beyond NEMSIS and WARDS standards. The degree of access to reporting tools and information must also be determined by various permission levels and be customizable. The system will be capable of precisely organizing data for billing, data storage and retrieval, report preparation, data analysis, and quality assurance and quality improvement. The system must be based on industry best practices and incorporate information security throughout the software development life cycle

1. SOFTWARE QUALITY AND TECHNICAL REQUIREMENTS
   The Proposer's ePCR software must include the following capabilities. The proposal should include this chart with selection of 'available' (able to meet requirement) or 'or not available' and any clarifying details**.**

	REQUIRED CAPABILITIES	AVAILABLE	NOT AVAILABLE	DETAILS
A	Must maintain compliance, at the onset and ongoing, with HIPAA and the most current versions (upward compatible) of NEMSIS and WARDS.			
B	Incorporate legacy incident and patient care data from the current DGEMS ePCR system, allowing for user access and reporting.			
C	Cloud/browser-based and externally hosted.			
D	The ability to design real-time alerts based on set criteria or thresholds associated with the patient care reports, as well as protocol adherence, such as airway without EtCO2 or the lack of secondary vital signs after medication administration.			
E	Allow for multiple patient records under the same incident number, with each record having its own unique record ID			
F	Ability to identify and reconcile duplicate patient records for reporting and billing purposes.			
G	System must work in a MS SQL environment that allows DGEMS full access to data with clear up-to-date schema documentation			
H	Vendor must have both a comprehensive data back-up and disaster recovery plans, including a routine database restore testing, as well as local redundancy in-house on DGEMS server(s), with continuous (real or near real time) updates.			
I	Back-end record reconciliation to CAD, ensuring accurate times and incident numbers.			
J	The ePCR record will have full auditing capabilities, ability to track and report on tablet IDs, start and send times, ePCR status (open/closed/deleted) along with who accessed the			

	record, printed, faxed, or changed any previously collected data and what date and time this record was sent to a receiving facility, billing provider, and the state WARDS.			
K	Provisions for ePCR record creation, printing, and retention on the mobile devices in the event the tablet is off-line due to no internet access or a catastrophic server failure.			
L	Mobile device software must update without user intervention or a computer/tablet restart.			
M	No archived data shall remain on the mobile devices once the active case ePCR has been closed and sent or transferred to the server for completion on another computer or tablet.			
N	Ability for the EMT/Paramedic to manually overwrite time stamp automatically provided from CAD.			
O	Calculation of drug administration dosages. Rule of Nines, OB history, Glasgow Coma Scale, and Stroke Scale			
P	Software for field computers and desktops should include a local application, allowing for real-time patient record uploading to the server(s).			
Q	Provide for electronic capture of signatures from patients, crew members, and witnesses (in the case of patient refusal and narcotic administration).			
R	Ability to create and include additional forms with a required signature field.			
S	Allow the ePCR author to save and reopen incomplete PCRs for later completion (password protected). One should be able to start an ePCR on one device (saving an incomplete record) and log into another computer to complete the record. DGEMS should be able to monitor frequency of crew members submitting incomplete records, along with a full audit trail (with appropriate secure, administrative access).			
T	Dynamic rule-based functionality for ePCR data entry with mandatory fields, configurable by DGEMS.			
U	Time sequence verification, ensuring that actions are in appropriate order.			
V	Free-form narrative functionality is required. Minimum and maximum narrative lengths must be configurable by the DGEMS system administrator. Medical terminology spell checking is preferred.			
W	Password protection for personnel logging on to the system, with required password reset intervals for both field units and workstation computers and must include the ability for self-service password reset.			

X	Mobile application shall be furnished as an installable application and not require re-imaging of the hard drive.			
Y	All updates must be achieved through an automatic synchronization, the update schedule set by the system administrator with the ability to push important changes out manually at any time.			
Z	Mobile devices must be "locked down" to restrict field users from accessing the operating system, task manager, and other administrative components. The preferred method is by using Mobile Device Management program either by a third party or built in. The must also include device finder capability and the ability to delete all data on the mobile device.			
AA	The ability to reference statewide treatment protocols, NIOSH and ERG guidance.			
AB	Ability to run multiple applications on the mobile computer at the same time, without having to close the ePCR application.			
AC	Any data that is transmitted to and from the field tablets must be encrypted with a minimum of 256-bit encryption. No HIPAA data can be stored on the tablet or field computer.			
AD	Full functionality for left and right-handed users.			
AE	The ability to scan barcoded patient information from official government ID's, hospital registration systems, Triage Tags and patient tracking system.			
AF	The efficient, secure transfer of information to the appropriate crew caring for the same patient.			
AG	The ability to pull demographic information including past medical history, medications, and allergies, for patients who have had a prior DGEMS encounter. Searching of patients through this method is only available when the crews are on an active response and have necessary patient information for search criteria. The system should not allow the ability to search out patients from a field unit for reference sake only.			
AH	Speech to text capability.			
AI	DGEMS administrative-level ability to easily customize and add to lists and fields to expand and refine data collection.			
AJ	A fully reportable audit trail (including time stamp and user ID) of all views, printing and saving of patient records or any component of records that qualify as protected health information, all faxed patient care reports (including the destination), and all changes to patient data.			
AK	Hospital Emergency Departments and other agencies as determined by DGEMS are to have limited access to view and print ePCRs and reports using web-based application, and have the ability to attach documents, images, and notes in a			

	wide verity of file formats to the patients record. This ability shall not require installation of any client software on computers accessing ePCRs.			
AL	An administrator should be able to block access to certain records, as necessary restricting access and exporting of these records.			
AM	Include the ability to electronically import call information from the current and any future iterations of the Dane County Communications Center Computer Aided Dispatch (CAD) system. The CAD interface will be required to parse the data and translate it into a format that the ePCR system can recognize and then push it out to the mobile devices. Field users must have the ability to 'Accept as New', 'Accept as Update' or 'Cancel' the CAD data.			
AN	Export data to our transport billing and collections vendor, currently LifeQuest Billing Systems. Vendor will, at no cost to DGEMS, update the interface as necessary should the billing company make any system changes or should DGEMS change vendors. DGEMS will establish the schedule for when the data is sent to the billing vendor, allowing sufficient time to vet and validate data prior to sending.			
AO	Establish an encrypted secure data transfer to the state's WARDS. Ensure this data transfer continues to be supported, maintaining compliance with any state system updates/requirements. Verify and validate potential data errors prior to data transfer.			
AP	Include a robust, automated and imbedded within the ePCR system, quality assurance/quality improvement (QA/QI) module for ePCR clinical review with predefined documentation protocol, medication and procedural qualifiers in accordance with department standards. Should be able to interact with personnel, providing email notifications to personnel regarding cases to review. Includes built-in reporting metrics regarding case counts and review status by case owner.			
AQ	Ability for supervisors to review complete or incomplete ePCRs and return them to their author for addendums or corrections and completion.			
AR	Include the ability to electronically import EKG, trending, and event data from a variety of cardiac monitors and semi-automatic external defibrillators, as specified by DGEMS. Data imported must be inserted into the appropriate fields on the ePCR, and the EKG must be rendered reviewable within the ePCR on the ePCR field device by crews and desktop workstations for QA/QI personnel. For reference: DGEMS is currently using Zoll X-Series monitors and transferring data to the Zoll Cloud.			

AS	Vendor will work with DGEMS and receiving hospitals to establish application interfaces (APIs), allowing bidirectional data exchange with ePCR system and receiving hospital's internal patient charting application. Currently, DGEMS has 1 API with 2 hospitals; both of whom utilize Epic.			
AT	Formatted printable pdf versions of ePCRs shall include DGEMS logo and the ability to include statements of authenticity.			
AU	System should include all mandatory supplementary forms, including but not limited to Child Abuse and Elder Abuse, available as separate attachments, but linked to and transmitted with the patient's ePCR report.			
AV	Provide 24/7 telephone technical support			
AW	Provide on-site project management personnel to develop and execute the required employee training and system implementation.			
AX	Manuals for the mobile application, electronic PDF format. Reference and built-in help file within the application preferred.			
AY	Using the Latitude and Longitude of the dispatch address from CAD and the pre- established Latitude and Longitude of the receiving facility the system should auto calculate total mileage for all PCRs with a disposition of Transport, to support transport billing.			
AZ	Recommend the design of the system including, among other things, input devices to use, process flows, database hardware/software, etc.			
BA	Security testing of application for both server and device-level performed annually.			
BB	Maintenance releases and version updates are included in the annual contract cost. DGEMS must be notified of any updates if a disruption of service is anticipated.			

2. **PREFERRED FUNCTIONALITIES**
   The Proposer must fill in the table for the following preferred options:

	PREFERRED OPTIONS	AVAILABLE	NOT AVAILABLE	DETAILS
1	The ability to integrate Handtevy software			
2	Turn on and off the ability to take photos			

3	Capability for quick entry of medications and/or allow for cut/paste of medication treatment input.			
4	Multiple Language Support Options			
5	Ability to incorporate online reference documents such as phone lists, Standard Operating Procedures, treatment protocols, and PDR/medication references made available from within the mobile application.			
6	The ability to include (as an optional feature) or recommend a phone/video application to support telehealth alongside the ePCR application on the tablet.			
7	Ability to integrate with any learning management system.			
8	Bundled purchasing with ePCR, health data exchanges, scheduling, and learning management platform.			

G. TRAINING

Vendor will create a testing environment to support initial training. Training will be required for the following categories:

A. System Administrators: Overall System management and administration.

B. Administrative, Management, and Clinical Staff: Review, reporting, and QI/QA use.

C. "Train the Trainer" instruction for complete documentation by field user. Initial and on-going training for field users will be accomplished by DGEMS personnel. Personnel from proposer's organization will be on hand for the initial sessions to provide support to DGEMS personnel.

Describe training by category, including number of hours of training. Outline the material and subjects to be covered. Describe manuals and other material to be provided for the trainings. Training dates will be based upon agreed timeline; DGEMS will provide final approval of training dates, to ensure adequate attendance.

H. TESTING AND ACCEPTANCE

DGEMS requires that an integrated and coherent approach to complete system testing, security review and testing, deficiency correction, acceptance, and training, and that warranty services be provided to ensure a successful project. In its proposal, the Vendor is to include a Test Plan methodology and any scheduling assumptions used regarding the DGEMS resource efforts required during testing.

The successful Vendor, upon completion of installation and testing of the system, will certify in writing that the system complies with the performance standards in the proposal specifications and contract documents. The certification provides that the documentation has been completed and the system is ready for the Department's acceptance testing and training.

DGEMS will verify all expectations and deliverables have been met and issue an acceptance statement, which will prompt the Vendor to submit the first annual invoice for services.

I. CONTENTS OF THE PROPOSAL & REQUIREMENTS

As part of their Proposal preparation, Vendors should thoroughly and carefully explain how their proposal best meets the requirements of DGEMS. This specification sets forth minimum capacity and performance, requirements. Vendors may offer a Proposal which exceeds the minimums set forth in this document. Vendors may suggest different business terms and conditions provided thattheir Proposal references the difference as an "exception."

1. **TITLE PAGE -** The proposal shall include a title page showing the company's name, contact person and title, address, and contact information.
2. **TRANSMITTAL LETTER -** The signed transmittal letter shall include statements referencing the following points: the company's history, understanding of the services required, benefits they bring to the project, the commitment to perform the services as requested in this RFP within the scheduled timeframe, summary of the cost of service fee(s) to be charged for the work, a statementthat such fees are fixed, complete and inclusive, the name of the individuals who will be authorizedto make representations on behalf of the firm (titles, addresses, emails and telephone numbers) andthat the signatory of the transmittal has authority to bind the firm. Any sub consultants/engineers or subcontractors must also be included with the same detail, with documents added as addenda tothe RFP.
3. **UNDERSTANDING OF THE SCOPE OF WORK**
   a) Submit a concise narrative demonstrating a clear understanding of the objectives and key featuresof the proposal, addressing all items outlined in the Scope of Work section of this document.
   b) Describe the product and additional features, resources or tools which would be made available to DGEMS and serve to optimize patient care report documentation, management, and reporting.
   c) Provide a description of the technical architecture of the proposed Solution.
   d) Describe how the DGEMS account would be supported during the implementation phase and after.
   e) Outline the Firm's HIPAA compliance program.
   f) Describe in detail the Firm's ability to adapt to and comply with the data security and technologyrequirements, as well as industry advancements.
   g) Address training requirements.
   h) Detail any assumptions the vendor has made in preparing the proposal.
   i) Include any other services not identified in the Scope of Work.
   j) Indicate any exceptions to the required Scope of Services and responsibilities set forth.
4. **TESTING PLAN –** Include a test plan methodology and any scheduling assumptions.
5. **COMPLETE COST PROPOSAL –** DGEMS is seeking a firm fixed price proposal only, paid annually. Vendor must outline all pricing associated with delivery and sustainment of the project, including year 1 and future year pricing, within the contract period of up to 5 years. Any potential costs not outlined in the contract associated with potential future work, should be listed.
6. **DESCRIPTION & QUALIFICATIONS -** A brief narrative describing the Vendor, years in operation, qualifications and experience in the provision of ePCR systems.
7. **TIMELINE AND WORKPLAN -** The proposal should be clear and concise with a timeline (Gantt chart) and corresponding task list that details the necessary steps for implementation.
8. **REFERENCES -** Provide a minimum of three (3) and a maximum of five (5) selected referencesfrom comparable 911 EMS agencies who can speak to the Vendor's qualifications. Name, title, phone andemail shall be included for each reference.
9. **PERSONNEL** – Provide an organizational chart of the Vendor. Include in the chart, the names, job titles, office locations for members to be assigned to support DGEMS. Provide resumes for staff members to be assigned to DGEMS and describe relevant experienceand credentials. Indicate the staff person (if known) who will serve as the client manager for DGEMS. This person will be the point of contact for all activities on the account and will be responsible for making sure that all items for the contract are executed according to the terms established. List any and all staff changes necessary to accommodate DGEMS asa client. List the job titles and experience requirements for staff additions, if necessary. Include anypositions/functions that would be subcontracted. Describe how the firm transitions responsibilitieswhen a staff member terminates employment or is on extended leave.
10. **LEGAL DISCLAIMERS –** Provide the following

10.1 Make a statement indicating that the Vendor has never lost an account due to concerns of improper practices, accusations or client concerns of fraud.

10.2 Make a statement indicating that no member of the Vendor's staff has been accused, disciplined charged, and/or convicted of fraud, deception, unethical business practices, and/or illegal business practices.

10.3 Provide information on the nature and magnitude of any litigation or proceeding whereby, during the past five (5) years, a court or any administrative agency has found fault, held proceedings or ruled against the proposer in any matter related to the professional activities of the proposer. Similar information shall be provided for any current or pending litigation or proceeding.

10.4 Indicate whether the Vendor has had a contract terminated in the last five (5) years and describe the nature and circumstances.

10.5 Provide a statement explaining any name changes for the Vendor in the past five (5) years and current or foreseeable merger or acquisition activity.

10.6 Outline policies for ensuring compliance with appropriate state/federal procedures and directives, as well as HIPAA and its regulations. Include a listing of past/present penalties/findings arising from noncompliance and their resolution. If the Vendor has no penalties/findings, please indicate.

11. **CONFLICT OF INTEREST STATEMENT -** A statement to the effect that the selection of the proposer shall not result in a conflict of interest with any other party which may be affected by the work to be undertaken. Should any potential or existing conflict be known by a proposer, said proposer must specify the party with which the conflict exists or might arise, the nature of the conflict, and whether or not the proposer would step aside or resign from the engagement or representation creating the conflict.

12. **PROOF OF INSURANCE –** Vendor shall submit proof of insurance as referenced in the 'Insurance Requirements' section of this RFP.

13. **W-9 –** Include a completed and signed W-9 with proposal package.

14. **FINANCIAL STATEMENTS –** Provide the vendor's audited financial statements for the last two years.

J. SUBMISSION OF PROPOSAL

The proposal must be received in a sealed envelope to DGEMS via registered mail, courier, or hand delivery.

a) Proposal package must include one original proposal signed in blue ink (on 8 ½ by 11" size paper, single sided), two additional copies, and a PDF file of proposal on a USB drive.

b) Proposals must include a signed checklist and all components outlined in the checklist

c) The proposal package must be sent to: Deer-Grove EMS, Attention: ePCR Committee, 4030 County Road N, Cottage Grove, WI 53527.

d) Clearly mark each envelope with 1) the Company Name and Address, and 2) "Deer-Grove EMS electronic Patient Care Reporting System."

e) There will be no public opening for this RFP

f) Submission Deadline for this RFP is Friday, September 17, 2021 at 5:00PM.

The responsibility for submitting a proposal to DGEMS on or before the stated time and date will be solely and strictly the responsibility of the proposer. DGEMS will in no way be responsible for delays caused by the United States Mail service or caused by any other occurrence.

K. REQUEST FOR INFORMATION

Questions concerning this RFP are due in writing to Eric Lang at chief@deergroveems.com. Responses to written questions will be posted on www.deergroveems.com deadlines are outlined in the timeline section of this document.

L. DEMONSTRATIONS AND PROPOSAL REVIEW

DGEMS will conduct final evaluations as a culmination of the entire process of reviewing Vendor Proposals, system/application and information gathering. References and background checks will be made for finalist or finalists as appropriate. After review of proposals, DGEMS will invite select Vendors to present to the evaluation committee and members of the department. Virtual presentations are acceptable and may be the only option given public health guidelines at the time. Presentation expectations will be provided in advance to those invited.

Vendors invited to present will be asked to submit two ruggedized tablets with the proposed application installed in a configuration as similar as possible to that specified in this document. The devices will allow DGEMS to capture end user experience. These devices will remain the property of the proposer and will be returned upon the end of the evaluation process. Vendor to include a prepaid returnshipping label with devices. DGEMS will assume no liability for any loss, including damage, theft,or loss of these evaluation units.

DGEMS reserves the right to conduct site visits to a Vendor's location and/or site(s) that utilizes the Vendor's ePCR system.

M. AWARD AND IMPLEMENTATION

1. **AWARD –** DGEMS will endeavor to negotiate a Contract with the successful proposerwithin thirty (30) days of the Notice of Award. In the event that a mutually agreeable Contract cannot be negotiated with said Vendor, DGEMS will then enter into contract negotiations with the next highest rated Vendor, and so on until a mutually agreeable contract canbe negotiated.
2. **IMPLEMENTATION -** The Vendor shall take necessary measures to ensure immediate accountprocessing on the contract start date. The Vendor will work in conjunction with DGEMS' current service provider to ensure a smooth transition.

N. PROPOSAL REQUIREMENTS/EVALUATION CRITERIA

Proposals will be evaluated according to the following criteria. The DGEMS reserves the right to reject any/and all proposals received and to award the contract for project servicesto the firm or firms which the DGEMS believes will offer the best value onthis project.

EVALUATION CRITERIA	POINTS
Qualifications of Firm - Strength and stability of the firm; technical competence of firm and key personnel (and sub-contractors); logic of project organization; adequacy of labor commitment.	0-10
Related Experience - Experience in successfully providing services similar to those requested herein; experience working with comparable services; assessment by client references.	0-10
Completeness of Response - Ability to meet the Scope of Services. Completeness of response in accordance with RFP instructions; exceptions to or deviations from the RFP requirements; inclusion of required features; overall system quality; growth potential of the solution to accommodate future enhancements.	0-30
Reasonableness of Cost and Price Point - Reasonableness of the firms quoted price; basis on which prices are quoted, including implementation, support services and maintenance.	0-10
User Experience – Positive user experience and overall satisfaction with the application. This includes ease of use, speed of learning basic functionality, and general "likeability".	0-40
MAXIMUM POINTS:	**100**

PROPOSAL SUBMISSION CHECKLIST

For Inclusion with Proposal

Submit the following; one original proposal signed in blue ink and a PDF file of proposal on a USB flash drive with all required information, following in the order outlined below. The following format and sequence should be followed to provide consistency in proponent response and ensure each proposal receives full and fair consideration. All pages should be consecutively numbered. Refer to section *I. Contents of the Proposal and Requirements* for additional detail pertaining to contract documents.

Check When Complete	Contents of Proposal Documents	Signature Required where X
☐	Proposal Submission Checklist	X
☐	Title Page	-
☐	Transmittal Letter	-
☐	Understanding of Scope of Work	-
☐	Testing Plan	-
☐	Cost Proposal	X
☐	Description & Qualifications	-
☐	Timeline & Work Plan	-
☐	References	-
☐	Personnel	-
☐	Legal Disclaimers	-
☐	Conflict of Interest Statement	-
☐	Proof of Insurance (liability and professional liability)	-
☐	W-9 Form	X
☐	Financial Statements	-