



Department of Administration / Division of Purchases
 One Capitol Hill, Providence, Rhode Island 02908-5855
 Web Site: www.purchasing.ri.gov

14 Dec 11

Addendum # 1

RFP # 7449257

Title: Electronic Patient Care Reporting (ePCR) System.

Submission Deadline: EXTENDED to 28 Dec 11 @ 11:00 AM (EST)

- Note that the submission deadline has been extended.
- 13 vendor questions / State responses are released in this addendum.
- Delete the following language from page 26 of the RFP :

"Please note that the MS Word copy of this RFP is available by emailing your request to Sam.Adams@health.ri.gov"

- This addendum also includes the release of four files, in pdf. format, entitled: Ambulance Run Report (46 pages); EMS Data (14 pages); EMS Data Systems (1 page); and RI Run Report (2 pages)

To access these files, go to the website <http://www.purchasing.ri.gov/RIVIP/BidSearch.asp>

Enter the bid number 7449257

When you see the screen below, click on AD under the Info Column

A = Addendum B = Performance Bond P = Prebid Conference D = Disk-Based Bid S = Surety

Info	Opening Time	Bid Number	Status	Bid Title	Agency Name	Buyer Name	PO
	01/20/2011 2:30 PM	7449257	Active(Scheduled)	RFP-Electronic Patient Care Reporting (ePCR) System	DOH -	Moynihan	N
AD	01/20/2011 2:30 PM	7449257 A1	Active(Scheduled)	RFP-Electronic Patient Care Reporting (ePCR) System	DOH-	Moynihan	

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Disk Based Bidding Information

File Format

All disk based bid files are ZIP files that you can open using the **WinZip 8.1** software. The ZIP file will contain one or more files based on the type of Bid/RFP.

Downloading the Disk Based Bid

Bids that have a file for download are marked with a "D" in the Info field of the bid search results. The "D" will be an active link to the WinZip file until the bid reaches its opening date. Clicking on the active "D" link will allow you to open or save the ZIP file associated with the bid. Opening the WinZip file will download a copy to your computer's temporary directory.

Opening the Disk Based Bid

Once downloaded, you can open the ZIP file with Winzip and view the Microsoft Office files contained within the WinZip file. Immediately save (extract) the individual files to an appropriate directory on your computer, such as "Desktop" or "My Documents".

Completing the Disk Based Bid

Once the Microsoft Office files are properly saved, open the individual files and enter the required information in the appropriate fields. Save each file again to capture the new information you entered.

Submitting the Disk Based Bid

Save the completed files to a CD or diskette. Label the CD or diskette with the Bid/RFP number and bidder's name (company name, not contract name). Submit as instructed in the Bid or RFP solicitation document.

1. **What is the anticipated annual incident volume for both fire and EMS?**
 - a. 450,000 year
2. **The RFP mentions the capability to collect NFIRS data, are you seeking a fully operational Fire solution (i.e. Inventory, Inspections, etc.) or the NFIRS data collection only?**
 - a. NFIRS integration to include NFIRS data only. Data specifically related to EMS runs or calls that crossover. This is a situation where common data points should be able to be shared across systems especially considering many services are dual fire/EMS based.
3. **Regarding Legacy data:**
 - a. **What specific files need to be imported (i.e. NEMSIS, NFIRS)?**
 - i. EMS data from current EMS State Run Report. The current RI State EMS runform data is saved electronically in EMS Data Systems Version (EMS Scan 2000, Version 2.10344 revised: 12/10/2010) as a .txt file.
 - b. **What NEMSIS version/year will the data be saved in?**
 - i. The data should be imported and integrated into NEMSIS Version 3 database platform within the ePCR software system proposed by the vendor. The data should be retrievable and able to be manipulated and exported in formats usable for research and reporting.
 - c. **What format will the data be in (i.e. NEMSIS XML, NFIRS .txt, Excel spreadsheet)?**
 - i. The current RI State EMS runform data is saved electronically in EMS Data Systems Version (EMS Scan 2000, Version 2.10344 revised: 12/10/2010) as a .txt file.
 - d. **Are there any custom fields that need to be imported from the data set? If yes, how many fields?**
 - i. I have attached a copy of the data set report and the RI State run form and instructions for use of the run form. All of the available data points included on the run form should be able to be imported as legacy data. The current RI State EMS form is not NEMSIS compliant and should not be the basis for the RFP response. We are looking to create a entirely new ePCR following NEMSIS version 3 standards as stated in the RFP.
 - e. **Do you need attachment imported (not recommended)?**
 - i. No
 - f. How many years' worth of incident data needs to be imported?
 - i. 18 years
 - g. **Will data need to be imported more than once?**
 - i. No
4. **Item 2.3.1.2, #29. Will this be an XML format as well? If not, what format is required?**
 - a. At a minimum the data should be in XML but we are requesting vendors to provide recommendations and responses related to their current "off the shelf" product capability.
5. **Item 2.3.1.6, #76. Please define common browsers.**
 - a. At a minimum the system shall be compatible with the most recent and the legacy versions of Internet Explorer IE.
6. **Item 2.1 states "Development of inbound and outbound interfaces." Will these be based on XML standards only? If not, what other standards will they be based on?**
 - a. We are asking vendor to provide us with a response as to their proposed system capabilities. At a minimum data must meet the XML standard. There may be additional requirements for inbound and outbound interfaces not identified in the RFP or within the vendor Q & A that the vendor must be capable of developing the interfaces.
7. **Item 2.2 states, Software Deliverables states "Rhode Island-specific Customization/Configuration." Please define.**
 - a. RI requires a system with capability to flex and adapt to the needs of RI. Details of the system data set is part of the RFP response that needs to be worked out in the system development phase. The data set is drawn from the standard NEMSIS version 3 definitions and therefore should be familiar to vendor. The data sets chosen vary from state to state and therefore require flexibility in the development phase. The vendor must be able to demonstrate that the system can be tailored to the specific needs of RI EMS system

encompassing all of the protocols, systems and services throughout RI. Vendor is responsible for providing details of the capabilities of their product to meet the needs outlined within the RFP. We request that the vendor provide recommendations based on their work with other states and their experience with implementation of their product within other states.

8. Item 2.3.1.1, # 16. Please define “other key systems.”

a. Vendor must offer product that is capable of communicating with other key systems, interfaces and databases related to EMS systems. The vendor should possess industry knowledge of EMS related systems whether they are billing systems or dispatch and PSAP systems. The system shall be designed with flexibility and a capability to adapt to the needs of RI. RI EMS maintains several systems which fall under the Public Health Emergency Management Suite (PHEMS) platform including a patient tracking system and a hospital diversion system. The PHEMS system is flexible and dynamic and may be linked to the ePCR platform. Additionally there are systems within the state that track fatalities, injury data and disease data. It is possible in the future that linking these systems may be required. The vendor should present a system capable of flexing with the policy and operational goals of data management within the EMS system.

9. Item 2.3.1.2, #32. Who is the current billing provider and what is the current version?

a. The state does not contract with a billing provider however each municipality and private service provider contracts with billing providers. RI EMS does not track this or maintain a database of current billing providers. A vendor who is bidding on this RFP should be well versed in the current regional and national trends with billing systems and services. The vendor must be able to demonstrate that the system can be tailored to the specific needs of RI EMS system encompassing all of the protocols, systems and services throughout RI including linking and compatibility with billing providers. Vendor is responsible for providing details of the capabilities of their product to meet the needs outlined within the RFP. We request that the vendor provide recommendations based on their work with other states and their experience with implementation of their product within other states.

10. Item 2.3.1.4, #50-51. Please provide further information on the electronic licensing system (License2000). Are there other systems that this requirement is referring to?

a. The Rhode Island Department of Health uses a single application (License2000) to service all licenses within 80 professions and 600 license types, including Emergency Medical Services. License2000 is a trademark of System Automation in Columbia, MD. The MS SQL2000 database includes demographics of professionals and businesses, license issue and expiration dates, and payment information. Upon request, and with sufficient lead time and file specifications, RI State Department of Information Technology can produce a one-time extract of any public data elements requested. There is currently no automated way for License2000 to update another database. Updates in the receiving database must be either managed manually by EMS staff or discussed as a new development project at a future time. The selected vendor should be familiar with data systems maintained by other States regionally and nationally and therefore capable of flexing with the importing and exporting of data.

11. Item 2.3.2.1, #109. Who is the current CAD vendor? Are there multiple CAD vendors? Please define “other PSAPs.”

a. RI EMS does not maintain any Computer Aided Dispatch Systems. RI EMS does not maintain a database of CAD systems. Since RI is made up of 39 municipalities and multiple private EMS services it is possible that there are multiple CAD vendors. It is expected that the proposed vendor have familiarity locally, regionally and nationally with some of the major CAD system products and the CAD system engineering and programming with regard to linkages to ePCR capability. The proposed vendor should have this knowledge based on their interactions and work with the development of ePCR systems in other states.

b. PSAP= A **Public Safety Answering Point (PSAP)**, sometimes called "Public Safety Access Point", is a call center responsible for answering calls to an emergency telephone number for police, firefighting, and ambulance services. Trained telephone operators are also usually responsible for dispatching these emergency services. Most PSAPs are now capable of caller

location for landline calls, and many can handle mobile phone locations as well (sometimes referred to as phase II location), where the mobile phone company has a handset location system. Some can also use voice broadcasting, where outgoing voice mail can be sent to many phone numbers at once, in order to alert people to a local emergency such as a chemical spill. In the United States, the county or a large city usually handles this responsibility. As a division of a U.S. state, counties are generally bound to provide this and other emergency services even within the municipalities, unless the municipality chooses to opt out and have its own system, sometimes along with a neighboring jurisdiction. If a city operates its own PSAP, but not its own particular emergency service (for example, city police but county fire), it may be necessary to relay the call to the PSAP that does handle that type of call. The U.S. requires caller location capability on the part of all phone companies, including mobile ones, but there is no federal law requiring PSAPs to be able to receive such information. There are roughly 6100 primary and secondary PSAPs in the U.S.^[1] Personnel working for PSAPs can become voting members of the National Emergency Number Association (NENA). Emergency dispatchers working in PSAPs can become certified with the National Academies of Emergency Dispatch (NAED), and a PSAP can become an NAED Accredited Center of Excellence. (Source: Wikipedia)

- c. It is expected that the bidder have an intrinsic knowledge of PSAP technology and experience with working with PSAP in the development of ePCR's in other states.

12. The RFP references Attachment D, the Rhode Island Tax Certificate and Insurance Certificate; however, there isn't an Attachment D with the RFP document. Can you please provide it?

- a. This question is part of the standard language of the RFP and therefore should be directed to www.purchasingri.gov

13. The RFP states 10% participation by Minority Business Enterprises in all State procurements. Is this a requirement for this project?

- a. This question is part of the standard language of the RFP and therefore should be directed to www.purchasingri.gov

End