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August 23, 2010

SUBJECT: **Letter of Clarification 2**

REFERENCE: **Request for Proposal No.: S46-T23724 for Emergency Medical Services Patient Management System – ePCR and Billing and Collections**

TO: **All Prospective Bidders:**

This Letter of Clarification is issued for the following reasons:

- **To clarify the above referenced solicitation as follows:**

Pages 15 and 16. Section B. SCOPE OF WORK. IS REVISED TO ADD THE FOLLOWING TO SECTION 3.2 GENERAL REQUIREMNENTS:

3.2.6 While the Billing Vendor will be the primary on this contract, with regard to software issues, communications must be between EMS and the ePCR Vendor directly. The Billing Vendor would only be contacted in the event intervention with the ePCR Vendor was required.

Page 16. Section B. SCOPE OF WORK. IS REVISED TO ADD THE FOLLOWING TO SECTION 3.2 OPERATION REQUIREMNENTS:

3.3 OPERATION REQUIREMENTS

3.3.1 The selected vendor will provide monthly reconciliation of number of transports processed with those received.

3.3.2 The selected vendor will respond to and resolve all EMS transports/patients inquiries and complaints regarding the billing and collection of EMS fees in a timely and satisfactory manner.

3.3.3 The selected contractor will receive electronic records of approximately 12,500 EMS transports per month on a daily basis from the Houston Fire Department from which EMS bills will be generated with separate billing codes for each fiscal year. This amount has historically fluctuated but tends to grow from year to year. As such, the contractor will be required to maintain service levels as volume increases. The Contractor will also directly bill the responsible hospital-to-hospital related transports.

3.3.4 The City of Houston is seeking an ePCR application solution with standard commercially off-the-shelf software product such as Imagetrend, Intermedix, Zoll and/or like an industry recognized approved equal software product.

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Page 19. SECTION 7.3 UNDER Section B. SCOPE OF WORKIS REVISED AS FOLLOWS:

7.3 Hardware

7.3.1 ~~Selected Vendor~~ Billing Vendor will be responsible for the initial capital costs of Hardware Replacements & Software Upgrades and licenses.

7.3.2 ~~Selected Vendor~~ Billing Vendor will be responsible for the initial costs of procuring ~~modems/or~~ modem or broadband cards and ongoing Cellular Service Costs

7.3.3 ~~Selected Vendor~~ Billing Vendor will be responsible for all Hardware Maintenance & Annual Software license costs. (All maintenance required up to and including replacement in order to maintain the required number of units over the life of the contract.)

7.3.4 ~~Selected Vendor~~ Billing Vendor will be responsible for any and all costs associated with the installation and maintenance of laptop docking stations on the EMS Units.

7.3.5 ~~Selected Vendor~~ Billing Vendor will be responsible for any and all costs associated with the installation and maintenance of desktop docking stations and printers at local area hospitals.

7.3.6 ~~Selected Vendor~~ Billing Vendor will be responsible for any and all costs associated with installing and maintaining portable printers on HFD transport units.

7.3.7 Billing vendor must assume balance on buyout of existing software and hardware. Buy out schedule is provided as Appendix A.

7.3.8 Billing vendor must provide funding for a complete field hardware refresh in Oct., 2012. This will include vehicle docks and related equipment.

7.3.9 A new COH Buy Out Amortization schedule must be provided for the hardware refresh in Oct., 2012 to span the remaining life of the contract.

7.3.10 Maintenance of Laptop hardware must be sufficiently robust to ensure the EMS fleet will have sufficient number of working units at all times. Current spares level at 20 Units.

7.3.11 An itemized list of field hardware requirements are in located in Section 8.0.

Pages 19 and 20. SECTION 7.4 UNDER Section B. SCOPE OF WORKIS REVISED AS FOLLOWS:

7.4 Support

7.4.1 Provide travel & accommodations for training of key ~~HFD personnel~~ EMS personnel (3 to 5at software vendor's facilities, or software vendor's trainer in Houston (approx. one week)

7.4.2 Provide training for key ~~HFD personnel~~ EMS personnel by software vendor at vendor's facilities or bring software vendor's ~~trainer to HFD~~ trainer to EMS Headquarters. (Train the Trainer)

7.4.3 Provide onsite Support & Maintenance for field crews, 40 hours per week, and on call for the remainder of 24/7

7.4.4 Technical Support for HFD Trainers must be available during HFD's normal working hours. (Help Desk)

7.4.5 Data backup and system security of ePCR Vendor's hosting facility should meet current, minimum industry standards

7.4.6 ~~Online tutorial offered~~ **(Deleted in its entirety)**

7.4.7 ~~Live online (webinar) training/refresher available~~ ePCR Vendor should be able to provide live online (Webinar) training/refresher classes as requested

7.4.8 Full support for field implementation

7.4.9 Standard business day telephone support

7.4.10 24x7 Self service online support center (FAQs, Log incident, etc)

7.4.11 ~~Staff (2) FTE no more than a mile from EMS Headquarters~~. Billing Vendor will provide a Tech Support Office staffed by two FTEs, no more than a mile from EMS Headquarters, accessible by HFD apparatus

Pages 20 and 21. SECTION 7.5 UNDER Section B. SCOPE OF WORKIS REVISED AS FOLLOWS:

7.5 Software - Admin

7.5.1 Proven, Commercial Off-the-Shelf (COTS) product

7.5.2 Ability to query & print PCRs from Database within minutes of record being transmitted from field device

7.5.3 ~~Must provide Web based Data Collection / Administration~~ Must provide Web based access for Administrative purposes and for Data Collection which mimics the Field Client on the laptops

7.5.4 Data entry screens must be configurable by User Administrators

7.5.5 Ability to change labels by User Administrators

7.5.6 Must be able to update pick list values by User Administrators

7.5.7 Must be able to wirelessly update field devices by User Administrators, quickly, routinely, without persistent problems.

7.5.8 Add fields to data entry screens by User Administrators

7.5.9 Provide ability for original crew to place an addendum to the record.

7.5.10 Ability to create reports for private and public use by User Administrators

7.5.11 Texas DSHS state reporting must be provided with the product and must be updated when the DSHS revises their requirements.

7.5.12 User Administrators must have ability to add system edit checks thereby driving users to comply with HFD requirements and protocols.

7.5.13 Web portion of product must provide capability for area hospitals to log in, view, and print only the ePCRs of HFD transports to their facility

7.5.14 The ePCR Software is required to be compliant with the most current NEMSIS Gold Standard.

7.5.15 ePCR Software must have ability to show whether an ePCR was started manually or via Dispatch "Shell Record".

7.5.16 The ePCR Software shall allow secure role-based user login and logout and facilitate management of users by agency.

7.5.17 The ePCR Software shall provide password reset functionality. Allow agency to set requirements for password reset.

7.5.18 ePCR Software must have ability to restrict entry and closing capabilities to originating user and User Administrators.

7.5.19 The ePCR Software must provide for a sufficient number of administrative roles to accommodate all levels of system access and security.

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7.5.20 The ePCR Software must meet current technology and industry security standards (e.g., HIPAA).

7.5.21 The ePCR Software must be NFIRS compliant

7.5.22 Provide Billing software integration

7.5.23 Collects NHTSA 2.2.1 dataset

7.5.24 Service definable run form templates

7.5.25 Customizable data elements, values, form layout and access

7.5.26 Drill down technology for rapid lookups (destinations, locations, meds, procedures, etc.)

7.5.27 Service definable medication dosages and routes.

7.5.28 Service definable and trackable questions.

7.5.29 ~~User configurable Auto generation of multiple printed reports~~. Auto generation of multiple printed reports should be configurable by User Administrators.

7.5.30 Standard Medicare questionnaire for billing

7.5.31 HIPAA tracking

7.5.32 Centralized management of service information, service defined fields and data elements for all field applications (i.e. make a change in one location and all field units receive the change upon their next post/synchronization)

7.5.33 Ability to lock or unlock runs from editing is definable by time, ~~security level, etc~~. security level, user, etc

7.5.34 Easily configured validation score for required field data elements (validation score as opposed to not being able to close a PCR without filling in required fields)

7.5.35 QA/QI review and secure messaging with intra-application and external email capabilities

7.5.36 Editable legal verbiage for signatures

7.5.37 Numerous standard reports including QA/QI, statistical analysis, employee performance and key performance indicators

7.5.38 Reports available in multiple formats (Excel, PDF, Word, etc.)

7.5.39 Ad Hoc report writer that allows reporting on any data field collected

7.5.40 Vendor support for report creation

7.5.41 Visual display of multidimensional reports

7.5.42 Dynamic interactive drill down such as tree studies

7.5.43 Syndromic (Bio) Surveillance

7.5.44 ~~Incorporated Census data~~ Incorporate past patient demographic information

7.5.45 Dashboard monitoring

7.5.46 Rapid reporting via data cubing that allows for expedited searching capabilities

Pages 21 and 22. SECTION 7.5 UNDER Section B. SCOPE OF WORKIS REVISED AS FOLLOWS:

7.6 Software - Field

7.6.1 Must provide EKG device data interface

7.6.2 Must provide EKG device data importing

7.6.3 Ability to display all EKG wave forms

7.6.4 System must have the ability to run applications outside of the ePCR product. (i.e. Controlled Substances, Inventory Control, pdf Forms, etc.)

7.6.5 Product must provide capability to display documentation for EMS Protocols (.pdf)

7.6.6 Must have a Remote Disconnected Client Field Application. Definition: Smart Client, i.e. only needs internet connectivity to post data and receive downloads.

7.6.7 ePCR Software must have the ability to print a PCR for the Hospital at the time of patient delivery.

7.6.8 ePCR Software must be compatible with Windows XP, Windows XP Tablet, and Windows 7.

7.6.9 ePCR Software must retain a Dispatch queue for all runs not completed by field crews.

7.6.10 Data encryption is required from field transmission to host server

7.6.11 Software must provide specialty tools that provide for rapid entry of data by field personnel for Medications; Therapies; and Vitals; Broselow/Luten Scale; Graphic assessment for Medical, Injury & Burn; Glasgow/Coma; Cardiac Arrest.

7.6.12 "Electronic Paper" for quick note taking.

7.6.13 Ability to attach photos, scanned documents and other file formats

7.6.14 Provide CAD integration

7.6.15 Ability to navigate to any data field (entry or drop-down) within two clicks via data entry short cuts

7.6.16 All call times must be documented (CAD verification), i.e.: Arrive on scene, EnRoute to Hospital, Arrive at Hospital, Return to Service, etc.

7.6.17 Integration with mapping software

7.6.18 GPS tracking capable

7.6.19 Unrestricted order of data entry

7.6.20 Ability to import patient demographic information from government issued ID card swipe reader

7.6.21 Ability to synchronize reoccurring patient's (frequent fliers) data records and histories including PMH, meds, allergies, NOK and billing information making data available in all field units

7.6.22 Auto calculation of GCS including age parameters

7.6.23 ~~Integrated Broselow/Luten Tape~~ **(Deleted in its entirety)**

7.6.24 Automatic conversion of weight and temperature from imperial to metric

7.6.25 Chronological display of all activities

7.6.26 Filtering of activity details (by meds, procedures, vitals, etc.)

7.6.27 Auto generation and editing of multiple, service definable narratives

7.6.28 Multiple electronic signature capture

7.6.29 Perpetual time code display (Clock)

7.6.30 Time and date fields can be quickly populated by simply tapping a "clock" button

7.6.31 Quick display of selected data points to eliminate need to open each and every data entry field.

7.6.32 Easy display of validity score based on service definable data element score

7.6.33 Rapid look up, display and navigation to any missing required data elements

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7.6.34 Easy addition of multiple patients for a single incident with forward data population

Page 29, under EVALUATION AND SELECTION PROCESS, IS REVISED AS FOLLOWS:

1.0 EVALUATION SUMMARY:

1.1 An evaluation committee will develop a short list of Offeror(s) based upon the initial review of each Proposal received. The short listed Offeror(s) may be scheduled for a structured oral presentation, demonstration and/or interview. In addition, the City may elect to schedule an independent technical oral presentation, demonstration and/or interview with the selected ePCR software partner. Such presentations will be at no cost to the City of Houston. At the end of the oral presentation, demonstration and/or interview, the evaluation of the short listed Offeror(s) will be completed. However, the evaluation committee reserves the right to issue letter(s) of clarity when deemed necessary to any or all Offeror(s). The oral presentations, demonstrations and/or interview may be recorded and/or videotaped.

When issued, Letter(s) of Clarification shall automatically become a part of the solicitation documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Letter(s) of Clarification. It is the responsibility of the proposers to ensure that they have obtained any such previous Letter(s) associated with this solicitation. By submitting a proposal on this project, proposers shall be deemed to have received all Letter(s) of Clarification and to have incorporated them into this solicitation.

If you have any questions or if further clarification is needed regarding this RFP, please contact Eric Alexander at 832-393-8704.

Sincerely,

Eric Alexander

DM

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cc: T23724 Solicitation File

End of Letter of Clarification 2

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