Chester County EMS Council, Inc.
601 Westtown Road, Suite 012, West Chester, PA 19380
610-344-5000

Matt Eick –President
Charles Brogan – Vice President
Fred Wurster – Secretary
Keith Johnson – Treasurer

NOTICE TO VENDORS

NOTICE IS HEREBY GIVEN that the Chester County EMS Council, Inc. will receive all requests for information for an **EMS Electronic Patient Care Reporting System** to provide a recommendation to the Chester County Department of Emergency Services in their role as the regional EMS council.

Such submissions must be clearly identified electronically to the Chester County EMS Council, Inc. Secretary via email, secretary@chescoems.org, **on or before 5:00 PM prevailing time on 10/18/2024.**

NOTICE: The Chester County EMS Council, Inc. *(hereinafter "EMS Council")* **shall not be held responsible for the completeness or accuracy of any proposal documents received by a Vendor that was not directly issued to that Vendor by the Purchasing Department.**

Any Proposer submitting a proposal based on incomplete or inaccurate information resulting from documentation received from any third party, shall not have cause for relief from award or completion of a contract.

The EMS Council does not offer or supply anyone the list of people or proposers that have obtained a copy of the request for information specifications or cost estimates for the project prior to the opening of the proposals. NO EXCEPTIONS ARE MADE TO THIS POLICY.

The EMS Council reserves the right to reject any or all proposals

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INTENT TO RESPOND FORM

EMS ELECTRONIC PATIENT CARE REPORTING SYSTEM

Please review the Request for Information (RFI). Furnish information requested below and return this page to secretary@chescoems.org prior to RFI Submission Deadline.

Your expression of intent is not binding but will assure you will receive any informational updates or addendum to the RFI.

Choose one of the following options:
☐ We intend to submit a proposal   ☐ We do not intend to submit a proposal

If you are not responding to this RFI, the EMS Council is interested in the reason why bidders/proposers chose not to submit information/proposals. Please indicate your reason(s) by checking all appropriate item(s) below and return this form to the above email address.

☐ Could not meet Scope of Services/ Statement of Work.
☐ Items or materials requested are not manufactured by us or not available to our company.
☐ Scope of services/ Statement of Work not clearly understood or applicable (too vague, too rigid, etc.).
☐ Project not suited to firm.
☐ Quantities too small.
☐ Insufficient time allowed for preparation of bid/proposal.
☐ Other reasons; please state below.

Please provide the following contact information:

Company Name:_____
Address: _____
City: _____ State: _____ Zip Code: _____
Contact Person:_____
Email: _____
Phone Number: _____

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STATEMENT OF WORK

1.1   PROJECT SUMMARY

Chester County EMS Council, Inc. (EMS Council) is seeking requests for information from qualified and strategic firms to provide an electronic Patient Care Report System (ePCR) for EMS agencies that are headquartered in Chester County, Pennsylvania.

1.2   GOALS

The EMS Council is in the process of evaluating its current ePCR provider to ensure that they are offering the most up-to-date, user-friendly, economical product available. The EMS Council is seeking an ePCR software that will fulfill all patient care report requirements as established by the Pennsylvania Department of Health, Bureau of EMS. In addition, The EMS Council desires an ePCR software to enhance reporting, quality assurance, and billing capabilities.

1.3   BACKGROUND/SYSTEM INFORMATION

There are currently 30 licensed EMS agencies that are headquartered in Chester County who would be potential users of the ePCR platform. These 30 agencies include QRS, BLS, IALS, and ALS level agencies providing both 911 and non-911 responses. Anticipated annual ePCR volume is approximately 60,000. The ePCR platform would need to accommodate any changes in agency level of service or additional licensed EMS agencies Each participating agency would require administrative level access for agency level configuration, and the regional EMS council would also require administrative level access for regional level configuration.

1.4   SCOPE OF WORK

Minimum Required & Optional Features:

- All products and modules are on the exact same platform, no third-party applications (including reporting) utilized to provide a total solution. Single sign on access to all modules.
- Admin configuration of Forms, Workflow, Questions, Reports, and Dashboards
- Provide the ability to use templates from other customers without having to be recreated

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- Report permissions, including end-users, with access permissions whereby report users can create and view individual performance measures.
- Agency configurable data input workflow allowing each customer to create a different user experience.
- Data Manager that allows the service to decide what choices are available in every Event Visibility feature allowing customers to create an 'if this, then that' response to data input requirements.
- Expanded permissions to allow each agency on a shared system to create validation rules above the system data collection requirements.
- Validation engine controlled by system administration so each customer can have a completely different set of required fields and not be held to a 'one size fits all' solution.
- Multiple input workflow to allow client to design multiple workflows or input templates
- Optional Mobile Integrated Health (MIH) integration and/or modules for licensed EMS agencies also providing MIH services.
- Regional Systems control for custom questions and elements.
- Voice data entry for narrative fields.
- Field level validation engine for easily searching missing data based on score.
- Numerous standard reports including QA/QI, statistical analysis, employee performance and key performance indicators
- EKG device data interface/capability, cloud integration as well (specifically useful for non-Windows devices). EKG integration allows for multiple monitor cases to be merged with a single ePCR, not limited to one case per incident.
- Cloud integration also permits merging case files with ePCR on desktop computers, users are not required to return to mobile device.
- Offline run form Tablet agnostic mobile application. Data caching technology allows for use across most existing tablets and computers.
- Configurable Printed PCR designed by the agency
- Worksheets provide grouped service defined questions onto one page when they are part of the same document. Users can quickly and easily collect AMA information or complete an ABN form. Custom signature sections can be included and can be included in the PDF printout. Any supplemental form the client may still be doing on paper can be recreated in digital form as a worksheet.

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- EKG device data importing including the display of all EKG waveforms. Data import from any cloud, Bluetooth or cable connection depending on the company
- Synchronized reoccurring patient's data records and histories including PMH, meds, allergies, next of kin and billing information making data available to all field units
- Provide multiple methods in which to integrate to Hospital EMR and EMS data exchange platforms.
- Multiple ePCR vendor data collection tool for use in Regional Systems
- Mobile to mobile data transfer for both internally ePCR data sharing or to mutual aid agencies.
- Mobile Application and data collection that is NEMSIS v3.5 compliant, and compliant with all subsequent NEMSIS versions and/or updates.
- Custom QA/QI questions created system-wide or by the agency to ensure incidents are reviewed in a systematic fashion.
- In QA/QI users must be able to open an entire record if desired for more information that is provided in the review form.
- Centralized database management with universal Visual Informatics reporting capabilities across EMS (NEMSIS).
- Web-based direct entry from within QA/QI
- Query-level QA/QI to reduce or create sample population or subset of reports to review
- Full operational interface with computer aided dispatch (CAD) hardware and software, specifically Hexagon products.
- Full operational interface with the current, and/or any future regional or Statewide EMS data repository.

Security:
- Meets State and Federal data privacy requirements and the HIPAA guidelines.
- Vendor personnel HIPAA trained annually.
- Secure logins.
- Breach notifications and audit trails.
- Password encryption.
- Administrator-defined password requirements.
- 128-bit encryption security certificate.

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- Application parameters of access determined by user profile and activated at login.
- Levels/areas of access can be set by accessing user profiles in the administrative interface.
- Secure hosting environment.
- Audit capabilities within the hosting environment.

Implementation:
- Works with service specific considerations.
- Experienced deployment team with project management experience.
- References from successful implementations.
- Clearly written example timeline for implementation.
- Experience with legacy data conversions.
- Verifiable expertise with third-party integrations.

Training:
- Onsite train the trainer available.
- Online tutorial offered.
- Live online (webinar) training/refresher available.
- Online user manuals.
- Live standup instruction at Agency Locations.
- Integrates local procedural considerations.

Support:
- 24-hour self-service online support center (FAQs, Log incident, etc.)
- 24-hour email support.
- Standard business day telephone support.
- On staff EMS experienced material specialist.
- Upgrades and new version releases included in the support agreement.

Vendor Hosting:
- Greater than 99% uptime guarantee.
- Hardware is configured to prevent data loss due to hardware failure and utilize the following to ensure a quick recovery from any hardware related problems.
- Secure hosting environment with support

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- Two-factor authentication security at a data center.
- Disaster recovery and site system mirroring.

Reporting:

- Near real time dashboards based upon predefined CAD/EMS domains.
- Users must be able to easily and quickly change between domains for different views and dashboards.
- Dashboard reports based upon industry benchmarks and data tracking standards
- Mapping capability with the ability to add GIS layers without vendor involvement
- Dashboards based upon user permissions and profiles
- Must allow for the creation of playlist of dashboard reports that continually refresh
- Allow for custom alerts to send text or email messages based upon user defined criteria
- Alerts must be configured by the system administrator to limit the data sent via text or email
- The ability to send alert should be determined by time, threshold met or the next time something happens
- Must include user scorecards or a method to track proficiency of skills by user.