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REQUEST FOR PROPOSAL
RFP #22-0002
EMS ELECTRONIC PATIENT CARE REPORTING (ePCR) &
FIRE RECORDS MANAGEMENT SYSTEM (RMS)

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February 18, 2022

Sedgwick County, Kansas (hereinafter referred to as "county") is seeking a firm or firms to provide an EMS Electronic Patient Care Reporting (ePCR) and Fire Records Management System (RMS) solution. If your firm is interested in submitting a response, please do so in accordance with the instructions contained within this Request for Proposal. Responses are due no later than 1:45pm CDT, May 03, 2022.

All contact concerning this solicitation shall be made through the Purchasing Section. Proposers shall not contact county employees, department heads, using agencies, evaluation committee members or elected officials with questions or any other concerns about the solicitation. Questions, clarifications and concerns shall be submitted to the Purchasing Section in writing. Failure to comply with these guidelines may disqualify the Proposer's response.

Sincerely,

Lee Barrier

Lee Barrier
Purchasing Agent

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I.   About this Document

This document is a Request for Proposal. It differs from a Request for Bid or Quotation in that the county is seeking a solution, as described on the cover page and in the following Background Information section, not a bid or quotation meeting firm specifications for the lowest price. As such, the lowest price proposed will not guarantee an award recommendation. As defined in Charter Resolution No. 68, Competitive Sealed Proposals will be evaluated based upon criteria formulated around the most important features of the product(s) and/or service(s), of which quality, testing, references, service, availability or capability, may be overriding factors, and price may not be determinative in the issuance of a contract or award. The proposal evaluation criteria should be viewed as standards that measure how well a vendor's approach meets the desired requirements and needs of the County. Criteria that will be used and considered in evaluation for award are set forth in this document. The county will thoroughly review all proposals received. The county will also utilize its best judgment when determining whether to schedule a pre-proposal conference, before proposals are accepted, or meetings with vendors, after receipt of all proposals. A Purchase Order/Contract will be awarded to a qualified vendor submitting the best proposal. **Sedgwick County reserves the right to select, and subsequently recommend for award, the proposed service(s) and/or product(s) which best meets its required needs, quality levels and budget constraints**.

The nature of this work is for a public entity and will require the expenditure of public funds and/or use of public facilities, therefore the successful proposer will understand that portions (potentially all) of their proposal may become public record at any time after receipt of proposals. Proposal responses, purchase orders and final contracts are subject to public disclosure after award. All confidential or proprietary information should be clearly denoted in proposal responses and responders should understand this information will be considered prior to release, however no guarantee is made that information will be withheld from public view.

II.   Background

Sedgwick County, located in south-central Kansas, is one of the most populous of Kansas's 105 counties with a population estimated at more than 514,000 persons. It is the sixteenth largest in area, with 1,008 square miles, and reportedly has the second highest per capita wealth among Kansas's counties. Organizationally, the county is a Commission/Manager entity, employs nearly 2,500 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.

Public Safety within the Wichita metro area in Sedgwick County is provided by multiple city and county agencies that cooperate to provide responses within Sedgwick County. The Wichita/Sedgwick County Public Safety system utilizes a single Public Safety Answering Point (PSAP) that answers all 911 calls for Fire, Police, and Emergency Medical Service (EMS). The PSAP is a county entity that dispatches for all Public Safety organizations that operate in Sedgwick County, including Wichita Fire Department (WFD), Wichita Police Department, and outlying suburban communities, such as Derby and Haysville. The Sedgwick County Emergency Communications PSAP will be transitioning to Tyler Technologies New World CAD software in May of 2022. Medical response is coordinated under a single unifying set of protocols and single Medical Director, who is employed by Sedgwick County within the Office of the Medical Director Department. Fire departments from both City of Wichita and Sedgwick County provide medical first response that is primarily basic life support (BLS) but has some advanced life support (ALS) capability. Sedgwick County EMS (SCEMS) is the sole EMS transport service for emergent 911 response.

Sedgwick County Fire District 1 (SCFD 1) is a diverse department comprised of 154 officers, firefighters, office staff, and nine (9) firehouses operating 24-hours, 365 days per year. SCFD 1 provides fire protection, emergency medical first response, technical rescue, and hazardous materials response for approximately 631 square miles of Sedgwick County. It primarily serves the cities and communities of Andale, Bel Aire, Bentley, Furley, Garden Plain, Goddard, Haysville, Maize, Oaklawn-Sunview, Park City, Peck, Viola, and many areas of unincorporated Sedgwick County. In 2020, SCFD provided over 12,354-unit responses to over 8,450 calls for service in Sedgwick County.

Additionally, WFD and SCFD on occasions collaborate while on scene. The project has contingency of including WFD as well as other fire and first response agencies. The City of Wichita, located in Sedgwick County, is the 51st most populous city in the nation, with a population of more than 395,000 persons. WFD is a diverse department comprised of 448 uniformed officers and firefighters, and 22 firehouses. WFD serves Sedgwick County's largest city covering 160 square miles. In 2020, WFD provided over 74,094-unit responses to over 49,948 calls for service in Wichita.

SCFD and WFD currently utilize Firehouse Records Management System (RMS) software, which reached end of support December 31, 2021. Sedgwick County's Division of Information Technology (DIT) have supported SCFD producing copious workarounds in effort to making the software functional. Firehouse was never designed to communicate beyond fire departments to SCEMS, hospitals, and other first responders. In their pursuit of community safety as a common goal, SCFD and SCEMS are searching for a modern solution to improve efficiency at all levels and be more readily sustainable.

SCEMS is the primary provider of emergency medical services in the county. Operating as a 24-hour, 365 days per year service, SCEMS is comprised of 123 paramedics and 77 Emergency Medical Technicians (EMTs) (full-time and part-time) stationed at 20 posts throughout the county. One of the busiest EMS services in Kansas, SCEMS averaged 64,600 calls in the last three (3) years (year 2018 had 63,607, year 2019 had 64,683, and year 2020 had 65,708) and is projected to have a steady yearly increase in call volume. SCEMS runs a variety of calls ranging from medical emergencies to emergency and non-emergency medical transfers. Currently, SCEMS uses Stryker's HealthEMS for patient care reporting (PCR) documentation and Digitec as the billing vendor.

SCFD, WFD, and SCEMS currently use separate reporting systems that do not interact nor streamline patient care in the field and data analysis for final reporting. SCFD, WFD, and SCEMS support the adoption of a unified RMS and electronic PCR (ePCR) system that allows more interaction between partners and ease of sharing patient information in a secure and efficient manner, as well as the ability of collective data sharing.

III. **Project Objectives**

Sedgwick County, Kansas (hereinafter referred to as "county") is seeking a firm or firms to provide an EMS Electronic Patient Care Reporting (ePCR) & Fire Records Management System (RMS) solution. The following objectives have been identified for this contract:

1. Acquire a software solution 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 a solution with the most advantageous overall cost to the county.

IV. **Submittals**

Carefully review this Request for Proposal. It provides specific technical information necessary to aid participating firms in formulating a thorough response. Should you elect to participate, submit one (1) original **AND** one (1) electronic copy (.PDF/Word supplied on a flash drive) of the entire document with any supplementary materials to:

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Lee Barrier
Sedgwick County Purchasing Department
525 N. Main, Suite 823
Wichita, KS 67203

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SUBMITTALS are due **NO LATER THAN 1:45 pm CDT, TUESDAY, May 3, 2022** Responses must be <u>sealed and marked on the lower left-hand corner with the firm name and address, proposal number, and proposal due date</u>. Late or incomplete responses will not be accepted and will not receive consideration for final award. Bids/proposals that arrive late due to the fault of the U.S. Postal Service, United Parcel Service, DHL, FedEx, any delivery/courier service, or any other carrier of any sort are still considered late and shall not be accepted by the county.

Proposal responses will be acknowledged and read into record at Bid Opening, which will occur at 2:00 pm CDT on the due date. No information other than the respondent's name will be disclosed at Bid Opening. If you would like to listen in as these bids are read into the record, please dial our Meet Me line @ (316) 660-7271 at 2:00 pm.

V. Scope of Work
Items listed in this section are requirements to completion of services under this contract. Contractor shall furnish labor, parts, material, and equipment necessary to perform the following:

A. **Project Requirements** – (Mandatory requirements are denoted by "M", Desirable requirements are denoted by "D". The spreadsheet format of the project requirements is located in Appendix A)

1. General Functionality A. Core Requirements of System			EMS ePCR Specific	Fire RMS Specific
	1.A.1	System must provide comprehensive records management for fire department, including but not limited to: incidents, personnel, equipment, and deployment.		M
	1.A.2	System must provide a comprehensive electronic patient care record system for documenting assessment and treatment of medical patients in the prehospital setting.	M	M
	1.A.3	System must provide a comprehensive inspections management and permit tracking suite.		M
	1.A.4	System must integrate with major third-party billing vendors for billing of EMS services.	M	
	1.A.5	System must provide a solution for multiple agencies and branches to share information and integrate data.	M	M
1. General Functionality B. Requirement from Vendor			EMS ePCR Specific	Fire RMS Specific
	1.B.1	The vendor should provide a list of current, similar sized EMS and Fire Department organizations that currently utilize their system.	M	M

2. Software Requirements A. Overall System Requirements		EMS ePCR Specific	Fire RMS Specific
2.A.1	System must be hosted by the selected vendor.	M	M
2.A.2	Production servers must be housed and maintained by selected vendor.	M	M
2.A.3	Vendor must present documentation regarding hosted system infrastructure.	M	M
2.A.4	System must be able to function with wireless connectivity.	M	M
2.A.5	System must be able to ensure no data loss due to power failure on mobile devices.	M	M
2.A.6	Vendor must provide details of the system's ability to recover data from mobile client due to data loss, power failure, or other unforeseen occurrences.	M	M
2.A.7	System must have the ability for remote synchronization of updates and configuration changes to mobile and desktop software.	M	M
2.A.8	Vendor will describe the process for system updates and synchronization.	M	M
2.A.9	System will support the ability to capture signature input through touch screen, digitizer, signature pad, or other available options.	M	M
2.A.10	System must have an integrated messaging system.	M	M
2.A.11	System must provide a live or semi-live synchronization of data across the platform between multiple agencies and branches.	M	M
2.A.12	Ability to synchronize documentation, in real time, across multiple users, agencies, and branches, while simultaneously allowing individual agencies to retain ownership of documentation and retain copies of data entered.	M	M
2.A.13	Vendor will describe integrated word processing features built into the system including but not limited to: Medical spell check, grammar check, end of line word wrap.	M	M
2.A.14	System must provide the ability to function through wireless connectivity (both via WIFI as well as Cellular) as well as when not connected to the network and offline, whether on a mobile device or desktop.	M	M
2.A.15	System requirements must be compatible with Windows OS for desktop environments and Apple iOS for mobile environments. Consideration for Android OS or Windows on a mobile device would be given if sufficient advantage exists.	M	M
2.A.16	The system must have the ability to create additional and customizable fields, narratives and values in ePCR and Fire records as well as create data reports from the additional information.	M	M

			EMS ePCR Specific	Fire RMS Specific
	2.A.17	System must have the ability to make redacted copies of reports and information to exclude sensitive, private, or non-allowable information as needed, as related to item 2.C.7	M	M

2. Software Requirements			EMS ePCR Specific	Fire RMS Specific
B. Patient Information and Demographics				
	2.B.1	The system must provide the ability to document and store patient demographics that can be accessed by search of both patient name and incident.	M	M
	2.B.2	The system must be able to search records and import previous patient data that includes customizable selection of data and without replication of said data.	M	M
	2.B.3	The system should have the ability to track, compile, and report data based on patient identifier in addition to incident identifier.	D	D
	2.B.4	The system should compile and report data from all agencies utilizing the system on high utilizers of the 911 system.	D	D

2. Software Requirements			EMS ePCR Specific	Fire RMS Specific
C. Fire Records Management				
	2.C.1	The system must have the ability to compile documentation of agency contacts with the public, such as inspections, tours, non-emergency responses, etc.		M
	2.C.2	The system must have the ability to record Occupancy/Building inspections, hydrant inspections, tent inspections, permit inspections, and other inspections as needed, as well as compile reports on histories of inspections.		M
	2.C.3	The system must have the ability to prompt users of due checks and scheduled inspections.		M
	2.C.4	The system must be able to provide robust preplans for occupancies including, but not limited to, hydrant locations, Fire Department connections, and sprinkler control rooms.		M
	2.C.5	The system must have CRM (Customer Relationship Management) features that are able to preserve the history of hydrant location, installation, inspection, ownership, and repairs including the GPM, static pressure and residual pressure to be accessed by on scene crews.		M
	2.C.6	The ability to collect, store, and import customer and occupancy information that can then be imported in multiple forms, applications, permits, and other documents and areas of the system as needed.		M
	2.C.7	The system must have the ability to document multiple KORA (Kansas Open Records Act) and FOIA (Freedom of Information Act) requests as well as interdepartmental requests for information.	M	M
	2.C.8	The system must have the ability to store forms, applications, and permits as electronic documents for simplification of Project Management.		M

			EMS ePCR Specific	Fire RMS Specific
	2.C.9	The system will provide a public facing workflow that will process burn permits and route to appropriate partner agencies, such as emergency communications and appropriate fire department.		D

2. Software Requirements
D. ePCR Requirements

			EMS ePCR Specific	Fire RMS Specific
	2.D.1	ePCR system must include capability for mobile entry of ePCR	M	D
	2.D.2	ePCR system must include capability for desktop entry of ePCR.	M	D
	2.D.3	ePCR system must allow entry of patient data without an active network connection on the mobile device and/or desktop	M	D
	2.D.4	ePCR system must have General Mandatory rules (closed call rules, validity points) for all ePCR types (i.e.: run number)	M	M
	2.D.5	ePCR system must have Conditional Mandatory rules (i.e.: if age >64, field #5 must be answered).	M	M
	2.D.6	The vendor will describe solutions for transmitting ePCRs and associated data to local hospitals and other allied agencies.	M	D
	2.D.7	Vendor must provide detailed list & specifications of proposed products of all supplied products including but not limited to hardware & software.	M	M
	2.D.8	The system must support addendum-based corrections and additions.	M	D
	2.D.9	The Vendor must describe available methods to provide notification to Quality Assurance and Medical Control of critical procedures performed (RSI, cricothyrotomy, etc.)	M	D
	2.D.10	The system must integrate data from biomedical devices (ECG, AEDs, Automated Chest Compression Devices, etc.) into the ePCR. System should have the ability to attach multiple data files from multiple biomedical devices (attach ECG monitor data in addition to AED data and Automatic CPR machine data to the same ePCR).	M	M
	2.D.11	The system must allow multiple users to author, edit, and enter data on a ePCR at the same time.	M	D
	2.D.12	The vendor will describe established mechanisms for individuals to lock patient records at the conclusion of the incident.	M	D

2. Software Requirements E. Staff Management		EMS ePCR Specific	Fire RMS Specific
2.E.1	The system will provide documentation capabilities for personnel activities, training, professional development, etc.	D	M
2.E.2	The system will have the ability to track certifications, licenses, and participation in specialty response teams, to include time served, dates of certification, expirations, etc. and notify of upcoming expirations.	D	M
2.E.3	The vendor will provide detailed description of personnel management features available in the system.	D	D

2. Software Requirements F. Inventory Management		EMS ePCR Specific	Fire RMS Specific
2.F.1	The system must have the ability to manage department inventory to include, but not limited to: hose, PPE, SCBAs, radios, medical equipment, consumables, fleet vehicles, etc.		M
2.F.2	The vendor will provide detailed description of inventory management features available in the system.	D	D
2.F.3	The Vendor will describe features of the system for logging station and vehicle maintenance and daily checks.		M

2. Software Requirements G. Accessibility		EMS ePCR Specific	Fire RMS Specific
2.G.1	System settings should provide the ability to support multiple lighting and color configurations to allow visibility in varied environmental conditions, such as dark night and bright sunlight.	M	M
2.G.2	Vendor will describe voice recognition and speech to text capabilities of the system.	D	D
2.G.3	Vendor will describe OCR capabilities of the system, including but not limited to: text recognition, bar codes, and QR codes.	M	M

3. Data/Connectivity Interfaces A. Registry Reporting		EMS ePCR Specific	Fire RMS Specific
3.A.1	Compatible and compliant with in the most current national reporting standard of NFIRS in order to report fire data to the Office of the State Fire Marshal automatically and/or manually, as required KAR 22-5-1.		M
3.A.2	Compatible and compliant with in the most current national reporting standard of NEMSIS in order to automated reporting of EMS data to the Kansas Board of EMS as required by KSA 65-6153.	M	
3.A.3	System must be able to configure data from ePCR and export said data to the Cardiac Arrest Registry to Enhance Survival (CARES) database.	M	

3. Data/Connectivity Interfaces 　B. Legacy Data	EMS ePCR Specific	Fire RMS Specific
3.B.1　Vendor must support the ability to migrate legacy data from previous system into a usable format compatible with this system.	D	D
3.B.2　During the implementation and setup phase, vendor must facilitate migration of data sets from existing system, including geographical data, hydrant records, inspection and occupancy records, existing inventory records, etc.		M

3. Data/Connectivity Interfaces 　C. CAD Integration	EMS ePCR Specific	Fire RMS Specific
3.C.1　Vendor will demonstrate system's capacity for integration with Tyler Technologies New World CAD.	M	M
3.C.2　Vendor must demonstrate the ability to auto populate call/location data from Tyler Technologies New World CAD System, to include at a minimum, but not limited to: time, location, call type, unit, address, ZIP code, EMD data, etc. into the ePCR and Fire incident report tied to that CAD event.	M	M

3. Data/Connectivity Interfaces 　D. ECG/AED Integration	EMS ePCR Specific	Fire RMS Specific
3.D.1　Vendor will demonstrate capacity to interface with major ECG and AED vendors, including the ability to import and attach multiple data files from ECG monitors and AEDs into ePCR. (examples, but not limited to: PhysioControl, Zoll, Phillips, etc.)	M	M

3. Data/Connectivity Interfaces 　E. File Attachment	EMS ePCR Specific	Fire RMS Specific
3.E.1　System must have the ability to attach, remove, and view multiple large data files of a variety of file formats within the ePCR and Fire RMS incident reports.	M	M
3.E.2　Vendor will provide a list of supported attachment file formats that may utilized as attachments in ePCR and RMS, as well as data size restrictions/caps on file size.	M	M

		EMS ePCR Specific	Fire RMS Specific
3. Data/Connectivity Interfaces **F. Billing Vendor Integration**			
3.F.1	System must have the ability to batch export data to major billing vendors. Vendors will describe interface for billing export to vendors.	M	
3.F.2	Vendor will provide a list of billing vendors that they currently have established data export connections with.	M	
3. Data/Connectivity Interfaces **G. FirstWatch Integration**		**EMS ePCR Specific**	**Fire RMS Specific**
3.G.1	Vendor will demonstrate the ability to connect and share information with FirstWatch/FirstPass.	M	
3. Data/Connectivity Interfaces **H. Web Intelligence Integration**		**EMS ePCR Specific**	**Fire RMS Specific**
3.H.1	System must be able to replicate raw data to a Sedgwick County owned server that can be accessed utilizing SAP Business Objects.	M	M
3.H.2	System must provide data connectivity to Sedgwick County and City of Wichita internal systems (SAP Business Objects).	M	M
3.H.3	Vendor will provide details of data replication to the Sedgwick County owned server (i.e. strategy, frequency, etc.).	M	M
3. Data/Connectivity Interfaces **I. API**		**EMS ePCR Specific**	**Fire RMS Specific**
3.I.1	Vendor will provide a list of application programming interface (API) options that are available to integrate with third party vendors.	M	M
3. Data/Connectivity Interfaces **J. Hospital EHR Integration**		**EMS ePCR Specific**	**Fire RMS Specific**
3.J.1	The system should have bidirectional interface and exchange features with common EHR (electronic health records) systems utilized in area hospitals, to include matching patient records, export of ePCR data, and import of outcome data from the EHR	D	D

3. Data/Connectivity Interfaces K. GIS Integration			EMS ePCR Specific	Fire RMS Specific
3.K.1		The vendor will describe established integrations with GIS technology for mapping, routing, and geographical location marking, incident ZIP code identification, and latitude/longitude markers.	D	D
3.K.2		Vendor will provide a list of GIS capabilities including mapping of incidents, preplans, occupancies, hydrants, special considerations, etc.		M
3.K.3		The system must integrate data with Sedgwick County/City of Wichita GIS departments.	M	M
3.K.4		The system must utilize Sedgwick County GIS data for tracking and mapping of hydrants, building occupancies, preplans, and incidents associated with specific addresses, locations, and structures.	D	M
3. Data/Connectivity Interfaces **L. ET3 Integration**			**EMS ePCR Specific**	**Fire RMS Specific**
3.L.1		Vendor must supply detailed information concerning ET3 documentation and reporting features within the ePCR system, as well as reports generated and NEMSIS reporting features associated with ET3 interventions.	M	D
3.L.2		The vendor will describe established telemedicine integration features available in the system.	M	D
3. Data/Connectivity Interfaces **M. Payroll/Scheduling Integration**			**EMS ePCR Specific**	**Fire RMS Specific**
3.M.1		The system must be able to integrate with Telestaff to provide personnel documentation including but not limited to scheduling and daily station and unit assignments.	D	M
3.M.2		The system must support the ability to auto-populate unit personnel information into associated incident reports and ePCRs, utilizing either CAD data, Telestaff data, or both.	M	M
3.M.3		The vendor will describe integrations available with the HandTevy mobile app.	D	D
3. Data/Connectivity Interfaces **N. Inventory Integration**			**EMS ePCR Specific**	**Fire RMS Specific**
3.N.1		The vendor will describe established integrations with SAP Business Objects Software	D	D

		EMS ePCR Specific	Fire RMS Specific
3. Data/Connectivity Interfaces **O. Fleet Management Integration**			
3.O.1	The vendor will describe established integrations with FASTER Fleet Asset Management System	D	D

		EMS ePCR Specific	Fire RMS Specific
4. Billing **A. Integrated Payment**			
4.A.1	System will have functionality to capture and track payments and invoices for permits, fines, etc.		M
4.A.2	System must have the ability to generate an invoice for services provided, such as records requests, permit application, etc.		M
4.A.3	System should have PCI compliance to accept and track electronic payments (credit, debit, ACH, cash) for permits and fines.		M

		EMS ePCR Specific	Fire RMS Specific
4. Billing **B. EMS Billing**			
4.B.1	Vendor will provide a list of compatible billing software and available formats for billing export.	M	D
4.B.2	Vendor will provide details of the software's ability to provide a preview of billing charges prior to export.	M	D
4.B.3	Vendor will provide details of the system's ability to determine base rate and calculate charges.	M	D
4.B.4	Vendor will provide details of the system's ability to provide a daily itemized summary of billing charges and daily totals.	M	D
4.B.5	System must provide detailed reports of batch movements, including but not limited to: call count, identifier, and dollar amount billed.	M	D
4.B.6	System must support the ability to customize and create batch movement of records to a third-party billing vendor manually as well as automatically.	M	D
4.B.7	System must have the ability to automate validation tests for compliance rules.	M	D

		EMS ePCR Specific	Fire RMS Specific
5. Support and Maintenance **A. Customer Support**			
5.A.1	Vendor must provide details regarding customer support staffing for multiple levels of issues.	M	M

		EMS ePCR Specific	Fire RMS Specific
5.A.2	Vendor must provide 24/7 customer support for mission critical issues.	M	M
5.A.3	Vendor must supply a current user manual that can be referenced by staff.	M	M
5.A.4	Vendor must provide a detailed project timeline listing schedule of setup, installation, training, implementation, as well as other milestones.	M	M

5. Support and Maintenance **B. Data Integrity**		**EMS ePCR Specific**	**Fire RMS Specific**
5.B.1	Vendor must demonstrate an ability to recover data from a catastrophic server failure.	M	M
5.B.2	Vendor must demonstrate the solution's high level of data integrity.	M	M
5.B.3	Vendor must demonstrate an ability to recover data from mobile client failure.	M	M
5.B.4	System software updates must be wireless and have the least impact on workflow as possible.	M	M

6. Analytics and Reporting **A. Reports**		**EMS ePCR Specific**	**Fire RMS Specific**
6.A.1	System's data reporting features must be flexible and customizable with the ability to generate ad hoc and scheduled reports with flexible input/output features.	M	M
6.A.2	Vendor must demonstrate the ability to compile data for reporting from all participating agencies.	M	M
6.A.3	Vendor must demonstrate the ability to generate report metrics on individuals, shifts, branches, agencies, and system wide data sets.	M	M
6.A.4	Vendor will demonstrate capabilities of real-time analytics such as incident count, incident type, and mutual aid with filter capability and a dashboard visual feature.	M	M
6.A.5	System should have the ability to push notifications for past due reports.	M	M
6.A.6	System must allow data to export for reporting purposes through integration with Sedgwick County Business Intelligence.	M	M
6.A.7	System must generate reports from data compiled from all agencies on high utilizers of the 911 system.	D	D

6. Analytics and Reporting **B. Dashboards**		**EMS ePCR Specific**	**Fire RMS Specific**
6.B.1	System should have the ability to generate station status boards, displaying station announcements, schedules, training, staffing levels, UHU (unit hour utilization), and basic alarm information.	D	M
6.B.2	System must be capable of providing built in data dashboards and reports.	M	M

7. Security A. Compliance		EMS ePCR Specific	Fire RMS Specific
7.A.1	System must abide by HIPAA and PCI privacy rules.	M	M
7.A.2	System must comply with all security guidelines established by Sedgwick County regarding both remote and physical access to Sedgwick County systems.	M	M

7. Security B. Configuration		EMS ePCR Specific	Fire RMS Specific
7.B.1	System must allow for access restrictions via configurable IP address ranges and/or device specific.	M	M
7.B.2	System must support the ability to have tiered and customizable security roles.	M	M
7.B.3	The system must have the ability to create an audit trail of system access.	M	M
7.B.4	The system must have the ability to create an audit trail of all changes made to an ePCR.	M	M
7.B.5	The system must have the ability to create an audit trail of all changes made to fire incident reports.		M
7.B.6	The system must have the ability of local administrators to add, edit, and delete users.	M	M
7.B.7	The system must have the ability of local administrators to edit the workflow of ePCRs through QA processes.	M	M
7.B.8	The system must have the ability of local administrator to add, edit, or delete customizable lists within the system, including but not limited to: (physician list, insurance list, facility list, resource documents, etc.)	M	M
7.B.9	The system must have the ability of local administrator to add, edit, or delete or archive General and Conditional Mandatory rules in the ePCR and Fire Incident Reports.	M	M
7.B.10	The vendor will provide a detailed list of built in mandatory rules.	M	M

8. Training A. Initial Training		EMS ePCR Specific	Fire RMS Specific
8.A.1	Vendor will provide in-person training during configuration and implementation.	M	M
8.A.2	Vendor will provide and maintain a project timeline.	M	M
8.A.3	Vendor will provide comprehensive system administrator and data reporting training for administration staff in all participating departments.	M	M

8. Training B. Ongoing Training		EMS ePCR Specific	Fire RMS Specific
8.B.1	Vendor will provide comprehensive train-the-trainer skills development for use in training future employees.	M	M
8.B.2	Vendor will provide easily accessible training materials.	M	M
8.B.3	Sedgwick County and City of Wichita reserves the right to video and/or audio record all training classes for use with future employee training. Said video/audio will be for the exclusive use of Sedgwick County and the City of Wichita.	M	M
8.B.4	Vendor will describe on-demand training and references that may be utilized for initial and ongoing training.	M	M

B. **System Architecture and Design**
This subsection should include the following information:

   i. **System Diagram**
Provide a diagram of the proposed system architecture. The diagram should include an overall representation of the servers, network, peripherals, workstations, mobiles, and interface points, as well as a representation of the system environments (Production, Test, Training, and Disaster Recovery).

   ii. **Proposed Hardware Configuration**
Provide a listing or description of hardware configuration(s) recommendations based on use experience, i.e. dispatch, records, mobile, etc.

   iii. **Performance and Reliability**
Describe any impact to systems (e.g. interference to normal operations, system shutdown) that will occur during server upgrades and/or expansions.

How will the Vendor ensure concurrent operation of all system components without degradation?

Describe the system response times that will be guaranteed during the lifetime of the system (both during original warranty period and lifetime support). This is specifically referring to the transaction times related to commands.

Describe how the Vendor will measure and ensure system performance over the lifetime of the system.

The County expects seven days a week, twenty-four-hour operation regarding the ePCR and RMS solution. Describe how the Vendor will guarantee 99.999% availability both initially and during the life of any license and maintenance contract.

What level of system availability is recommended for the ePCR and RMS solution?

Describe how the Vendor will guarantee this level of availability both initially and during the life of any license and maintenance contract?

iv. **System Failover and Restoration**
Provide a detailed description of the proposed backup environment.

Do operations automatically failover to the backup environment in the event of a failure in the production environment? Describe any actions that must be taken by personnel to activate a backup environment.

How much time is required until operations commence in the backup environment when operations in the production environment fail?

What steps, degree of user intervention, and time is required to return operations to the primary environment?

v. **Network Compatibility**
Describe how the ePCR and RMS work in an environment of intermittent mobile computer connectivity.

What is the slowest wired network connection speed that is required to support the system?

What is the slowest wireless network connection speed that is required to support the system?

vi. **System Software Applications and Utilities**
Provide the name, company, and release level of any additional third-party software required to support the proposed solution.

vii. **System Backup**
Describe the recommended approach for system backup.

How will the proposer's recommended backup process affect live operation?

Are all system functions (inquiry and update) available during backup? If not, explain the level of availability of system functions during backup and approximate time to perform backup.

Will the recommended approach enable full backup of the system?

Can the full backup be performed unattended?

Can full backup be scheduled to occur automatically?

Can the system perform incremental backup (i.e. only data/files updated since last backup)?

How long (estimated) will it take and what steps are involved to restore from a backup?

viii. **Data Conversion Plan**
In this subsection please provide a Conversion Plan and approach – Data from legacy systems must be converted to the new system. The Data Conversion Plan must describe the strategy, approach, processes and reference the appropriate specifications to convert data from the County's legacy systems to the new system.

ix. **Deployment/Implementation**
In this subsection the Vendor must provide a detailed Deployment and Implementation plan which documents the activities that must be performed to deploy the application to the production environment and implement within the County. The plan must detail elements related to the critical activities that need to be performed prior to launch. The plan must contain the detailed installation procedures, and consider the inter-application dependencies. The plan must include the step-by-step activities leading up to deployment as well as the post-deployment activities related to reporting and clean-up. Additionally, the plan must address the roles and responsibilities, Go/No-Go criteria and decision date, required resources, assumptions, and risks related to implementation and Go-live.

At a minimum, the deliverable must contain the following:

1. Deployment strategy and approach
2. Software installation procedures
3. Deployment/Conversion implementation detailed plan
4. Post deployment activities
5. Proposed scope, approach, schedule and team
6. Implementation phase entry and exit criteria
7. Implementation readiness approach (go/no-go criteria and checklist)

C. **Project Management**
Include the following information in this subsection: Describe the Vendor's approach to managing the implementation of the proposed system, addressing at a minimum the following components of project management:

1. Project communications
2. Schedule management
3. Issue management
4. Scope management
5. Risk management
6. Quality assurance

Statement of Work that breaks down the system implementation by tasks and delineates Vendor and the County's responsibilities within each task. Tasks should include configuration, testing and interface development and deployment. Address project management services including creating and maintaining a detailed deployment plan, along with a detailed task list.

Realistic and readable implementation project schedule that starts at contract signing. The schedule should describe tasks to be performed by the County as well as by the Vendor.

How will the Vendor help the County or other external customers who interface with the County information systems identify potential changes in business processes because of changes in application software?

D. **Training**
   In this subsection the Vendor should describe how they would provide the following types of training programs, along with appropriate documentation:

   A training program for County's project implementation team that includes the training necessary to understand the overall system architecture, interface configurations, data import/export capabilities, and workflow configuration options, etc.

   A training program for application administrators that includes the training necessary to configure, tailor, monitor, and administer the technical and functional aspects of system.

   A training solution to support the training of end-users in the functionality of the various proposed system modules. To support the training of end users, the County envisions the use of a "train-the-trainer" approach. However, it is requested that all end users receive individual training.

   Post implementation training.

   Multimedia presentations of training made available following actual training (e.g., PowerPoint presentations, videos, etc.).

   A training program that accounts for end users on shift work and may not be available during normal training hours.

E. **Cost of Work**
   All costs for each item referred to in the proposal must be identified in this subsection. While overall costs may be dependent on the County purchasing all components of the proposal (ePCR & RMS), costs should be broken out by system component and noted in the appropriate sectioned response.

   Costs must be unbundled and separately listed. Proposals that do not detail specific costs will be considered non-responsive.

   The Vendor shall bear the onus of any cost related errors.

   All interface costs must be included. Note that the costs associated with interfaces shall include all costs associated with the development, testing, and deployment of the defined interface.
   List all systems and applications for which the system currently has interfaces in place.

   The County reserves the right to conduct negotiations with Vendors on pricing and payment terms.

Costs proposals should include the following components:

Implementation Costs – Describe and list all costs that would be associated with implementation of the system, including but not limited to the following:

1. Installation of Hardware/Software
2. System Integration
3. Project Management
4. Training
5. Data Conversion
6. Travel
7. Any other costs (please describe)

Optional Costs – Describe and list all optional cost items associated with the system.

Total One-Time Costs – Present a summary of all one-time costs for the system.

Recurring Costs – Provide a ten-year cost schedule that presents the annual cost for maintenance and service warranty. Include options to renew after ten years.

Payment Schedule – Provide a proposed payment schedule.

F. **Architecture and IT Standards**

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.

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. Please include any known issues with backup and recovery systems on the market.

Vendor should provide secure connections to data and be compliant with any regulatory requirements such as Health Insurance Portability and Accountability Act (HIPAA), Criminal Justice Information Services (CJIS), and Payment Card Industry (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.

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?

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

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.

If on-premise, 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 by the vendor?

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.)

G. **Project Status Reporting**

Weekly written status reports shall be submitted to the Department Project Manager. These status reports should outline:

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

H. **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.

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

J. **User Training**
Describe any training to be provided by the Vendor:

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

VI. **Sedgwick County's Responsibilities**
- Provide information, as legally allowed, in possession of the county, which relates to the county's requirements or which is relevant to this project.
- Designate a person to act as the County Contract Manager with respect to the work to be performed under this contract.
- County reserves the right to make inspections at various points of the project. Contractor agrees to openly participate in said inspections and provide information to the county on the progress, expected completion date and any unforeseen or unexpected complications in the project.

VII. **Proposal Terms**

A. Questions and Contact Information

Any questions regarding this document must be submitted in writing to Lee Barrier at Lee.Barrier@sedgwick.gov by 1:45pm CDT, March 17, 2022. Any questions of a substantive nature will be answered in written form as an addendum and posted on the purchasing website at https://www.sedgwickcounty.org/finance/purchasing/requests-for-bid-and-proposal/ under the Documents column associated with this RFP number by 1:45pm CDT, April 8, 2022. Firms are responsible for checking the website and acknowledging any addenda on their proposal response form.

B. Minimum Firm Qualifications

This section lists the criteria to be considered in evaluating the ability of firms interested in providing the service(s) and/or product(s) specified in this Request for Proposal. Firms must meet or exceed theses qualifications to be considered for award. Any exceptions to the requirements listed should be clearly detailed in proposer's response. Proposers shall:

1. Have a minimum of five (5) years' experience in providing services similar to those specified in this RFP.
2. Have an understanding of industry standards and best practices
3. Have experience in managing projects of comparable size and complexity to that being proposed.
4. Have knowledge of and comply with all currently applicable, and as they become enacted during the contract term, federal, state and local laws, statutes, ordinances, rules and regulations. All laws of the State of Kansas, whether substantive or procedural, shall apply to the contract, and all statutory, charter, and ordinance provisions that are applicable to public contracts in the county shall be followed with respect to the contract.
5. Municipal and county government experience is desired, however, the county will make the final determination based on responses received and the evaluation process.
6. Have the capacity to acquire all bonds, escrows or insurances as outlined in the terms of this RFP.
7. Provide project management (as required) and quality control procedures.
8. Have appropriate material, equipment and labor to perform specified services.
9. Park only in designated areas and display parking permit (if provided).
10. Wear company uniform or ID badge for identification purposes.

C. Evaluation Criteria

The selection process will be based on the responses to this RFP. County staff will judge each response as determined by the scoring criteria below. Purchasing staff are not a part of the evaluation committee.

Component	Points
a. Ability to provide a comprehensive, integrated solution to meet stated requirements.	40
b. Approach, methodology, and proposed schedule for solution.	25
c. Record of performance on similar projects, including customer retention, customer support during and after project implementation, and other feedback from references.	15
d. Total cost of ownership (software, annual maintenance and support, implementation services, training, hardware, database, resources required, etc.)	10
e. Firms economic and technical resources, stability and longevity in the market.	5
f. Proposal quality and contents	5
Total Points	100

Assume the following cost proposals **(examples only)**

A. $50,000.00
B. $38,000.00
C. $49,000.00

Company B with a total price of $38,000.00 is the low offer. Take the low offer and divide each of the other offers into the low offer to calculate a percentage. This percentage is then multiplied by the number of points available for the cost. In this case, 10 points are allocated to cost.

A. $38,000.00 divided by $50,000.00 =.76   .76*10   7.6 points
B. $38,000.00 divided by $38,000.00 =1.00   1.00*10   10 points
C. $38,000.00 divided by $49,000.00= .77   .77*10   7.7 points

Any final negotiations for services, terms and conditions will be based, in part, on the firm's method of providing the service and the fee schedule achieved through discussions and agreement with the county's review committee. The county is under no obligation to accept the lowest priced proposal and reserves the right to further negotiate services and costs that are proposed. The county also reserves the sole right to recommend for award the proposal and plan that it deems to be in its best interest.

The county reserves the right to reject all proposals. All proposals, including supporting documentation shall become the property of Sedgwick County. All costs incurred in the preparation of this proposal shall be the responsibility of the firm making the proposals. Sedgwick County reserves the right to select, and subsequently recommend for award, the proposed service which best meets its required needs, quality levels and budget constraints.

D.   Request for Proposal Timeline
The following dates are provided for information purposes and are subject to change without notice. Contact the Purchasing Section at (316) 660-7255 to confirm any and all dates**.**

Distribution of Request for Proposal to interested parties	**February 18, 2022**
Questions and clarifications submitted in writing by 5:00 pm CDT	**March 17, 2022**
Addendum Issued by 5:00 pm CDT	**April 8, 2022**
Sealed Proposal due before 1:45 pm CDT	**May 3, 2022**
Evaluation Period	**May 3, 2022 - October 07, 2022**
Board of Bids and Contracts Recommendation	**October 13, 2022**
Board of County Commission Award	**October 19, 2022**

E.   Contract Period and Payment Terms
A contractual period will begin following Board of County Commissioners (BoCC) approval of the successful firm(s) and continue for a period of ten (10) years.

Either party may cancel its obligations herein upon thirty-day (30) prior written notice to the other party. It is understood that funding may cease or be reduced at any time, and in the event that adequate funds are not available to meet the obligations hereunder, either party reserves the right to terminate this agreement upon thirty (30) days prior written notice to the other. Payment will be remitted following receipt of monthly detailed invoice.

Payment and Invoice Provisions
https://www.sedgwickcounty.org/media/39239/payment_and_invoice_provisions.pdf

F.   Insurance Requirements
Liability insurance coverage indicated below must be considered as primary and not as excess insurance. If required, contractor's professional liability/errors and omissions insurance shall (i) have a policy retroactive date prior to the date any professional services are provided for this project, and (ii) be maintained for a minimum of three (3) years past completion of the project. Contractor shall furnish a certificate evidencing such coverage, with county listed as an additional insured including both ongoing and completed operations, except for professional liability, workers' compensation and employer's liability. **Certificate shall be provided prior to award of contract.** Certificate shall remain in force during the duration of the project/services and will not be canceled, reduced, modified, limited, or restricted until thirty (30) days after County receives written notice of such change. All insurance must be with an insurance company with a minimum BEST rating of A-VIII and licensed to do business in the State of Kansas **(must be acknowledged on the bid/proposal response form).**

NOTE: If any insurance is subject to a deductible or self-insured retention, written disclosure must be included in your proposal response and also be noted on the certificate of insurance.

It is the responsibility of Contractor to require that any and all approved subcontractors meet the minimum insurance requirements.

Workers' Compensation:	
Applicable coverage per State Statutes	
Employer's Liability Insurance:	$500,000.00
Commercial General Liability Insurance (on form CG 00 01 04 13 or its equivalent):	
Each Occurrence	$1,000,000.00
General Aggregate, per project	$2,000,000.00
Personal Injury	$1,000,000.00
Products and Completed Operations Aggregate	$2,000,000.00
Automobile Liability:	
Combined single limit	$500,000.00
Umbrella Liability: Following form for both the general liability and automobile __X__ Required/ ____ Not Required	
Each Claim	$1,000,000.00
Aggregate	$1,000,000.00
Professional Liability/ Errors & Omissions Insurance: __X__ Required/ ____ Not Required	
Each Claim	$1,000,000.00
Aggregate	$1,000,000.00
Pollution Liability Insurance: __X__ Required/ ____ Not Required	
Each Claim	$1,000,000.00
Aggregate	$1,000,000.00
(Network security and privacy insurance with a minimum single limit of $2,000,000 each claim and general aggregate; and (c) Technology Errors & Omissions Liability with the following minimum limits of liability: $2,000,000 each claim and general aggregate. For the above requirements for Cyber / Network Security and Privacy Liability and Technology Errors & Omissions Liability can be met by separate policies or a combination of these coverages under one policy form with Minimum Limits of $4,000,000 Each Occurrence and in the Aggregate.	

Special Risks or Circumstances:

Entity reserves the right to modify, by written contract, these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

IF CONTRACTOR IS PROVIDING CONSTRUCTION SERVICES:

In addition to the above coverages, Contractor shall also provide the following:

Builder's Risk Insurance:	In the amount of the initial Contract Sum, plus the value of subsequent modifications and cost of materials supplied and installed by others, comprising the total value for the entire Project on a replacement cost basis without optional deductibles. Entity, Contractor, and all Subcontractors shall be included as named insureds.

G. [Indemnification](#)
To the fullest extent of the law, the provider, its subcontractor, agents, servants, officers or employees shall indemnify and hold harmless Sedgwick County, including, but not limited to, its elected and appointed officials, officers, employees and agents, from any and all claims brought by any person or entity whatsoever, arising from any act, error, or omission of the provider during the provider's performance of the agreement or any other agreements of the provider entered into by reason thereof. The provider shall indemnify and defend Sedgwick County, including, but not limited to, its elected and appointed officials, officers, employees and agents, with respect to any claim arising, or alleged to have arisen from negligence, and/or willful, wanton or reckless acts or omissions of the provider, its subcontractor, agents, servants, officers, or employees and any and all losses or liabilities resulting from any such claims, including, but not limited to, damage awards, costs and reasonable attorney's fees. This indemnification shall not be affected by any other portions of the agreement relating to insurance requirements. The provider agrees that it will procure and keep in force at all times at its own expense insurance in accordance with these specifications.

H. [Confidential Matters and Data Ownership](#)
The successful proposer agrees all data, records and information, which the proposer, its agents and employees, which is the subject of this proposal, obtain access, remains at all times exclusively the property of Sedgwick County. The successful proposer agrees all such data, records, plans and information constitutes at all times proprietary information of Sedgwick County. The successful proposer agrees that it will not disclose, provide, or make available any of such proprietary information in any form to any person or entity. In addition, the successful proposer agrees it will not use any names or addresses contained in such data, records, plans and information for the purpose of selling or offering for sale any property or service to any person or entity who resides at any address in such data. In addition, the successful proposer agrees it will not sell, give or otherwise make available to any person or entity any names or addresses contained in or derived from such data, records and information for the purpose of allowing such person to sell or offer for sale any property or service to any person or entity named in such data. Successful proposer agrees it will take all reasonable steps and the same protective precautions to protect Sedgwick County's proprietary information from disclosure to third parties as with successful proposer's own proprietary and confidential information. Proposer agrees that all data, regardless of form that is generated as a result of this Request for Proposal is the property of Sedgwick County.

I. [Proposal Conditions](#)

https://www.sedgwickcounty.org/media/31338/proposal-terms-conditions.pdf

General Contract Provisions
https://www.sedgwickcounty.org/media/31337/general-contractual-provisions.pdf

Mandatory Contract Provisions
https://www.sedgwickcounty.org/media/31336/mandatory-contractual-provisions.pdf

Independent Contractor
https://www.sedgwickcounty.org/media/54780/independent-contractor-addendum.pdf

Sample Contract
https://www.sedgwickcounty.org/media/39236/sample-contract.pdf

VIII. <u>Required Response Content</u>

All proposal submissions shall include the following:

1. Firm profile: the name of the firm, address, telephone number(s), contact person, year the firm was established, and the names of the principals of the firm.
2. The names of the staff members who will be available for work on the contract, including a listing of their work experience.
3. The firm's relevant experience, notably experience working with government agencies.
4. At minimum, **three (3)** professional references, besides Sedgwick County, with email addresses, telephone numbers, and contact persons where work has been completed within the last three years.
5. A disclosure of any personal or financial interest in any properties in the project area, or any real or potential conflicts of interest with members of the Sedgwick County Board of County Commissioners or county staff.
6. A description of the type of assistance that will be sought from county staff, including assistance required from the County to lessen the costs of this project.
7. Proof of insurance meeting minimum insurance requirements as designated herein.
8. Sample of software license agreement and sample of support agreement.
9. Those responses that do not include all required forms/items may be deemed non-responsive.
10. Non-Employee User Agreement.
11. Acknowledge receipt of Business Associate Addendum.

REQUEST FOR PROPOSAL
RFP # 22-0002
ELECTRONIC PATIENT CARE REPORTING SYSTEM AND FIRE RECORDS MANAGEMENT SYSTEM

The undersigned, on behalf of the proposer, certifies that: (1) this offer is made without previous understanding, agreement or connection with any person, firm, or corporation submitting a proposal on the same project; (2) is in all respects fair and without collusion or fraud; (3) the person whose signature appears below is legally empowered to bind the firm in whose name the proposer is entered; (4) they have read the complete Request for Proposal and understands all provisions; (5) if accepted by the county, this proposal is guaranteed as written and amended and will be implemented as stated; and (6) mistakes in writing of the submitted proposal will be their responsibility.

NAME _____

DBA/SAME _____

CONTACT_____

ADDRESS_____ **CITY/STATE**_____ **ZIP**_____

PHONE_____ **FAX**_____ **HOURS**_____

STATE OF INCORPORATION or ORGANIZATION _____

WEBSITE ADDRESS_____ **EMAIL**_____

NUMBER OF LOCATIONS_____ **NUMBER OF PERSONS EMPLOYED**_____

TYPE OF ORGANIZATION: Public Corporation _____ Private Corporation_____ Sole Proprietorship _____

Partnership_____ Other (Describe): _____

BUSINESS MODEL: Small Business _____ Manufacturer _____ Distributor _____ Retail _____

Dealer _____ Other (Describe): _____

Not a Minority-Owned Business: _____ **Minority-Owned Business:** _____ **(Specify Below)**

____African American (05) _____ Asian Pacific (10) _____ Subcontinent Asian (15) _____ Hispanic (20)

____Native American (25) _____ Other (30) - Please specify_____

Not a Woman-Owned Business: _____ **Woman-Owned Business:** _____ **(Specify Below)**

_____Not Minority -Woman Owned (50) _____ African American-Woman Owned (55) _____Asian Pacific-Woman Owned (60)

_____ Subcontinent Asian-Woman Owned (65) _____Hispanic Woman Owned (70) _____Native American-Woman Owned (75)

_____Other – Woman Owned (80) – Please specify_____

ARE YOU REGISTERED TO DO BUSINESS IN THE STATE OF KS: _____Yes _____ No

INSURANCE REGISTERED IN THE STATE OF KS WITH MINIMUM BEST RATING OF A-VIII: _____Yes _____No

ACKNOWLEDGE RECEIPT OF ADDENDA: All addendum(s) are posted to our RFB/RFP web page and it is the vendor's responsibility to check and confirm all addendum(s) related to this document by going to www.sedgwickcounty.org/finance/purchasing.asp .

NO._____, DATED _____; NO._____, DATED_____; NO._____, DATED_____

In submitting a proposal, vendor acknowledges all requirements, terms, conditions, and sections of this document. Proposal submission format should be by order in which sections are listed throughout the document. All minimum and general requirements should be specifically addressed and detailed in proposer's response. **Exceptions to any part of this document should be clearly delineated and detailed**.

Signature_____ Title_____

Print Name_____ Dated _____

Anyone who is not a Sedgwick County employee that will access Sedgwick County information technology in the course of their work for Sedgwick County ("Non-employee personnel") are required to sign this document before accessing any Sedgwick County information technology system. "Information technology" includes any computer, network, Internet access, electronic mail and voice message systems, facsimile devices, or other electronic systems used by Sedgwick County.

1. Non-employee personnel have no expectation of privacy in any electronic communications, use of Sedgwick County property, or Internet access. Sedgwick County reserves the right to review, audit, or monitor any information technology used by non-employee personnel.
2. Non-employee personnel shall use only accounts authorized by the Sedgwick County Chief Information Officer (SCCIO).
3. Non-employee personnel may access only those resources for which they are specifically authorized.
4. Non-employee personnel are personally responsible for safeguarding their account and log-on information. Passwords shall adhere to the following.
   a. Passwords shall remain confidential.
   b. Passwords shall be changed at least every 90 days.
   c. Passwords shall be at least seven characters long.
   d. Passwords shall contain characters from at least three of the following four classes: (i) English upper case letters, *A, B*, (ii) English lower case letters, *a, b*, (iii) Westernized Arabic numerals, *0,1,2*, and (iv) Non-alphanumeric ("special characters") such as punctuation symbols.
   e. Passwords shall not contain your user name or any part of your full name.
   f. Passwords shall never be displayed, printed, or otherwise recorded in an unsecured manner.
5. Non-employee personnel are not permitted to script their user IDs and/or passwords for log-on access.
6. Non-employee personnel are not permitted to allow another person to log-on to any computer utilizing their, if provided, personal account, nor are they permitted to utilize someone else's account to log-on to a computer. Authorized system or service accounts may be used by multiple authorized people.
7. Non-employee personnel may not leave their workstation logged onto the network while away from their area. Non-employee personnel may elect to lock the workstation rather than logging off when leaving for very short time periods.
8. All installed software must have been approved in writing in advance by the SCCIO.
9. Non-employee personnel shall execute only applications that pertain to their specific contract work.
10. Non-employee personnel shall promptly report log-on problems or any other computer errors to the Helpdesk (316-660-9811).
11. Non-employee personnel shall promptly notify the SCCIO if they have any reason to suspect a breach of security or potential breach of security.
12. Non-employee personnel shall promptly report anything that they deem to be a security loophole or weakness in the computer network to the SCCIO.
13. Non-employee personnel shall not install or use any type of encryption device or software on any Sedgwick County hardware, which has not been approved in writing in advance by the SCCIO.
14. Non-employee personnel shall not attach any device to the Sedgwick County network or attach any device to any device attached to the Sedgwick County Network without prior written approval in advance from the SCCIO.
15. Non-employee personnel may not remove any computer hardware, data or software from a Sedgwick County building for any reason, without prior written approval from the SCCIO.
16. Non-employee personnel shall not delete, disable, or bypass any authorized encryption device, or anti-virus or other software program, installed on Sedgwick County hardware.
17. Non-employee personnel shall not attach any network or phone cables to any Sedgwick County device without written approval from the SCCIO.
18. Non-employee personnel may not copy any data and/or software from any Sedgwick County resource for personal or unauthorized use.
19. Non-employee personnel may not utilize Sedgwick County computer systems or networks for any of the following reasons:
   a. Game playing;
   b. Internet surfing not required for their work activity;
   c. Non-related work activity; or
   d. Any illegal activity.
   e. Downloading of files from non-County resources. If files are needed for your work, contact Sedgwick County DIO IT personnel.
20. Non-employee personnel are prohibited from intercepting or monitoring network traffic by any means, including the use of network sniffers, unless authorized in writing in advance by the SCCIO.
21. Non-employee personnel may not give out any Sedgwick County computer information to anyone. Exception: other authorized non-employee personnel needing the information to complete authorized tasks and who have signed this agreement. Information includes but is not limited to: IP addresses, security configurations, etc.
22. All data storage media that does or did contain Sedgwick County data shall be erased or destroyed prior to disposal, according to existing Sedgwick County Standards..
23. Non-employee personnel may not remove, modify, erase, destroy or delete any computer software without the written approval in advance of the SCCIO. Non-employee personnel may not modify any Sedgwick County computer data without the written approval in advance of the data owner.
24. Non-employee personnel shall not attempt to obtain, use or distribute Sedgwick County system or user passwords.
25. Non-employee personnel shall not attempt to obtain or distribute door passcodes/passkeys to secured rooms at any Sedgwick County facility for which they are not authorized.
26. All equipment issued to non-employee personnel will be returned in good condition to Sedgwick County upon termination of the Sedgwick County/non-employee Personnel relationship.
27. Non-employee personnel may not use Sedgwick County information technology to send or receive threatening, obscene, abusive, sexually explicit language or pictures.
28. Non-employee personnel are prohibited from causing Sedgwick County personnel to break copyright laws.
29. Use by non-employee personnel of any Sedgwick County information technology will acknowledge acceptance of the above-referenced policies. Any non-employee who violates any of these policies shall be subject to disciplinary action, including total removal from the Sedgwick County project as well as being subject to Kansas civil and criminal liability. Disciplinary action may include Sedgwick County requesting the non-employee be considered for demotion, suspension and termination.

Non-employee personnel <u>signature</u> _____ Date _____ Company/Agency name Print _____

_____ _____
Non-employee personnel <u>name</u> (Print)   Purpose   (*State the reason you are signing this form*)

_____ _____
Non-employee personnel <u>phone number</u>   Sedgwick County Sponsor & <u>phone number</u> (*Print employee name and department*)

RFP #22-0002

Sedgwick County…Working for you

HIPAA RULES

BUSINESS ASSOCIATE ADDENDUM DEFINITIONS

1.1   The following terms used in this Agreement shall have the same meaning as those terms in the HIPAA Rules: Breach, Data Aggregation, Designated Record Set, Disclosure, Health Care Operations, Individual, Minimum Necessary, Notice of Privacy Practices, Protected Health Information, Required By Law, Secretary, Security Incident, Subcontractor, Unsecured Protected Health Information, and Use.

Specific definitions:

(a) <u>Business Associate</u>. "Business Associate" shall generally have the same meaning as the term "business associate" at 45 CFR 160.103.

(b) <u>Covered Entity</u>. "Covered Entity" shall generally have the same meaning as the term "covered entity" at 45 CFR 160.103, and in reference to the party to this agreement, shall mean Sedgwick County.

(c) <u>HIPAA Rules</u>. "HIPAA Rules" shall mean the Privacy, Security, Breach Notification, and Enforcement Rules at 45 CFR Part 160 and Part 164.

OBLIGATIONS AND ACTIVITIES OF BUSINESS ASSOCIATE

Business Associate agrees to:

2.1   not Use or Disclose Protected Health Information other than as permitted or required by the Agreement or as Required By Law;

2.2   Use appropriate safeguards and comply with Subpart C of 45 CFR Part 164 with respect to electronic Protected Health Information, to prevent Use or Disclosure of Protected Health Information other than as provided for by this Agreement;

2.3   report to covered entity any Use or Disclosure of Protected Health Information not provided for by the Agreement of which it becomes aware, including Breaches of Unsecured Protected Health Information as required at 45 CFR 164.410, and any Security Incident of which it becomes aware, as further provided for in Par. 12.1, *et seq.*;

2.4   mitigate, to the extent practicable, any harmful effect that is known to Business Associate of a Use or Disclosure of Protected Health Information by Business Associate in violation of the requirements of this Agreement;

2.5   in accordance with 45 CFR 164.502(e)(1)(ii) and 164.308(b)(2), if applicable, ensure that any Subcontractors that create, receive, maintain, or transmit Protected Health Information on behalf of the Business Associate agree to the same restrictions, conditions, and requirements that apply to the Business Associate with respect to such information;

2.6   make available Protected Health Information in a Designated Record Set to the Covered Entity as necessary to satisfy Covered Entity's obligations under 45 CFR 164.524;

2.7   make any amendment(s) to Protected Health Information in a Designated Record Set as directed or agreed to by the Covered Entity pursuant to 45 CFR 164.526 or take other measures as necessary to satisfy Covered Entity's obligations under 45 CFR 164.526;

2.8   make its internal practices, books, and records available to the Secretary for purposes of determining compliance with the HIPAA Rules; and

2.9   maintain and make available the information required to provide an accounting of Disclosures to the Covered Entity as necessary to satisfy covered entity's obligations under 45 CFR 164.528.

PERMITTED USES AND DISCLOSURES BY ASSOCIATE

3.1   Except as otherwise limited in this Agreement, Business Associate may only Use or Disclose Protected Health Information on behalf of, or to provide services to, Covered Entity for the purposes of the contractual relationship, if such Use or Disclosure of Protected Health Information would not violate the Privacy Rule if done by Covered Entity or the Minimum Necessary policies and procedures of the Covered Entity.

SPECIFIC USE AND DISCLOSURE PROVISIONS

4.1   Except as otherwise limited in this Agreement, Business Associate may Use Protected Health Information for the proper management and administration of the Business Associate or to carry out the contractual or legal responsibilities of the Business Associate.

4.2   Business Associate may Use or Disclose Protected Health Information as Required By Law.

4.3   Business Associate agrees to make Uses and Disclosures and requests for Protected Health Information consistent with Covered Entity's Minimum Necessary policies and procedures.

4.4   Business Associate may Disclose Protected Health Information for the proper management and administration of Business Associate or to carry out the legal responsibilities of the Business Associate, provided the Disclosures are Required By Law, or Business Associate obtains reasonable assurances from the person to whom the information is disclosed that the information will remain confidential and Used or further Disclosed only as Required By Law or for the purposes for which it was Disclosed to the person, and the person notifies Business Associate of any instances of which it is aware in which the confidentiality of the information has been Breached.

4.5   Business Associate may provide Data Aggregation services relating to the Health Care Operations of the covered entity.

4.6   Business Associate may Use Protected Health Information to report violations of law to appropriate Federal and State authorities, consistent with § 164.502(j)(1).

OBLIGATIONS OF COVERED ENTITY

5.1   Covered Entity shall notify Business Associate of any limitation(s) in its Notice of Privacy Practices of Covered Entity in accordance with 45 CFR § 164.520, to the extent that such limitation may affect Business Associate's Use or Disclosure of Protected Health Information.

5.2   Covered Entity shall notify Business Associate of any changes in, or revocation of, permission by Individual to Use or Disclose Protected Health Information, to the extent that such changes may affect Business Associate's Use or Disclosure of Protected Health Information.

5.3   Covered Entity shall notify Business Associate of any restriction to the Use or Disclosure of Protected Health Information that Covered Entity has agreed to in accordance with 45 CFR § 164.522, to the extent that such restriction may affect Business Associate's Use or Disclosure of Protected Health Information.

PERMISSIBLE REQUESTS BY COVERED ENTITY

6.1   Covered Entity shall not request Business Associate to Use or Disclose Protected Health Information in any manner that would not be permissible under Subpart E of 45 CFR Part 164 if done by Covered Entity. If necessary in order to meet the Business Associate's obligations under the Agreement, the Business Associate may Use or Disclose Protected Health Information for Data Aggregation, management and administrative activities, or contractual or legal responsibilities of Business Associate.

TERM

7.1   *Term.*   The Agreement shall be effective as of date of execution of the Agreement by the parties, and shall terminate when all of the Protected Health Information provided by Covered Entity to Business Associate, or created or received by Business Associate on behalf of Covered Entity, has been returned to Covered Entity or, at Covered Entity's option, is destroyed, or, if it is infeasible to destroy Protected Health Information, the protections are extended to such information, in accordance with the termination provisions in this Agreement.

MISCELLANEOUS

8.1   A reference in this Agreement to a section in the HIPAA Rules means the section as in effect or as amended.

8.2   The Parties agree to take such action as is necessary to amend this Agreement from time to time as is necessary for Covered Entity to comply with the requirements of the HIPAA Rules.

8.3   Any ambiguity in this Agreement shall be resolved to permit Covered Entity to comply with the HIPAA Rules.

8.4   In addition to any implied indemnity or express indemnity provision in the Agreement, Business Associate agrees to indemnify, defend and hold harmless the Covered Entity, including any employees, agents, or Subcontractors against any actual and direct losses suffered by the Indemnified Party(ies) and all liability to third parties arising out of or in connection with any breach of this Agreement or from any negligent or wrongful acts or omissions, including failure to perform its obligations under the HIPAA Rules, by the Business Associate or its employees, directors, officers, Subcontractors, agents, or other members of its workforce. Accordingly, upon demand, the Business Associate shall reimburse the Indemnified Party(ies) for any and all actual expenses (including reasonable attorney's fees) which may be imposed upon any Indemnified Party(ies) by reason of any suit, claim, action, proceeding or demand by any third party resulting from the Business Associate's failure to perform, Breach or other action under this Agreement.

SECURITY RULE REQUIREMENTS

9.1   Business Associate agrees, to the extent any Protected Health Information created, received, maintained or transmitted by or in electronic media, also referred to as electronic protected health care information, as defined by 45 CFR § 160.103, that it will only create, maintain or transmit such information with appropriate safeguards in place.

Business Associate shall therefore: implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of the electronic protected health care information; ensure that any agent, including Subcontractors, to whom it provides such information shall agree to also implement reasonable and appropriate safeguards to protect the information; and report to the Covered Entity any Security Incident, as that term is defined by 45 CFR § 164.304, of which it becomes aware.

TERMINATION

10.1   Business Associate authorizes termination of this Agreement by Covered Entity, if Covered Entity determines Business Associate has violated a material term of the Agreement and Business Associate has not cured the breach or ended the violation within the time specified by Covered Entity.

EFFECT OF TERMINATION

11.1   Upon termination of this Agreement for any reason, Business Associate shall return to Covered Entity or, if agreed to by Covered Entity, destroy all Protected Health Information received from Covered Entity, or created, maintained, or received by Business Associate on behalf of Covered Entity, that the Business Associate still maintains in any form. Business Associate shall retain no copies of the Protected Health Information.

Provided however, Business Associate may retain Protected Health Information if necessary for management and administration purposes or to carry out its legal responsibilities after termination of the Agreement.

Upon termination of this Agreement for any reason, Business Associate, with respect to Protected Health Information received from Covered Entity, or created, maintained, or received by Business Associate on behalf of Covered Entity, shall:

> retain only that Protected Health Information which is necessary for Business Associate to continue its proper management and administration or to carry out its legal responsibilities;

> return to Covered Entity or, if agreed to by Covered Entity, destroy the remaining Protected Health Information that the Business Associate still maintains in any form;

> continue to use appropriate safeguards and comply with Subpart C of 45 CFR Part 164 with respect to electronic Protected Health Information to prevent Use or Disclosure of the Protected Health Information, other than as provided for in this Section, for as long as Business Associate retains the Protected Health Information;

> not Use or Disclose the Protected Health Information retained by Business Associate other than for the purposes for which such Protected Health Information was retained and subject to the same conditions set out at in this Agreement which applied prior to termination;

> return to Covered Entity or, if agreed to by Covered Entity, destroy the Protected Health Information retained by Business Associate when it is no longer needed by Business Associate for its proper management and administration or to carry out its legal responsibilities; and

> provided, however, that nothing in this section 11.1 shall apply in the case of PHI remaining in its possession which Business Associate determines it is not feasible to return or destroy. Business Associate shall extend the protection of this Agreement to such PHI and limit further uses and disclosure of such PHI.

The obligations of Business Associate under this Agreement shall survive the termination of this Agreement.

NOTIFICATION OF BREACH

12.1   To the extent Business Associate accesses, maintains, retains, modifies, records, stores, destroys, or otherwise holds, Uses, or Discloses Unsecured Protected Health Information, it shall, following the discovery of a Breach of such information, notify the Covered Entity of such Breach. Such notice shall include the identification of each Individual whose Unsecured Protected Health Information has been, or is reasonably believed by the Business Associate to have been, Used, accessed, acquired, or Disclosed during such Breach. The Business Associate shall provide the Covered Entity with any other available information that the Covered Entity is required to include in notification to the Individual under 45 C.F.R. § 164.404(c) at the time of the required notification to the Covered Entity, or as promptly thereafter as the information is available.

12.2   For purposes of this section, a Breach shall be treated as discovered by the Business Associate as of the first day on which such Breach is known to such Business Associate (including any person, other than the Individual committing the breach, that is an employee, officer, or other agent of such associate) or should reasonably have been known to such Business Associate (or person) to have occurred by the exercise of reasonable diligence.

12.3   Subject to section 12.4, all notifications required under this section shall be made without unreasonable delay and in no case later than 60 calendar days after the discovery of a Breach by the Business Associate involved in the case of a notification required under section 12.2. The Business Associate involved in the case of a notification required under section 12.2, shall have the burden of demonstrating that all notifications were made as required under this part, including evidence demonstrating the necessity of any delay.

12.4   If a law enforcement official determines that a notification or notice required under this section would impede a criminal investigation or cause damage to national security, such notification or notice shall be delayed in the same manner as provided under section 164.528(a)(2) of title 45, Code of Federal Regulations, in the case of a Disclosure covered under such section.

If a law enforcement official states to the Business Associate that any notification or notice would impede a criminal investigation or cause damage to national security, the Business Associate shall:

> (a) If the statement is in writing and specifies the time for which a delay is required, delay such notification or notice for the time period specified by the official; or

> (b) If the statement is made orally, document the statement, including the identity of the official making the statement, and delay the notification or notice temporarily and no longer than 30 days from the date of the oral statement, unless a written statement as described in (a) is submitted during that time.

PROHIBITION ON SALE OF ELECTRONIC HEALTH RECORDS OR PROTECTED HEALTH INFORMATION.

13.1   Except as provided in section 13.2, the Business Associate shall not directly or indirectly receive remuneration in exchange for any Protected Health Information of an Individual unless the Covered Entity has obtained from the Individual, in accordance with section 164.508 of title 45, Code of Federal Regulations, a valid authorization that includes, in accordance with such section, a specification of whether the Protected Health Information can be further exchanged for remuneration by the entity receiving Protected Health Information of that Individual.

13.2.   Section 13.1 shall not apply in the following cases:

(a) The purpose of the exchange is for public health activities (as described in section 164.512(b) of title 45, Code of Federal Regulations).

(b) The purpose of the exchange is for research (as described in sections 164.501 and 164.512(i) of title 45, Code of Federal Regulations) and the price charged reflects the costs of preparation and transmittal of the data for such purpose.

(c) The purpose of the exchange is for the treatment of the Individual, subject to any regulation that the Secretary may promulgate to prevent Protected Health Information from inappropriate access, Use, or Disclosure.

(d) The purpose of the exchange is the health care operation specifically described in subparagraph (iv) of paragraph (6) of the definition of healthcare operations in section 164.501 of title 45, Code of Federal Regulations.

(e) The purpose of the exchange is for remuneration that is provided by the Covered Entity to the Business Associate for activities involving the exchange of Protected Health Information that the Business Associate undertakes on behalf of and at the specific request of the Covered Entity pursuant to the Agreement.

(f) The purpose of the exchange is to provide an Individual with a copy of the Individual's Protected Health Information pursuant to section 164.524 of title 45, Code of Federal Regulations.

(g) The purpose of the exchange is otherwise determined by the Secretary in regulations to be similarly necessary and appropriate as the exceptions provided in subparagraphs (a) through (f).

VII. APPENDIX A REQUIREMENTS

Sedgwick County EMS ePCR and Fire Record Management System Requirements - General Functionality					
Category	Sub-Category	EMS ePCR Specific	Fire RMS Specific	#	Requirement
		M = Mandatory D = Desireable **BLANK** = Not Applicable			
1. General Functionality	A. Core Requirements of System		M	1.A.1	System must provide comprehensive records management for fire department, including but not limited to: incidents, personnel, equipment, and deployment.
1. General Functionality	A. Core Requirements of System	M	M	1.A.2	System must provide a comprehensive electronic patient care record system for documenting assessment and treatment of medical patients in the prehospital setting.
1. General Functionality	A. Core Requirements of System		M	1.A.3	System must provide a comprehensive inspections management and permit tracking suite.
1. General Functionality	A. Core Requirements of System	M		1.A.4	System must integrate with major third party billing vendors for billing of EMS services.
1. General Functionality	A. Core Requirements of System	M	M	1.A.5	System must provide a solution for multiple agencies and branches to share information and integrate data.
1. General Functionality	B. Requirement from Vendor	M	M	1.B.1	The vendor should provide a list of current, similar sized EMS and Fire Department organizations that currently utilize their system.

Category	Sub-Category	EMS ePCR Specific	Fire RMS Specific	#	Requirement
		M = Mandatory D = Desireable **BLANK** = Not Applicable			
2. Software Requirements	A. Overall System Requirements	M	M	2.A.1	System must be hosted by the selected vendor.
2. Software Requirements	A. Overall System Requirements	M	M	2.A.2	Production servers must be housed and maintained by selected vendor.
2. Software Requirements	A. Overall System Requirements	M	M	2.A.3	Vendor must present documentation regarding hosted system infrastructure.
2. Software Requirements	A. Overall System Requirements	M	M	2.A.4	System must be able to function with wireless connectivity.
2. Software Requirements	A. Overall System Requirements	M	M	2.A.5	System must be able to ensure no data loss due to power failure on mobile devices.
2. Software Requirements	A. Overall System Requirements	M	M	2.A.6	Vendor must provide details of the system's ability to recover data from mobile client due to data loss, power failure, or other unforeseen occurrences.
2. Software Requirements	A. Overall System Requirements	M	M	2.A.7	System must have the ability for remote synchronization of updates and configuration changes to mobile and desktop software.
2. Software Requirements	A. Overall System Requirements	M	M	2.A.8	Vendor will describe the process for system updates and synchronization.
2. Software Requirements	A. Overall System Requirements	M	M	2.A.9	System will support the ability to capture signature input through touch screen, digitizer, signature pad, or other available options.
2. Software Requirements	A. Overall System Requirements	M	M	2.A.10	System must have an integrated messaging system.
2. Software Requirements	A. Overall System Requirements	M	M	2.A.11	System must provide a live or semi-live synchronization of data across the platform between multiple agencies and branches.
2. Software Requirements	A. Overall System Requirements	M	M	2.A.12	Ability to synchronize documentation, in real time, across multiple users, agencies, and branches, while simultaneously allowing individual agencies to retain ownership of documentation and retain copies of data entered.
2. Software Requirements	A. Overall System Requirements	M	M	2.A.13	Vendor will describe integrated word processing features built into the system including but not limited to: Medical spell check, grammar check, end of line word wrap.
2. Software Requirements	A. Overall System Requirements	M	M	2.A.14	System must provide the ability to function through wireless connectivity (both via WiFi as well as Cellular) as well as when not connected to the network and offline, whether on a mobile device or desktop.
2. Software Requirements	A. Overall System Requirements	M	M	2.A.15	System requirements must be compatible with Windows OS for desktop environments and Apple iOS for mobile environments. Consideration for Android OS or Windows on a mobile device would be given if sufficient advantage exists.
2. Software Requirements	A. Overall System Requirements	M	M	2.A.16	The system must have the ability to create additional and customizable fields, narratives and values in ePCR and Fire records as well as create data reports from the additional information.
2. Software Requirements	A. Overall System Requirements	M	M	2.A.17	System must have the ability to make redacted copies of reports and information to exclude sensitive, private, or non-allowable information as needed, as related to item 2.C.7
2. Software Requirements	B. Patient information and demographics	M	M	2.B.1	The system must provide the ability to document and store patient demographics that can be accessed by search of both patient name and incident.
2. Software Requirements	B. Patient information and demographics	M	M	2.B.2	The system must be able to search records and import previous patient data that includes customizable selection of data and without replication of said data.
2. Software Requirements	B. Patient information and demographics	D	D	2.B.3	The system should have the ability to track, compile, and report data based on patient identifier in addition to incident identifier.
2. Software Requirements	B. Patient information and demographics	D	D	2.B.4	The system should compile and report data from all agencies utilizing the system on high utilizers of the 911 system.
2. Software Requirements	C. Fire Records Management		M	2.C.1	The system must have the ability to compile documentation of agency contacts with the public, such as inspections, tours, non-emergency responses, etc.
2. Software Requirements	C. Fire Records Management		M	2.C.2	The system must have the ability to record Occupancy/Building inspections, hydrant inspections, tent inspections, permit inspections, and other inspections as needed, as well as compile reports on histories of inspections.
2. Software Requirements	C. Fire Records Management		M	2.C.3	The system must have the ability to prompt users of due checks and scheduled inspections.
2. Software Requirements	C. Fire Records Management		M	2.C.4	The system must be able to provide robust preplans for occupancies including, but not limited to, hydrant locations, Fire Department connections, and sprinkler control rooms.
2. Software Requirements	C. Fire Records Management		M	2.C.5	The system must have CRM (Customer Relationship Management) features that are able to preserve the history of hydrant location, installation, inspection, ownership, and repairs including the GPM, static pressure and residual pressure to be accessed by on scene crews.
2. Software Requirements	C. Fire Records Management		M	2.C.6	The ability to collect, store, and import customer and occupancy information that can then be imported in multiple forms, applications, permits, and other documents and areas of the system as needed.
2. Software Requirements	C. Fire Records Management	M	M	2.C.7	The system must have the ability to document multiple KORA (Kansas Open Records Act) and FOIA (Freedom of Information Act) requests as well as interdepartmental requests for information.
2. Software Requirements	C. Fire Records Management		M	2.C.8	The system must have the abilit to store forms, applications, and permits as electronic documents for simplification of Project Management.
2. Software Requirements	C. Fire Records Management		D	2.C.9	The system will provide a public facing workflow that will process burn permits and route to appropriate partner agencies, such as emergency communications and appropriate fire department.
2. Software Requirements	D. ePCR Requirements	M	D	2.D.1	ePCR system must include capability for mobile entry of ePCR
2. Software Requirements	D. ePCR Requirements	M	D	2.D.2	ePCR system must include capability for desktop entry of ePCR.

Category	Sub-Category	EMS ePCR Specific	Fire RMS Specific	#	Requirement
Sedgwick County EMS ePCR and Fire Record Management System Requirements - Software Requirements					
		M = Mandatory D = Desireable **BLANK** = Not Applicable			
2. Software Requirements	D. ePCR Requirements	M	D	2.D.3	ePCR system must allow entry of patient data without an active network connection on the mobile device and/or desktop
2. Software Requirements	D. ePCR Requirements	M	M	2.D.4	ePCR system must have General Mandatory rules (closed call rules, validity points)for all ePCR types (i.e.: run number)
2. Software Requirements	D. ePCR Requirements	M	M	2.D.5	ePCR system must have Conditional Mandatory rules (i.e.: if age >64, field #5 must be answered).
2. Software Requirements	D. ePCR Requirements	M	D	2.D.6	The vendor will describe solutions for transmitting ePCRs and associated data to local hospitals and other allied agencies.
2. Software Requirements	D. ePCR Requirements	M	M	2.D.7	Vendor must provide detailed list & specifications of proposed products of all supplied products including but not limited to hardware & software.
2. Software Requirements	D. ePCR Requirements	M	D	2.D.8	The system must support addendum based corrections and additions.
2. Software Requirements	D. ePCR Requirements	M	D	2.D.9	The Vendor must describe available methods to provide notification to Quality Assurance and Medical Control of critical procedures performed (RSI, crichothyrotomy, etc.)
2. Software Requirements	D. ePCR Requirements	M	M	2.D.10	The system must integrate data from biomedical devices (ECG, AEDs, Automated Chest Compression Devices, etc.) into the ePCR. System should have the ability to attache multiple data files from multiple biomedical devices (attach ECG monitor data in addition to AED data and Automatic CPR machine data to the same ePCR).
2. Software Requirements	D. ePCR Requirements	M	D	2.D.11	The system must allow multiple users to author, edit, and enter data on a ePCR at the same time.
2. Software Requirements	D. ePCR Requirements	M	D	2.D.12	The vendor will describe established mechanisms for individuals to lock patient records at the conclusion of the incident.
2. Software Requirements	E. Staff Management	D	M	2.E.1	The system will provide documentaion capabilities for personnel activities, training, professional development, etc.
2. Software Requirements	E. Staff Management	D	M	2.E.2	The system will have the ability to track certifications, licenses, and participation in specialty response teams, to include time served, dates of certification, expirations, etc. and notify of upcoming expirations.
2. Software Requirements	E. Staff Management	D	D	2.E.3	The vendor will provide detailed description of personnel management features available in the system.
2. Software Requirements	F. Inventory Management		M	2.F.1	The system must have the ability to manage department inventory to include, but not limited to: hose, PPE, SCBAs, radios, medical equipment, consumables, fleet vehicles, etc.
2. Software Requirements	F. Inventory Management	D	D	2.F.2	The vendor will provide detailed description of inventory management features available in the system.
2. Software Requirements	F. Inventory Management		M	2.F.3	The Vendor will describe features of the system for logging station and vehicle maintenance and daily checks.
2. Software Requirements	G. Accessibility	M	M	2.G.1	System settings should provide the ability to support multiple lighting and color configurations to allow visibility in varied environmental conditions, such as dark night and bright sunlight.
2. Software Requirements	G. Accessibility	D	D	2.G.2	Vendor will describe voice recognition and speech to text capabilities of the system.
2. Software Requirements	G. Accessibility	M	M	2.G.3	Vendor will describe OCR capabilities of the system, including but not limited to: text recognition, bar codes, and QR codes.

Sedgwick County EMS ePCR and Fire Record Management System Requirements - Data Connectivity Interfaces					
Category	Sub-Category	EMS ePCR Specific	Fire RMS Specific	#	Requirement
		M = Mandatory D = Desireable	**BLANK** = Not Applicable		
3. Data/Connectivity Interfaces	A. Registry reporting		M	3.A.1	Compatible and compliant with in the most current national reporting standard of NFIRS in order to report fire data to the Office of the State Fire Marshal automatically and/or manually, as required KAR 22-5-1.
3. Data/Connectivity Interfaces	A. Registry reporting	M		3.A.2	Compatible and compliant with in the most current national reporting standard of NEMSIS in order to automated reporting of EMS data to the Kansas Board of EMS as required by KSA 65-6153.
3. Data/Connectivity Interfaces	A. Registry reporting	M		3.A.3	System must be able to configure data from ePCR and export said data to the Cardiac Arrest Registry to Enhance Survival (CARES) database.
3. Data/Connectivity Interfaces	B. Legacy data	D	D	3.B.1	Vendor must support the ability to migrate legacy data from previous system into a usable format compatible with this system.
3. Data/Connectivity Interfaces	B. Legacy data		M	3.B.2	During the implementation and setup phase, vendor must facilitate migration of data sets from existing system, including geographical data, hydrant records, inspection and occupancy records, existing inventory records, etc.
3. Data/Connectivity Interfaces	C. CAD integration	M	M	3.C.1	Vendor will demonstrate system's capacity for integration with Tyler Technologies New World CAD.
3. Data/Connectivity Interfaces	C. CAD integration	M	M	3.C.2	Vendor must demonstrate the ability to auto populate call/location data from Tyler Technologies New World CAD System, to include at a minimum, but not limited to: time, location, call type, unit, adress, ZIP code, EMD data, etc. into the ePCR and Fire incident report tied to that CAD event.
3. Data/Connectivity Interfaces	D. ECG/AED integration	M	M	3.D.1	Vendor will demonstrate capacity to interface with major ECG and AED vendors, including the ability to import and attach multipler data files from ECG monitors and AEDs into ePCR. (examples, but not limited to: PhysioControl, Zoll, Phillips, etc.)
3. Data/Connectivity Interfaces	E. File attachment	M	M	3.E.1	System must have the ability to attach, remove, and view multiple large data files of a variety of file formats within the ePCR and Fire RMS incident reports.
3. Data/Connectivity Interfaces	E. File attachment	M	M	3.E.2	Vendor will provide a list of supported attachment file formats that may utilized as attachments in ePCR and RMS, as well as data size restrictions/caps on file size.
3. Data/Connectivity Interfaces	F. Billing Vendor Integration	M		3.F.1	System must have the ability to batch export data to major billing vendors. Vendors will describe interface for billng export to vendors.
3. Data/Connectivity Interfaces	F. Billing Vendor Integration	M		3.F.2	Vendor will provide a list of billing vendors that they currently have established data export connections with.
3. Data/Connectivity Interfaces	G. FirstWatch Integration	M		3.G.1	Vendor will demonstrate the ability to connect and share information with FirstWatch/FirstPass.
3. Data/Connectivity Interfaces	H. Web Intelligence Integration	M	M	3.H.1	System must be able to replicate raw data to a Sedgwick County owned server that can be accessed utilizing Web Intelligence.
3. Data/Connectivity Interfaces	H. Web Intelligence Integration	M	M	3.H.2	System must provide data connectivity to Sedgwick County and City of Wichita internal systems (Web Intelligence).
3. Data/Connectivity Interfaces	H. Web Intelligence Integration	M	M	3.H.3	Vendor will provide details of data replication to the Sedgwick County owned server (i.e. strategy, frequency, etc.).
3. Data/Connectivity Interfaces	I. API	M	M	3.I.1	Vendor will provide a list of application programming interface (API) options that are available to integrate with third party vendors.
3. Data/Connectivity Interfaces	J. Hospital EHR integration	D	D	3.J.1	The system should have bidirectional interface and exchange features with common EHR (electronic health records) systems utilized in area hospitals, to include matching patient records, export of ePCR data, and import of outcome data from the EHR
3. Data/Connectivity Interfaces	K. GIS Integration	D	D	3.K.1	The vendor will describe established integrations with GIS technology for mapping, routing, and geographical location marking, incident ZIP code identification, and latitude/longitue markers.
3. Data/Connectivity Interfaces	K. GIS Integration		M	3.K.2	Vendor will provide a list of GIS capabilities including mapping of incidents, preplans, occupancies, hydrants, special considerations, etc.
3. Data/Connectivity Interfaces	K. GIS Integration	M	M	3.K.3	The system must integrate data with Sedgwick County/City of Wichita GIS departments.
3. Data/Connectivity Interfaces	L. ET3 Integration	D	M	3.K.4	The system must utilize Sedgwick County GIS data for tracking and mapping of hydrants, building occupancies, preplans, and incidents associated with specific addresses, locations, and structures.
3. Data/Connectivity Interfaces	L. ET3 Integration	M	D	3.L.1	Vendor must supply detailed information concerning ET3 documentation and reporting features within the ePCR system, as well as reports generated and NEMSIS reporting features associated with ET3 interventions.
3. Data/Connectivity Interfaces	L. ET3 Integration	M	D	3.L.2	The vendor will describe established telemedicine integration features availible in the system.
3. Data/Connectivity Interfaces	M. Payroll/Scheduling Integration	D	M	3.M.1	The system must be able to integrate with Telestaff to provide personnel documentation including but not limited to scheduling and daily station and unit assignments.
3. Data/Connectivity Interfaces	M. Payroll/Scheduling Integration	M	M	3.M.2	The system must support the ability to auto-populate unit personnel information into associated incident reports and ePCRs, utilizing either CAD data, Telestaff data, or both.
3. Data/Connectivity Interfaces	M. Payroll/Scheduling Integration	D	D	3.M.3	The vendor will describe integrations available with the HandTevy mobile app.
3. Data/Connectivity Interfaces	N. Inventory Integration	D	D	3.N.1	The vendor will describe established integrations with SAP Business Objects Software
3. Data/Connectivity Interfaces	O. Fleet Management Integration	D	D	3.O.1	The vendor will describe established integrations with FASTER Fleet Asset Management System

Category	Sub-Category	EMS ePCR Specific	Fire RMS Specific	#	Requirement
		M = Mandatory D = Desireable **BLANK** = Not Applicable			
4. Billing	A. Integrated payment		M	4.A.1	System will have functionality to capture and track payments and invoices for permits, fines, etc.
4. Billing	A. Integrated payment		M	4.A.2	System must have the ability to generate an invoice for services provided, such as records requests, permit application, etc.
4. Billing	A. Integrated payment		M	4.A.3	System should have PCI compliance to accept and track electronic payments (credit, debit, ACH, cash) for permits and fines.
4. Billing	B. EMS Billing	M	D	4.B.1	Vendor will provide a list of compatible billing software and available formats for billing export.
4. Billing	B. EMS Billing	M	D	4.B.2	Vendor will provide details of the software's ability to provide a preview of billing charges prior to export.
4. Billing	B. EMS Billing	M	D	4.B.3	Vendor will provide details of the system's ability to determine base rate and calculate charges.
4. Billing	B. EMS Billing	M	D	4.B.4	Vendor will provide details of the system's ability to provide an daily itemized summary of billing charges and daily totals.
4. Billing	B. EMS Billing	M	D	4.B.5	System must provide detailed reports of batch movements, including but not limited to: call count, identifier, and dollar amount billed.
4. Billing	B. EMS Billing	M	D	4.B.6	System must support the ability to customize and create batch movement of records to a third party billing vendor manually as well as automatically.
4. Billing	B. EMS Billing	M	D	4.B.7	System must have the ability to automate validation tests for compliance rules.

Sedgwick County EMS ePCR and Fire Record Management System Requirements - Billing

Category	Sub-Category	EMS ePCR Specific	Fire RMS Specific	#	Requirement
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5. Support and Maintenance	A. Customer Support	M	M	5.A.1	Vendor must provide details regarding customer support staffing for multiple levels of issues.
5. Support and Maintenance	A. Customer Support	M	M	5.A.2	Vendor must provide 24/7 customer support for mission critical issues.
5. Support and Maintenance	A. Customer Support	M	M	5.A.3	Vendor must supply a current user manual that can be referenced by staff.
5. Support and Maintenance	A. Customer Support	M	M	5.A.4	Vendor must provide a detailed project timeline listing schedule of setup, installation, training, implementation, as well as other milestones.
5. Support and Maintenance	B. Data Integrity	M	M	5.B.1	Vendor must demonstrate an ability to recover data from a catastrophic server failure.
5. Support and Maintenance	B. Data Integrity	M	M	5.B.2	Vendor must demonstrate the solution's high level of data integrity.
5. Support and Maintenance	B. Data Integrity	M	M	5.B.3	Vendor must demonstrate an ability to recover data from mobile client failure.
5. Support and Maintenance	B. Data Integrity	M	M	5.B.4	System software updates must be wireless and have the least impact on workflow as possible.

Sedgwick County EMS ePCR and Fire Record Management System Requirements - Support and Maintenance

Category	Sub-Category	EMS ePCR Specific	Fire RMS Specific	#	Requirement
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6. Analytics and Reporting	A. Reports	M	M	6.A.1	System's data reporting features must be flexible and customizable with the ability to generate ad hoc and scheduled reports with flexible input/output features.
6. Analytics and Reporting	A. Reports	M	M	6.A.2	Vendor must demonstrate the ability to compile data for reporting from all participating agencies.
6. Analytics and Reporting	A. Reports	M	M	6.A.3	Vendor must demonstrate the ability to generate report metrics on individuals, shifts, branches, agencies, and system wide data sets.
6. Analytics and Reporting	A. Reports	M	M	6.A.4	Vendor will demonstrate capabilities of real-time analytics such as incident count, incident type, and mutual aid with filter capability and a dashboard visual feature.
6. Analytics and Reporting	A. Reports	M	M	6.A.5	System should have the ability to push notifications for past due reports.
6. Analytics and Reporting	A. Reports	M	M	6.A.6	System must allow data to export for reporting purposes through integration with Sedgwick County Business Intelligence.
	A. Reports	D	D	6.A.7	System must generate reports from data compiled from all agencies on high utlizers of the 911 system.
6. Analytics and Reporting	B. Dashboards	D	M	6.B.1	System should have the ability to generate station status boards, displaying station announcements, schedules, training, staffing levels, UHU (unit hour utilization), and basic alarm information.
6. Analytics and Reporting	B. Dashboards	M	M	6.B.2	System must be capable of providing built in data dashboards and reports.

Category	Sub-Category	EMS ePCR Specific	Fire RMS Specific	#	Requirement
**Sedgwick County EMS ePCR and Fire Record Management System Requirements - Security**
		M = Mandatory D = Desireable **BLANK** = Not Applicable			
7. Security	A. Compliance	M	M	7.A.1	System must abide by HIPAA and PCI privacy rules.
7. Security	A. Compliance	M	M	7.A.2	System must comply with all security guidelines established by Sedgwick County regarding both remote and physical access to Sedgwick County systems.
7. Security	B. Configuration	M	M	7.B.1	System must allow for access restrictions via configurable IP address ranges and/or device specific.
7. Security	B. Configuration	M	M	7.B.2	System must support the ability to have tiered and customizable security roles.
7. Security	B. Configuration	M	M	7.B.3	The system must have the ability to create an audit trail of system access.
7. Security	B. Configuration	M	M	7.B.4	The system must have the ability to create an audit trail of all changes made to an ePCR.
7. Security	B. Configuration		M	7.B.5	The system must have the ability to create an audit trail of all changes made to fire incident reports.
7. Security	B. Configuration	M	M	7.B.6	The system must have the ability of local administrators to add, edit, and delete users.
7. Security	B. Configuration	M	M	7.B.7	The system must have the ability of local administrators to edit the workflow of ePCRs through QA processes.
7. Security	B. Configuration	M	M	7.B.8	The system must have the ability of local administrator to add, edit, or delete customizable lists within the system, including but not limited to: (physician list, insurance list, facility list, resource documents, etc.)
7. Security	B. Configuration	M	M	7.B.9	The system must have the abililty of local administrator to add, edit, or delete or archive General and Conditional Mandatory rules in the ePCR and Fire Incident Reports.
7. Security	B. Configuration	M	M	7.B.10	The vendor will provide a detailed list of built in mandatory rules.

Category	Sub-Category	EMS ePCR Specific	Fire RMS Specific	#	Requirement
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8. Training	A. Initial Training	M	M	8.A.1	Vendor will provide in-person training during configuration and implementation.
8. Training	A. Initial Training	M	M	8.A.2	Vendor will provide and maintain a project timeline.
8. Training	A. Initial Training	M	M	8.A.3	Vendor will provide comprehensive system administrator and data reporting training for administration staff in all participating departments.
8. Training	B. Ongoing Training	M	M	8.B.1	Vendor will provide comprehensive train-the-trainer skills development for use in training future employees.
8. Training	B. Ongoing Training	M	M	8.B.2	Vendor will provide easily accessible training materials.
8. Training	B. Ongoing Training	M	M	8.B.3	Sedgwick County and City of Wichita reserves the right to video and/or audio record all training classes for use with future employee training. Said video/audio will be for the exclusive use of Sedgwick County and the City of Wichita.
8. Training	B. Ongoing Training	M	M	8.B.4	Vendor will describe on-demand training and references that may be utilized for initial and ongoing training.

Sedgwick County EMS ePCR and Fire Record Management System Requirements - Training