



**SEDGWICK COUNTY, KANSAS
FINANCE DEPARTMENT**

Purchasing Section

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[https://www.sedgwickcounty.org/finance/purchasing/
requests-for-bid-and-proposal/](https://www.sedgwickcounty.org/finance/purchasing/requests-for-bid-and-proposal/)

**REQUEST FOR INFORMATION
RFI #19-2042
Electronic Patient Care Reporting System**

June 14, 2019

This is a **Request for Information (RFI)** and it is neither a Request for Bid (RFB) nor a Request for Proposal (RFP). This request is for information and planning purposes and shall not be construed as a solicitation or as any kind of obligation on the part of Sedgwick County. A solicitation for services has not been developed yet, so please do not request a copy of a solicitation at this time. This Request for Information (RFI) is intended to gain information from providers regarding the services described in this document. Providers may also be contacted to discuss their responses.

Any information collected through this RFI process may or may not be used in the future to develop a solicitation for proposals or bids. Providing a response to Sedgwick County does not in any way give an advantage to any particular provider.

Sedgwick County will not award a contract on the basis of responses nor otherwise pay for the preparation of any information submitted or the County's use of such information from this request. Sedgwick County will not critique responses and the RFI should not be used by interested parties to market their products/services. Proprietary information is not being solicited; however, if proprietary information is submitted it will be subject to open records statutes. Responses will be separated from and have no bearing on subsequent evaluations of proposals submitted in response to any resulting RFB or RFP process.

Firms interested in submitting an e-mail response should do so by or before **Friday, July 26, 2019 by 5:00 P.M. CDT** to Josh Lauber at josh.lauber@sedgwick.gov. Late responses will not be accepted.

Sincerely,

A handwritten signature in black ink that reads "Josh Lauber". The signature is fluid and cursive, with the first and last names clearly legible.

**Josh Lauber
Purchasing Agent - Buyer**

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I. [About this Document](#)

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II. [Background](#)

Sedgwick County, located in south-central Kansas, is one of the most populous of Kansas' 105 counties with a population estimated at more than 508,000 persons. It is the sixteenth largest in area, with 1,008 square miles, and reportedly has the second highest per capita wealth among Kansas' counties. Organizationally, the county is a Commission/Manager entity, employs nearly 2,800 persons, and hosts or provides a full range of municipal services, e.g. – public safety, public works, criminal justice, recreation, entertainment, cultural, human/social, and education.

The Wichita/Sedgwick County EMS System is collectively evaluating the technology needs of all departments in the EMS System, looking for potential sharing opportunities to increase efficiency and collective data sharing. One of the identified areas for potential improvement is expansion of an electronic Patient Care Report system (ePCR) to include first response as well as transport agencies. System stakeholder meetings were held to identify collective needs of multiple departments engaged in the public safety and their current and future needs for an ePCR system.

III. [Project Objectives](#)

Sedgwick County, Kansas (hereinafter referred to as "county") is seeking a firm or firms to provide an electronic patient care reporting system. The following objectives have been identified for this contract:

1. Acquire an electronic patient care reporting system meeting the parameters, conditions and mandatory requirements presented in the document.
2. Establish contract pricing for maintenance, support and professional service hours with the vendor that has the best proven "track-record" in performance, service and customer satisfaction.
3. Acquire an electronic patient care reporting system with the most advantageous overall cost to the county.

IV. Scope of Work

This request is looking for technology solutions to provide integration of health records for patient care between the Emergency Medical Services (EMS) System of Wichita and Sedgwick County. System entities consist of Sedgwick County Public Safety Departments (EMS, Fire District 1, and Emergency Communications (911)) and City of Wichita Public Safety Agencies (Wichita Fire Department, Wichita Dwight D. Eisenhower National Airport, Wichita Police Department, and Wichita Fire Department), local area hospital systems, Sedgwick County Division of Finance, billing vendor for Sedgwick County EMS, and any future agencies to incorporate with security and file sharing.

This RFI will be used to develop and refine a Request for Proposal (RFP) at a later date.

Mandatory Project Requirements

- Customizable permissions for users with auditing of access – Tiered/customizable security
- NEMSIS 3.X compliant (current version)
- Restricted use/install
- Data integrity – no loss of entered data
- Reliable and responsive 24/7 technical support
- Remote access
- HIPAA compliant
- Fax capability
- Word wrap
- Ability to view previous record data for previous patients
- EMR integration
- Auto-complete fields
- Intuitive user interface/positive user experience
- Mobile entry
- Wireless connectivity
- ePCR data entry not connection dependent
- Time stamp entry
- CAD interface (Northrop Grumman)
- Narrative entry
- Patient data retrieval/import
- Preview screen
- Customizable fields/field values
- Validation rule
- Addendum-based corrections/audit trail
- Integrated messaging
- GIS interface
- Robust reporting - Metadata - get out what we put in. Flexible input/output
- Platform stability
- Desktop access
- Multiple/simultaneous profile use
- Wireless EKG data import
- Spell check
- Batch movement of records
- In-house updates of refurbished tablets
- Training support from vendor
- Multilingual forms
- Apple device/iOS support
- Windows support
- Intermedix support
- Support local database export

- Good visibility in direct sunlight
- Don't lose historical data if we switch systems
- Patient and alarm documentation
- Reduced time entering reports
- Reduced redundancies in data entry
- Auto population of CAD/GIS data
- Recall prior patient information from previous calls
- Analytics/reporting
- Sync with transport agency
- Fire module
- Monitor patient contacts in all services in the system
- Compile data from all services
- Hospital connection with outcomes
- Feedback to staff
- Matching/Linking reports between services
- Ability to generate ad hoc reports with flexible data fields
- Tracking of skills per individual
- Connectivity with BI, CAD, etc.
- Customizable
- CARES reporting
- Seamless sync of data
- Integration with EMD data

Desirable Project Requirements

- Transmit photos/videos from scene
- Give feedback to responders
- Improved triage process in field and diversion notification
- Hospital to hospital communication
- Low cost for smaller services
- Auto generate report cards for individual providers
- Auto generated outcome feedback to crews
- FISDAP integration
- Multiple authors on a single chart
- QI/PSO questions integrated into ePCR but NOT part of record
- Feedback to dispatchers
- Telemedicine capability
- 12-lead transmission
- Ability to track by patient rather than by incident
- Body Camera Compatible
- Live hospital bed status
- Initial patient information transfer to transport agency
- Notified of final patient outcome
- Ability to attach cardiac arrest data from AED
- Customizable
- Easy to transfer to EMS
- Personnel (able to lock out)
- Training

Architecture and IT Standards

If product proposed is vendor/cloud hosted:

Preferably written in HTML 5, not requiring Java, Reader, or Flash needs (vulnerable 3rd party apps) - if any, always the latest version.

Vendor should provide a list of client requirements.

Vendor should indicate data requirements - data growth rate per year (database size, attachments, binaries, backup sizes, etc....). How does this impact costs and services?

Vendor should list client application deployment methods (please include how these applications will be updated).

Vendor should list any included backup and recovery capabilities, objectives and estimated timelines.

Vendor should provide secure connections to data and be compliant with any regulatory requirements such as HIPAA, CJIS, and PCI requirements.

Vendor should include interface diagram and security specifics.

If not answered in previous question please list authentication and security methods for access to the system and system data:

If a hosted solution, Sedgwick County should retain access to data should contracts terminate, the data remains the property of Sedgwick County.

If On Premise (County servers):

The software needs to be able to be supported on current technology standards and future / modern OS releases. Does this system stay up to date with modern software updates -- such as Windows OS or SQL versioning to the latest versions?

If web based, preferably written in HTML 5, not requiring Java, Reader, or Flash needs (vulnerable 3rd party apps) - if any, always the latest version.

Environment and Platforms for on-Premise:

- Install on latest version of Windows -- Windows 2012R2 or newer, 64 bit.
- If web based, browser compatible with Internet Explorer 11+, or other modern browsers.
- If not proprietary or internal database - Latest version of SQL Server Supported (minimum 64bit 2012)
- VMWare 5.5+ compatible and supported.
- Application can be centrally managed:
 - Updates to app
 - Patches to operating system it is on
 - Microsoft Active Directory member
 - Ability to manage through Group Policy
 - If thick client, client can be deployed with minimal configuration needs, fully packaged in .MSI or other sustainable deployable method.

Vendor should list Server and Client resource requirements (CPU, Memory, and Disk Space)

Vendor should indicate data requirements - data growth rate per year (database size, attachments, binaries, backup sizes, etc....).

Vendor should indicate server and application update practices (Include the answers to how to patch the application on the client and server).

Vendor should list network connection requirements.

Vendor should list client application deployment methods (please include how these applications will be updated).

Vendor should list System External Interface requirements (Please include an interface diagram) – Is there any remote connection into the on Premise system needed for support?

If not addressed in previous response, vendor should list authentication and security methods for access to the system and system data.

Vendor should indicate backup methods recommended - any incompatibilities with backup systems on the market?

Software should be compatible with modern antivirus clients (list any needed exceptions or known problems)?

Vendor should list any firewall and security considerations or exceptions needed?

Vendor should list any database or software license needs, purchased outside of this request.

Project Status Reporting

Weekly written status reports shall be submitted to the department project manager. These status reports should outline:

- Overall summarization of the project progress;
- Deliverables achieved;
- Deliverables remaining, progress, and expected delivery on each; and
- Issues and concerns affecting specific deliverables and the project schedule or any other aspect of the project.)

Acceptance Testing

The vendor will work with the department to create an acceptance testing plan. Both parties shall agree to the plan in writing and the plan must be completed prior to county acceptance of the solution.

Documentation

The vendor shall provide system documentation (written or electronic) to the department.

User Training

Describe any training to be provided by the Vendor:

- Identify who and how many resources require training.
- Identify the timing of the training.
- Indicate if training is to be provided at the Department's site or off site.
 - If on-site training is required indicate if the Vendor will be required to deliver training at multiple locations or at one central location.
- Identify location of training facilities.
- Describe the equipment and software to be provided at the training facility.
- Identify any required content for training materials to be provided to trainees.
- Identify any experience/skill requirements for the individual(s) delivering the training.

A. [Request for Information Timeline](#)

The following dates are provided for information purposes and are subject to change without notice. Contact the Purchasing Section at Josh.Lauber@sedgwick.gov to confirm any and all dates.

Distribution of Request for Proposal to interested parties	June 14, 2019
Questions and Clarifications submitted in writing	June 28, 2019
Questions Answered	July 5, 2019
Request for Information submission due by 5:00 P.M. CDT via email on or before	July 26, 2019

V. [Required Response Content](#)

Responses shall be submitted using the suggested format as follows:

Part A – Introduce Your Organization

Please tell us who you are and provide your contact information. Who owns your organization? What is your level of interest?

Part B – Capabilities and Experience

Does your organization have the appropriate experience and capabilities to address the County’s requirements?

Part C – Comments on the Scope of Work

Please provide details regarding all items listed and provide any additional information that would distinguish your organization in addressing the needs of the County in providing an electronic patient care reporting system.

Part D – Responses to the Following Questions

Please respond to the following questions and provide additional information pertinent to this RFI:

- What different approaches do you recommend besides what is listed in the Scope of Work that you have found to be effective?
- What built in generated reports does your system incorporate (full list)? Can reports be scheduled at time of event, daily, weekly, monthly, quarterly, and yearly? Are reports able to be automated and electronically transmitted in a secure fashion? Are ad hoc reports available? What types of custom reports can be built within your system, including Business Intelligence configurable reporting?
- Do you have suggestions that would allow the County to gain the most innovative electronic patient care reporting system while minimizing the overall cost?
- What suggestions do you have that would make this a successful operation from purchasing electronic patient care reporting system?
- How would you attract and maintain customers utilizing your product?
- What product options would you provide?
- What is your approach to problem solving?
- Provide examples of agencies or customers currently using any referenced product.

SUBMITTALS are due **NO LATER THAN Friday, July 26, 2019 by 5:00 P.M. CDT.**