

Pafford Medical Services, Inc.



## Request for Proposal

**ELECTRONIC PATIENT CARE REPORTING SYSTEM**

**RFP: PAF-001-2022**

Publication Date: Tuesday March 1, 2022  
Due Date: Friday April 1, 2022

**Pafford Medical Services, Inc.**

**TIMELINE**

Pafford Medical Services, Inc. is issuing a Request for Proposal (RFP) for an Electronic Patient Care Reporting System.

<b>RFP Timeline</b>	
Tuesday March 1, 2022	Publication of RFP
Tuesday March 1, 2022	RFP and instructions available online at Pafford EMS at 11:00 AM.
Wednesday March 9, 2022	Questions concerning this RFP due in writing by 2:00PM to S. Ryan Tyler, <a href="mailto:ryler@paffordems.com">ryler@paffordems.com</a> the email title of questions should be, "Questions - Electronic Patient Care Reporting System RFP".
Monday March 14, 2022	Deadline to submit an 'Intent to Respond' notice to S. Ryan Tyler ( <a href="mailto:ryler@paffordems.com">ryler@paffordems.com</a> ) notifying Pafford of your intent to submit a proposal in response to this RFP – title email 'Intent to Respond - Electronic Patient Care Reporting System RFP'.
Thursday March 17, 2022	Responses to written questions will be posted on Pafford EMS
Friday April 1, 2022	RFP proposal due by 2:00 PM – Submit one original proposal (on 8 ½ by 11" size paper, single sided) signed in blue ink, five copies, and a PDF file of the proposal on a USB flash drive in a sealed envelope or box addressed to:  <b>Pafford Medical Services Attn: S. Ryan Tyler 3509 West 16<sup>th</sup> Street Hope, Arkansas 71801</b>  Clearly mark each envelope: 1. Company Name and Address 2. "Pafford Electronic Patient Care Reporting System"
Wednesday April 13, 2022	Vendor Presentations: After initial review of proposals, vendors may be invited to provide web-based presentations to Pafford and send two ruggedized tablets with software installed for system testing.
Thursday April 28, 2022	Notification of Decision This is the desired date to award, however, Pafford has the discretion to extend this time without notice to the proposers. All proposals shall remain valid and open for a period of one hundred twenty (120) days from the proposal submission date unless a proposer notifies Pafford of its withdrawal. Pafford has the discretion to reject all bids and reissue the RFP.
Monday May 2, 2022	Contract signing and pre-Implementation phase for selected proposer.
Monday May 2, 2022	Selected proposer assumes responsibility for providing Pafford Medical Service, Inc. electronic patient care reporting system, precise date to be determined.

## Pafford Medical Services, Inc.

### A. INTRODUCTION AND BACKGROUND

Pafford Medical Services, Inc. is a multistate provider of air and ground emergency medical services. Pafford's mission is to protect, preserve, and promote the health and well-being of the residents we serve, particularly those in rural and ultra-rural communities.

Pafford Medical Services, Inc., is soliciting sealed proposals from qualified vendors to provide a real-time, browser-based software solution for electronic patient care reporting. Vendor must have capability to provide a fully configured and functional ePCR system at the agreed upon date of transition from the existing system. This will include access to all legacy data, full configuration of NEMSIS value lists, required custom elements and values. Vendor must also be able to provide all necessary user training for immediate use of the ePCR system at transition.

Pafford Medical Services, Inc. has been using Zoll RescueNet since 2013 and is issuing this RFP because recent growth into new communities and territories have placed an undue burden on the deployment and utilization of Zoll RescueNet ePCR. Multiple concerns and system stability issues have been identified by the Executive Management Team, Billing Department, Quality Assurance, Information Technology Team, and End Users. Pafford Medical Services, Inc. is seeking a vendor hosted system that is configurable and agile to the growing demands of the organization.

Pafford responds to over 200,000 incidents per year resulting in more than 175,000 transports, making it the largest EMS provider in our multistate service area and one of the busiest EMS services in the country. The company employs over 1,700 EMTs and Paramedics, in addition to Supervisory, Command, and Support personnel.

### B. INSTRUCTION TO VENDORS

#### 1. PROCESS, DETAILS AND REQUIREMENTS

- 1.1. **LOCATION & REPUTATION** - Proposals shall only be accepted from firms located in the continental United States that have an established reputation of permanency and reliability in the field of EMS electronic patient care report systems. Each proposer shall furnish satisfactory evidence of its ability to provide the services as specified.
- 1.2. **EMS REFERENCES** – To verify the vendor's history of satisfactory performance in 911 EMS Services patient care reporting, three references are required for departments that the vendor currently provides similar work, as described in this RFP.
- 1.3. **ADDENDA** - Any changes to the bid documents shall be made only by written addenda issued no later than one week, seven (7) calendar days prior to the date set for bid due date. Proposers shall bear the entire responsibility for being sure they have received any and all such addenda.
- 1.4. **AGREEMENT WITH TERMS** - By submitting a proposal, the Firm agrees to all the terms and conditions of this RFP. Firms who have obtained the RFP must not alter any portion of the document, with the exception of adding information requested.
- 1.5. **EXCEPTIONS** - Any and all exceptions to the specifications or other bidding requirements must be noted in the space provided in the proposal. Any exceptions may constitute suitable grounds for rejection of the bid.
- 1.6. **MODIFICATION OF TERMS** – Pafford reserves the right to modify the terms of the RFP at any time at its sole discretion.
- 1.7. **RIGHT OF REJECTION/SELECTION** – Pafford reserves the right to reject any or all bids and to waive minor irregularities and defects in favor of the best interests of the Pafford would be served.
- 1.8. **RIGHT OF CANCELTION** – Pafford may during the proposal review process, or at any time prior to award, cancel this solicitation, if Pafford determines such action will best serve the public interest. Notice of the cancellation will be made to the applicants or potential applicants as appropriate.
- 1.9. **FIRM EXPENSES** - Firms are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with Pafford, if any. If Pafford elects to reject all proposals, Pafford will not be liable to any Firm for any claims, whether the cost or damages incurred by the Firm in preparing the proposal, loss of anticipated profit in connection with any final contract or any other matter whatsoever.
- 1.10. **ADVERTISEMENT** - It is further agreed that any proposer submitting a bid will not use the name of the Pafford Medical Services, Inc. in any advertisement without first obtaining the written consent of Pafford Legal Counsel.
- 1.11. **FAMILIARITY WITH PROPOSED WORK** - The proposer shall carefully examine the contract documents and the specifications for the proposed work.
- 1.12. **CONFLICT OF INTEREST** - The proposer shall disclose in its proposal any actual or potential conflict of interest and any existing business relationships it may have with Pafford, its management team, or employees. Pafford has the right to reject any proposal submitted by a Firm who in Pafford's determination,

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has, or if awarded the contract would have an actual, perceived, or potential conflict of interest.

- 1.13. **CLEAR & CONCISE PROPOSAL** – Lengthy and wordy proposals can be difficult to evaluate. As such, proposals should be clear, concise and address all of the elements outlined in the Scope of Work.
- 1.14. **PROPOSAL SUBMISSION CHECKLIST** – When completed, check off and sign the proposal checklist to ensure inclusion of all requested items.

### 2. LIST OF SUBCONTRACTORS' CERTIFICATIONS

- 2.1. Each proposer shall submit with this bid, a list of subcontractors, including complete names and addresses, whose services the proposer intends to use in performing all work under the contract. Bids submitted without such a list, or with a list not completely or properly executed, are subject to rejection.
- 2.2. For each subcontractor, include detail regarding duties, policies, procedures, and oversight and compliance management of subcontract staff.
- 2.3. Each proposer is required to notify all subcontractors that they are obligated to comply with the provisions of Federal and State law, including but not limited to HIPAA, as they pertain to this project, and that they must submit evidence of such compliance upon notice or request. The proposer shall certify their compliance with this requirement on the list of subcontractors.
- 2.4. After the contract has been awarded, the successful proposer (vendor) shall not substitute another subcontractor for any subcontractor whose name was set forth on the list of subcontractors which accompanied this bid, without the written consent of Pafford Medical Services, Inc.

3. **LAWS TO BE OBSERVED** - The successful proposer shall at all times observe and comply with all Federal, State, Local and Municipal Laws, ordinances, rules and regulations in any manner affecting the work, and all such orders or decrees as exist at present and those which may be enacted later, of bodies or tribunals having any jurisdiction or authority over the work, and shall indemnify and save harmless Pafford and all its officers, agents, and servants against any claim or liability arising from or based on the violation of any such law, ordinance, rule, regulation, order or decree, whether such violations be by the vendor or any Subcontractor or any of their agents and/or employees.

4. **DISCREPANCIES OR OMISSIONS** – The proposer recognizes that Pafford Medical Services, Inc. is not in the business of preparing specifications. Firms finding discrepancies or omissions in the RFP documents or having any doubts to the meaning or intent of any part thereof, should submit questions in writing by the deadline noted in the timeline of this RFP. Any omissions in this request for proposal, which have not been addressed in the response to questions, must be strictly addressed by the firm with the submittal of its proposal.

5. **NON-DISCRIMINATION & EQUAL OPPORTUNITY STATUS** - The firm shall comply with all current federal and state non-discrimination and equal opportunity status and policies and agrees to not hold the Pafford Medical Services, Inc. liable for any inadvertent action by the firm which conflicts with such statutes and/or policies.

6. **PROPOSAL WITHDRAWAL** – Any proposal may be withdrawn until the date and time stated above for the opening of the proposals. Any proposals not so withdrawn shall constitute an irrevocable offer to sell to Pafford the services indicated for a period of sixty (60) days, or until one or more of the proposals have been accepted by the Company, whichever occurs earlier.

### C. INSURANCE REQUIREMENTS

1. **COMPENSATION AND LIABILITY INSURANCE** - Except as otherwise provided by law, the Vendor shall at all times maintain and keep in force such insurance as will protect the Vendor from claims under Worker's Compensation Acts, and also such insurance as will protect the Vendor and or the owner from any such claims for damages for personal injuries, including death, which may arise from operations under this contract, whether such operations be by the Vendor or by any subcontractor or anyone directly or indirectly employed by any of them.

The Vendor and his subcontractor's Public Liability and Property Damage Insurance shall provide adequate protection against public liability, property damage and vehicular liability.

- 1.1. Prime Vendors approved for hire by Pafford shall be required to provide Commercial General Liability (CGL) coverage with limits of insurance not less than:
  - \$2,000,000 Each Occurrence Limit
  - \$2,000,000 Personal & Advertising Injury Limit
  - \$3,000,000 Annual Aggregate Limit
  - \$3,000,000 Products-Completed Operations Limit

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\$1,000,000 Business Auto Liability Limit  
\$5,000,000 Commercial Umbrella Limit

- 1.2. The Prime Vendor, Pafford Medical Services, Inc., and all other parties required of the Vendor, shall be included as insured on the CGL, using Additional Insured Endorsements providing coverage as broad as the coverage provided for the named insured subcontractor.
- 1.3. Subcontractors approved in association with the hiring of a Prime Vendor shall be required to provide Commercial General Liability (CGL) coverage with limits of insurance not less than:
  - \$1,000,000 Each Occurrence Limit
  - \$1,000,000 Personal & Advertising Injury Limit
  - \$2,000,000 Annual Aggregate Limit
  - \$2,000,000 Products – Completed Operations Limit
  - \$1,000,000 Business Auto Liability Limit
  - \$3,000,000 Commercial Umbrella Limit

A copy of the Certificate of Insurance must be provided to Pafford Medical Services, Inc. prior to the start of any work.

2. **RESPONSIBILITY FOR DAMAGE CLAIMS** - The Vendor shall indemnify and save harmless the Pafford Medical Services, Inc., its officers and employees, from all suits, actions, or claims, of any character brought because of any injuries or damage received or sustained by any person, persons, or property on account of the operations of the said Vendor; or on account of or in consequence of any neglect in safeguarding the work; or through use of any unacceptable materials in constructing the work or because of any act or omission, neglect or misconduct of said Vendor; or because of any claims or amounts recovered from any infringements of patent, trademark, or copyright; or from any claims or amounts arising or recovered under the "Workmen's Compensation Act," or any other law, ordinance, order or decree.
3. **PERSONAL LIABILITY OF PUBLIC OFFICIALS** – Pafford Medical Services, Inc. and their authorized officers shall incur no personal liability as a result of carrying out any of the provisions of the contract, as the result of exercising any power or authority granted to them thereby, or as the result of any act by the Vendor. In such matters, they act as the officers and representatives of Pafford Medical Services, Inc.
4. **NO LIMITATION OF LIABILITY** - It is understood and agreed that any and all of the duties, liabilities, and/or obligations imposed upon or assumed by the Vendor, by or under the Contract Documents, shall be taken and construed to be cumulative, and that the mention of any specific duty, liability or obligation imposed upon or assumed by the Vendor and/or the Surety under the Contract Documents shall not be taken or construed as a limitation or restriction upon any or all of the other duties, liabilities, and/or obligations imposed under or assumed by the Vendor and/or the Surety by or under the Contract Documents.

## D. CONTRACT

### 1. CONTRACT TERMS

- 1.1 The initial Contract Term shall be Five (5) years. At Pafford's discretion, the Contract may be renewed for two (2) additional one (1) year periods.
- 1.2 At the end of the Contract Term, if the contract is not renewed, the Vendor shall agree to facilitate the transition to Pafford Medical Services, Inc. or its designated agent. The Vendor will accommodate such extensions of time to bridge the gap, should the new company be delayed. The Vendor will provide the necessary data and account documentation in order to facilitate a smooth transition. All data must include associated data dictionaries and be provided in formats as defined by the receiving entity, to optimize uploading and transfer to other databases. One or more representatives shall be designated by the Vendor to provide data and address any and all questions pertaining to records, to ensure no disruption to services. Transfer of data to Pafford or designee shall not exceed thirty (30) days from the date of request unless a later date is mutually agreed upon. Pafford shall retain access to any and all systems for viewing records after the termination of contract.
- 1.3 All data pertaining to Pafford Medical Services, Inc. captured by the contracted vendor shall remain wholly owned by Pafford and shall not be used by the vendor for purposes other than explicitly authorized. Any of Pafford's data, both during and after termination of the contract shall be solely owned by Pafford and shall be used for no purpose other than that outlined by Pafford. Data may not be released to another party without Pafford's approval, even if records have been de-identified, are unlinked to Pafford and/or presented

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in aggregate form. Any planned change in how data is managed, stored, accessed, or reported on must be communicated to Pafford Medical Services, Inc. immediately.

- 1.4** In addition to the provisions in Pafford's form contract, any addenda thereto, and the contract attachments, vendors will sign a HIPAA Business Associate Agreement and must comply with the following:

**1.4.1 HIPAA** - The Health Insurance Portability and Accountability Act of 1996 (HIPAA) and all associated requirements.

**1.4.1.1** The Administration Simplification provisions of the Health Insurance Portability and Accountability Act of 1996, Public Law, 104-191 and the Health and Human Services regulations implementing the Administrative Simplification and enter into addenda or memorandum of understanding as may be necessary to address the details of such implementation.

**1.4.1.2** Demonstrate an active HIPAA Compliance Program. The Vendor shall provide a copy of its HIPAA Compliance Program and provide evidence annually throughout the life of the Contract demonstrating that all staff members involved in the management of the Pafford account has successfully completed the HIPAA Compliance Training Program.

**1.4.1.3** The Vendor shall provide evidence that its internet system and electronic data file transfers and associated ePCR systems are HIPAA Compliant.

**1.4.1.4** The Vendor shall back up computer system data every night and store back-up tapes off-site. Such off-site facility must be HIPAA compliant, and proof of such arrangements must be supplied to Pafford Medical Services, Inc.

**1.4.2 IDENTITY THEFT** - Establish an Identity Theft Prevention Program designed to ensure compliance with the requirements regarding the prevention, detection and mitigation of identity theft as set forth by the Federal Trade Commission in the Federal Regulations known as the "Red Flag Rules".

**1.4.3 DATA SECURITY** - The Vendor shall have policies and processes in place designed to protect and recover client data from a breach or natural disaster, including but not limited to a cyber-attack, a network failure, a long-term power outage, a fire, a flood, or other incident impacting access to, completeness or accuracy of information. The Vendor shall provide a system that will ensure a complete and uninterrupted flow of service via back-up systems and a data recovery system should a disaster occur. The Vendor shall provide a copy of the Firm's policies and procedures for review by Pafford's Information and Technology Services Department. Any and all breaches or interruptions shall be immediately reported to Pafford upon discovery.

**1.4.4 NEMSIS** - The Vendor shall be compliant with the National EMS Information System (NEMSIS) recommendations and requirements.

**1.4.5 ADDITIONAL PROVISIONS** – Pafford reserves the right to add additional and necessary contract provisions during the contract negotiation process.

- 2. OPERATIONS** - The Vendor shall conduct the work in such a manner and in such sequence as to ensure the least interference with Pafford Medical Services, Inc. operations.

**2.1** Preliminary implementation schedule shall be submitted to Pafford by successful proposer upon award of contract. The schedule and any additional specifications not clarified in the proposal require approval prior to commencement of the work.

**2.2** Shall meet weekly with the Pafford's project team throughout the pre-implementation process.

### **3. TIMELINE**

**3.1** All proposers shall submit a preliminary schedule which must account for data exchange with the proposed electronic patient care reporting system and the Company's billing component, Pafford Medical Billing Services (PMBS), the Company's Computer Aided Dispatch System, and receiving hospitals, as well as all preparatory work to meet service deliverables.

**3.2** The timeline should be provided in Gantt chart format, allowing for easy visualization and should provide

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sufficient detail pertaining to project implementation milestones.

4. **PAYMENT TERMS** - The vendor shall outline clear fees to Pafford Medical Services, Inc. for the provision of an electronic patient care report system. Traditionally, Pafford pays a set annual fee.
5. **FINANCIAL STATEMENTS** – The Vendor shall provide their audited annual financial statements for the last two (2) years.

### E. GENERAL PROVISIONS

1. **BIDS** - The proposal and all other required documents must be submitted in a sealed envelope clearly identified with the proposer's name and marked, " Proposal Enclosed for Pafford Medical Services - Electronic Patient Care Report System," and shall be submitted to Pafford Medical Services Headquarters Office, 3509 West 16<sup>th</sup> Street, Hope, Arkansas 71801. Each bid submitted shall constitute an irrevocable offer for a period of sixty (60) days following the bid opening date.
2. **NONCOLLUSION** - Proposers are prohibited from entering into any agreement, participating in any collusion, or otherwise taking any action in restraint of free competitive bidding in connection with this bid.
3. **WORKING HOURS** – Pafford Medical Services, Inc. is a 24/7/365 operation, although the administrative offices maintain standard Monday through Friday 9AM to 5PM business hours. The Vendor shall be available to provide client support and customer service during these CST business hours.
4. **TRAVEL** - No paid traveling time will be allowed from the Vendor's location to Pafford's operations. If the vendor hosts annual conferences, all associated expenses will be covered by the Vendor for up to two representatives from Pafford Medical Services, Inc. each year.

### F. SCOPE OF WORK

Pafford Medical Services, Inc., on behalf of its management team and field personnel, is seeking proposals from qualified vendors for the provision of an electronic Records Management/Patient Care Reporting System (ePCR).

Pafford is seeking a web-based system, externally hosted, user-friendly, and intuitive solution compatible with multiple operating system platforms, including current iOS and Android operating systems at a minimum. The system must allow for robust data queries, reporting, and a quality assurance/quality improvement (QI/QA) component, with access to all legacy and future data. Pafford is interested in a system with accurate real-time reporting, dynamic functionality to maximize efficiency and data accuracy, robust project management and support, event management capability for monitoring trends in incident types, treatments and clinical impressions for syndromic surveillance and early warning alerts.

The successful proposer will supply a robust, precise, and customizable system that provides for the efficient creation of complete patient care records in the field, interfaces with CAD and EKG data, and transmission of all required and relevant data to various locations including hospitals, EMS stations, EMS administrative offices, and other locations as designated in the final agreement between the parties. An interface must also be created with the billing company, Pafford Medical Billing Services (PMBS), to allow for prompt processing of transport claims. Imperative for any new system is the incorporation of historical incident and patient care data from the current Pafford ePCR system (RescueNet).

At an administrative level, the system must provide comprehensive, accurate and customizable report generating and building capabilities that comply with and extend beyond NEMSIS standards. The degree of access to reporting tools and information must also be determined by various permission levels and be customizable. The system will be capable of precisely organizing data for billing, data storage and retrieval, report preparation, data analysis, and quality assurance and quality improvement. The system must be based on industry best practices and incorporate information security throughout the software development life cycle.

**1. SOFTWARE QUALITY AND TECHNICAL REQUIREMENTS**

The Proposer’s ePCR software must include the following capabilities. The proposal should include this chart with selection of ‘available’ (able to meet requirement) or ‘or not available’ and any clarifying details.

REQUIRED CAPABILITIES		AVAILABLE	NOT AVAILABLE
<b>A</b>	The proposer must host system hardware, software, and all data.		
<b>B</b>	The proposer must have a physical, network, and process security measures in place and follow Standards of Privacy as defined by the U.S. Department of Health and Human Services, the HIPPA Privacy Rule, and the HIPPA Security Rule to ensure HIPPA Compliance.		
<b>C</b>	The proposer must provide a web-based system, externally hosted that can run on all standard web browsers, mobile devices, and operates within all types and speeds of internet connections.		
<b>D</b>	The proposer must provide a software that allows for a minimum of fifty (50) simultaneous connected users without degradation of performance.		
<b>E</b>	The Proposer must provide a disaster recovery site a minimum of 125 miles away from the production environment.		
<b>F</b>	The proposer must perform the initial system setup to include company setup, company rosters, facilities, geographical information using Federal Information Processing Standards (FIPS) codes for Arkansas, Oklahoma, Louisiana, Mississippi, US Virgin Island, Pennsylvania.		
<b>G</b>	The proposer must provide application architecture that allows for configurable business rules including data validation by Pafford Medical Services.		
<b>H</b>	The proposer must provide a system that allows for Pafford IT Department to add a company and create a unique company code for new company.		
<b>I</b>	The proposer must provide a system that allows for Pafford IT Department to copy existing facilities and crew members to new companies.		
<b>J</b>	The Proposer must provide a system that allows for designated security roles to configure rules and data validation.		
<b>K</b>	The Proposer must provide 24/7/365 support services, upgrade consultations, technical support, and includes but not limited to: the ability to reset passwords, assist in issues inputting run sheets, and for emergency system help and/ or instructions.		
<b>L</b>	The proposer must provide a software that ensures all sensitive information be transmitted securely, using industry standard encryption, and disables insecure cyphers, algorithms, and protocols.		
<b>M</b>	The proposer must provide a unique company code for end user to log into the appropriate company.		
<b>N</b>	The proposer must provide a system that allows users to save and edit a partially entered record (i.e., no data are lost if end user is interrupted and must leave system and return before record is complete) and enter any missing data at a later time.		



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<b>REQUIRED CAPABILITIES</b>		<b>AVAILABLE</b>	<b>NOT AVAILABLE</b>
<b>O</b>	The proposer must complete all user training and provide end-user documentation to include full set of comprehensive, accurate, and up-to-date user manuals written in non-technical English before the project go-live date. (Fifth grade reading level as measured by the Flesch-Kincaid Grade Level Test).		
<b>P</b>	The proposer must provide a software that has advanced vital signs documentation including BP, HR, Resp., MAP, SPO2, Capnometry, and auto-calculation of Glasgow Coma Scale, Revised Trauma Score, Pediatric Trauma Score, and Burn Severity Scale.		
<b>Q</b>	The proposer must provide a list of mandatory data elements (as available on NEMESIS website) that also incorporate the following state specific fields: <ul style="list-style-type: none"> <li>• Oklahoma</li> <li>• Arkansas</li> <li>• Mississippi</li> <li>• Louisiana</li> <li>• Pennsylvania</li> <li>• United States Virgin Island</li> </ul>		
<b>R</b>	All data is the property of Pafford Medical Services and must obtain written consent from Pafford Medical Services, Inc. before using data for research or other purposes.		
<b>S</b>	The proposer must provide a software that communicates with other local or state systems or data sources such as the Health Information Exchange (HIE) or Health Data Exchange (HDE) to establish application interfaces (APIs), allowing bidirectional data exchange with ePCR systems, and receiving hospital's internal patient charting application. <ul style="list-style-type: none"> <li>• Utilizing a VPN connection for HL7 ADT, LAB, RAD, MDM to OK, LA, MS, AR HIE or HDE.</li> <li>• Utilizing a Webservice Connection (ads.b or XCA) with OK, LA, MS, AR HIE or HDE for bidirectional CCDA Exchange (Query and Response).</li> </ul>		
<b>T</b>	The proposer must provide a software that transfers patient care information and data between crews and assisting agencies.		
<b>U</b>	The proposer must provide a system that negates applicable fields ("grayed-out" or not shown) logically (i.e., no EMS transport data if patient refused, canceled prior to arrival) with appropriate default codes entered automatically into the record.		
<b>V</b>	The proposer must provide a system with an automated workflow that prompts electronic patient care records (ePCRs) and other reports through the necessary steps for report confirmation and completion (quality assurance group, medical directors, etc.).		
<b>W</b>	The proposer must provide a system with ability to design real-time alerts based on set criteria or thresholds associated with patient care reports, as well as protocol adherence, such as airway without EtCO2 or lack of secondary vital signs after medication administration.		

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REQUIRED CAPABILITIES		AVAILABLE	NOT AVAILABLE
<b>X</b>	The proposer must provide a system with the ability to create maps based on system data or a minimum, the ability to report with geotags.		
<b>Y</b>	The proposer must have an Audit tracking of ePCR. The ePCR will have full auditing capabilities, ability to track and report on tablet IDs, ePCR status (open/closed/deleted) along with who accessed the record, printed, fax, or changed any previous collected data and what date and time the record was sent to a receiving facility and or billing provider.		
<b>Z</b>	The proposer must provide a system that allows designated security roles to download raw data for reporting and analysis purposes.		
<b>AA</b>	The proposer must provide a system that can store and retrieve queries, filters, populations, and other select criteria.		
<b>AB</b>	The proposer must provide a system that has dynamic and ad hoc reporting capabilities, and that allows reports to be saved and reused.		
<b>AC</b>	The proposer must provide a system that can plot Patient Care Record (PCR) trends over time for major events.		
<b>AD</b>	The proposer must provide a system that supports the development and sharing of reports and query solutions.		
<b>AE</b>	The proposer must provide a system that can reconcile duplicate patient records for reporting and billing purpose.		
<b>AF</b>	The proposer must provide a system that allows for interface with current and future iterations of Pafford's Computer Aided Dispatch (CAD) system. The CAD interface must parse the data and the data and translate it into a format the ePCR system can recognize and push out to the mobile devices. Field users can 'Accept as New', 'Accept as Update', or 'Cancel' the CAD data.		
<b>AG</b>	The proposer must provide a system that allows for CAD interface using the Latitude and Longitude of the dispatch address from CAD and the pre- established Latitude and Longitude of the receiving facility the system should auto calculate total mileage for all PCRs with a disposition of Transport, to support transport billing.		

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<b>REQUIRED CAPABILITIES</b>		<b>AVAILABLE</b>	<b>NOT AVAILABLE</b>
<b>AH</b>	<p>The proposer must provide a system that allows for interface with current and future iterations of cardiac monitors and semi-automatic external defibrillators, as specified by Pafford. System must provide the ability to electronically import EKG, trending, and event data. Data must import into the appropriate fields of the ePCR, and the EKG must be rendered reviewable within ePCR on the field device by crews and desktop workstations for QA/QI personnel.</p> <p>For reference: Pafford currently utilizes Zoll X-Series Monitor and Defibrillator and LifePak 15 Monitor and Defibrillator.</p>		
<b>AI</b>	<p>The proposer must provide a system that allows for interface with current or future iteration of Pafford's Billing Software. Pafford Medical Billing Services will establish the schedule for when the data is sent to the billing component allowing sufficient time to vet and validate data prior to sending.</p> <p>For reference: Pafford is currently using TriTech</p>		
<b>AJ</b>	The proposer must provide a system that allows for future integration with emerging technologies (i.e., Pulsara).		
<b>AK</b>	The proposer must provide a system that allows individual facilities to access patient care records determined by Pafford. This ability shall not require the installation of any client software on computers accessing ePCRs.		
<b>AL</b>	The proposer must provide a system that allows designated security roles at individual facilities to attach documents, images, and notes in a wide variety of file formats to the patient record.		
<b>AM</b>	The proposer must provide a system that has backup, recovery, and restores capability in place at start-up.		
<b>AN</b>	The proposer must provide a system that allows for the EMT or Paramedic to manually overwrite timestamps automatically provided from CAD.		
<b>AO</b>	The proposer must provide a system that allows for CAD reconciliation to ensure accurate times and incident numbers.		
<b>AP</b>	The proposer must provide a system that no archived data shall remain on the mobile device once the active ePCR has been closed and sent or transferred to the server for completion on another computer or tablet.		
<b>AQ</b>	The proposer must provide a system for capture of electronic signatures from patients, crew members, and witnesses (in the case of patient refusal and narcotic administration).		
<b>AR</b>	The proposer must provide a system with the ability to create and include additional forms with a required signature field.		

**Pafford Medical Services, Inc.**

<b>REQUIRED CAPABILITIES</b>		<b>AVAILABLE</b>	<b>NOT AVAILABLE</b>
<b>AS</b>	The proposer must provide a system with the ability to monitor the frequency of crew members submitting incomplete records, along with a full audit trail (with appropriate secure, administrative access).		
<b>AT</b>	The proposer must provide a system that is dynamic rule-based functionality for data entry with mandatory fields, configurable by Pafford Medical Services.		
<b>AU</b>	The proposer must provide a system with the ability of time sequence verification, ensuring that actions are in appropriate order.		
<b>AV</b>	The proposer must provide a system with a free-form narrative functionality with speech to text capabilities.		
<b>AW</b>	The proposer must provide a system with password protection for personnel logging on to the system, with required password reset intervals for both field units and workstation computers and must include the ability for self-service password reset.		
<b>AX</b>	The proposer must provide a system with a mobile application that is an installable application and does not require re-image of the hard drive.		
<b>AY</b>	The proposer must provide a system that all updates must be achieved through an automatic synchronization, the update schedule set by the system administrator with the ability to push important changes out manually at any time.		
<b>AZ</b>	The proposer must provide a system with ability to reference statewide protocols, NIOSH, and ERG guidance.		
<b>BA</b>	The proposer must provide a system that has the ability to scan barcoded patient information from official government ID's, hospital registration systems, Triage Tags, and patient tracking system.		
<b>BB</b>	The proposer must provide a system that allows for efficient, secure transfer of information to the appropriate crew caring for the same patient.		
<b>BC</b>	The proposer must provide a system that has a fully reportable audit trail (including time stamp and user ID) of all views, printing and saving of patient records or any component of records that qualify as protected health information, all faxed patient care reports (including the destination), and all changes to patient data.		

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REQUIRED CAPABILITIES		AVAILABLE	NOT AVAILABLE
<b>BD</b>	<p>The proposer must provide a system with a patient look up feature. This feature must populate values from previous encounters but not limited to the following information:</p> <ul style="list-style-type: none"> <li>• Patient Contact Information</li> <li>• Past medical history</li> <li>• Medications</li> <li>• Allergies</li> <li>• Billing Information.</li> </ul>		
<b>BE</b>	<p>The proposer must provide a system that has the ability to look up previous patient encounters from Pafford EMS crew. Crews must be able to look up a patient by the following two of three identifiers:</p> <ul style="list-style-type: none"> <li>• Patient Last Name</li> <li>• Patient Date of Birth</li> <li>• Patient Social Security Number</li> </ul>		
<b>BF</b>	<p>The proposer must provide a system that has the ability for a high-level administrator or compliance officer to block access to certain records, as necessary restricting access and exporting of these records.</p>		
<b>BG</b>	<p>The proposer must provide a system that includes a robust, automated, and imbedded within the ePCR system, quality assurance/ quality improvement (QA/QI) module for ePCR clinical review with predefined documentation protocol, medication, and procedural qualifiers in accordance with department standards. System must be able to interact with personnel, providing email notifications to personnel regarding cases to review. System must be able to provide built-in reporting metrics regarding case counts and review status by case owner</p>		
<b>BH</b>	<p>The proposer must provide a system that has the ability for supervisors to review complete or incomplete ePCRs and return them to their author for addendums or corrections and completion</p>		
<b>BI</b>	<p>The proposer must provide a system that allows data to be exported in various file formats including but not limited to: .pdf, .docx, .xlsx, and .csv data files.</p>		
<b>BJ</b>	<p>The proposer must have a system that allows for automatically faxing of a Quick Summary Report, Billing Report or Patient Care Report prior to completion of ePCR. System must allow for automatic fax of ePCR when completed to receiving hospitals or facilities and other destinations as specified by Pafford. All fax destinations are modifiable at the Pafford Administrative level.</p>		
<b>BK</b>	<p>The proposer must have a system that allows for the Pafford logo and the ability to include statements of authenticity on formatted printable pdf versions of ePCR.</p>		

**Pafford Medical Services, Inc.**

REQUIRED CAPABILITIES		AVAILABLE	NOT AVAILABLE
<b>BL</b>	The proposer must have a system that shall include all mandatory supplementary forms, including but not limited to CMN's, Refusal Form, Child Abuse and Elder Abuse, available as separate attachments, but linked to and transmitted with the patient's ePCR report.		
<b>BM</b>	The proposer must provide a Project Management Plan for the implementation phase, which includes tasks, milestones and timelines, a Project Schedule, a Security, Privacy, and Confidentiality Plan within thirty (30) calendar days, a Cost Management Plan, a Quality Management Plan, a Resource Management Plan, and a Risk Management Plan.		
<b>BN</b>	The proposer must provide a Project Management Plan that will have a minimal impact on day-to-day operations during transition from Zoll RescueNet ePCR.		
<b>BO</b>	The proposer must have a system that allows for photos to be taken within the ePCR and attach to the ePCR record. System must have administrative level access to turn on and off photo capabilities.		

**2. PREFERRED FUNCTIONALITIES**

The Proposer must fill in the table for the following preferred options:

PREFERRED OPTIONS		AVAILABLE	NOT AVAILABLE
<b>1</b>	The proposer shall have a system that can integrate into various industry related software. (i.e., FirstWatch, Adashi, Tableau.)		
<b>2</b>	The proposer shall have a system that can support Multiple Language Options		
<b>3</b>	The proposer shall have a system that can incorporate online reference documents such as phone lists, Standard Operating Procedures, treatment protocols, and PDR/medication references made available from within the mobile application.		
<b>4</b>	The proposer shall have a system that can include (as an optional feature) or recommend a phone/video application to support telehealth alongside the ePCR application on the tablet.		
<b>5</b>	The proposer shall have a system that has a Quality assurance/ quality improvement trigger- Ability to flag an ePCR for QA/QI review		
<b>6</b>	The proposer shall have a system that has a Sentinel Event Trigger- Ability for field user to flag an ePCR as a Sentinel Event		
<b>7</b>	The proposer must have a system that allows for ePCR integration into Emergency Triage, Treat, and Transport (ET3) model.		

## G. TRAINING

Vendor will create a permanent testing environment to support initial and ongoing training. Training will be required for the following categories:

- A. System Administrators: Overall System management and administration.
- B. Administrative, Management, and Clinical Staff: Review, reporting, and QI/QA use.
- C. "Train the Trainer" instruction for complete documentation by field user. Initial and on-going training for field users will be accomplished by Pafford personnel. Personnel from proposer's organization will be on hand for the initial sessions to provide support to Pafford personnel.

Describe training by category, including number of hours of training. Outline the material and subjects to be covered. Describe manuals and other material to be provided for the trainings. Training dates will be based upon agreed timeline, Pafford will provide final approval of training dates, to ensure adequate attendance.

## H. TESTING AND ACCEPTANCE

Pafford requires that an integrated and coherent approach to complete system testing, security review and testing, deficiency correction, acceptance, and training, and that warranty services be provided to ensure a successful project. In its proposal, the Vendor is to include a Test Plan methodology and any scheduling assumptions used regarding the Pafford resource efforts required during testing.

The successful Vendor, upon completion of installation and testing of the system, will certify in writing that the system complies with the performance standards in the proposal specifications and contract documents. The certification provides that the documentation has been completed and the system is ready for the Company's acceptance testing and training.

Pafford will verify all expectations and deliverables have been met and issue an acceptance statement, which will prompt the Vendor to submit the first annual invoice for services.

## I. CONTENTS OF THE PROPOSAL & REQUIREMENTS

As part of their Proposal preparation, Vendors should thoroughly and carefully explain how their proposal best meets the requirements of Pafford. This specification sets forth minimum capacity and performance, requirements. Vendors may offer a Proposal which exceeds the minimums set forth in this document. Vendors may suggest different business terms and conditions provided that their Proposal references the difference as an "exception."

1. **TITLE PAGE** - The proposal shall include a title page showing the company's name, contact person and title, address, and contact information.
2. **TRANSMITTAL LETTER** - The signed transmittal letter shall include statements referencing the following points: the company's history, understanding of the services required, benefits they bring to the project, the commitment to perform the services as requested in this RFP within the scheduled timeframe, summary of the cost of service fee(s) to be charged for the work, a statement that such fees are fixed, complete and inclusive, the name of the individuals who will be authorized to make representations on behalf of the firm (titles, addresses, emails and telephone numbers) and that the signatory of the transmittal has authority to bind the firm. Any sub consultants/engineers or subcontractors must also be included with the same detail, with documents added as addenda to the RFP.
3. **UNDERSTANDING OF THE SCOPE OF WORK**
  - a) Submit a concise narrative demonstrating a clear understanding of the objectives and key features of the proposal, addressing all items outlined in the Scope of Work section of this document.
  - b) Describe the product and additional features, resources or tools which would be made available to Pafford and serve to optimize patient care report documentation, management, and reporting.
  - c) Provide a description of the technical architecture of the proposed Solution.
  - d) Describe how the Pafford account would be supported during the implementation phase and after.
  - e) Outline the Firm's HIPAA compliance program.
  - f) Describe in detail the Firm's ability to adapt to and comply with the data security and technology requirements, as well as industry advancements.
  - g) Address training requirements.
  - h) Detail any assumptions the vendor has made in preparing the proposal.
  - i) Include any other services not identified in the Scope of Work.

## Pafford Medical Services, Inc.

- j) Indicate any exceptions to the required Scope of Services and responsibilities set forth.
4. **TESTING PLAN** – Include a test plan methodology and any scheduling assumptions.
  5. **COMPLETE COST PROPOSAL** - Pafford is seeking a firm fixed price proposal only, paid annually. Vendor must outline all pricing associated with delivery and sustainment of the project, including year 1 and future year pricing, within the contract period of up to 5 years. Any potential costs not outlined in the contract associated with potential future work, should be listed.
  6. **DESCRIPTION & QUALIFICATIONS** - A brief narrative describing the Vendor, years in operation, qualifications, and experience in the provision of ePCR systems.
  7. **TIMELINE AND WORKPLAN** - The proposal should be clear and concise with a timeline (Gantt chart) and corresponding task list that details the necessary steps for implementation.
  8. **REFERENCES** - Provide a minimum of three (3) and a maximum of five (5) selected references from comparable 911 EMS' agencies who can speak to the Vendor's qualifications. Name, title, phone, and email shall be included for each reference.
  9. **PERSONNEL** – Provide an organizational chart of the Vendor. Include in the chart, the names, job titles, office locations for members to be assigned to support Pafford. Provide resumes for staff members to be assigned to Pafford and describe relevant experience and credentials. Indicate the staff person (if known) who will serve as the client manager for Pafford. This person will be the point of contact for all activities on the account and will be responsible for making sure that all items for the contract are executed according to the terms established. List any and all staff changes necessary to accommodate Pafford as a client. List the job titles and experience requirements for staff additions, if necessary. Include any positions/functions that would be subcontracted. Describe how the firm transitions responsibilities when a staff member terminates employment or is on extended leave.
  10. **LEGAL DISCLAIMERS** – Provide the following
    - 10.1 Make a statement indicating that the Vendor has never lost an account due to concerns of improper practices, accusations, or client concerns of fraud.
    - 10.2 Make a statement indicating that no member of the Vendor's staff has been accused, disciplined, charged, and/or convicted of fraud, deception, unethical business practices, and/or illegal business practices.
    - 10.3 Provide information on the nature and magnitude of any litigation or proceeding whereby, during the past five (5) years, a court or any administrative agency has found fault, held proceedings, or ruled against the proposer in any matter related to the professional activities of the proposer. Similar information shall be provided for any current or pending litigation or proceeding.
    - 10.4 Indicate whether the Vendor has had a contract terminated in the last five (5) years and describe the nature and circumstances.
    - 10.5 Provide a statement explaining any name changes for the Vendor in the past five (5) years and current or foreseeable merger or acquisition activity.
    - 10.6 Outline policies for ensuring compliance with appropriate state/federal procedures and directives, as well as HIPAA and its regulations. Include a listing of past/present penalties/findings arising from noncompliance and their resolution. If the Vendor has no penalties/findings, please indicate.
  11. **CONFLICT OF INTEREST STATEMENT** - A statement to the effect that the selection of the proposer shall not result in a conflict of interest with any other party which may be affected by the work to be undertaken. Should any potential or existing conflict be known by a proposer, said proposer must specify the party with which the conflict exists or might arise, the nature of the conflict, and whether or not the proposer would step aside or resign from the engagement or representation creating the conflict.
  12. **PROOF OF INSURANCE** – Vendor shall submit proof of insurance as referenced in the 'Insurance Requirements' section of this RFP.
  13. **W-9** – Include a completed and signed W-9 with proposal package.



**14. FINANCIAL STATEMENTS** – Provide the vendor’s audited financial statements for the last two (2) years.

**J. SUBMISSION OF PROPOSAL**

The proposal must be received in a sealed envelope to Pafford via registered mail, courier, or hand delivery.

- a) Do not bind proposals.
- b) Proposal package must include one original proposal signed in blue ink (on 8 ½ by 11” size paper single sided) five copies, and a PDF file of proposal on a USB drive.
- c) Proposals must include a signed checklist and all components outlined in the checklist
- d) The proposal package must be sent to: Pafford Medical Services, Inc., Attention: S. Ryan Tyler, 3509 West 16<sup>th</sup> Street, Hope, Arkansas 71801
- e) Clearly mark each envelope with 1) the Company Name and Address, and 2) “RFP: Pafford Electronic Patient Care Reporting System”
- f) There will be no public opening for this RFP

The responsibility for submitting a proposal to Pafford on or before the stated time and date will be solely and strictly the responsibility of the proposer. Pafford will in no way be responsible for delays caused by the United States Mail service or caused by any other occurrence.

**K. REQUEST FOR INFORMATION**

Questions concerning this RFP are due in writing to S. Ryan Tyler at [rt Tyler@paffordems.com](mailto:rt Tyler@paffordems.com). All deadlines are outlined in the timeline section of this document.

**L. DEMONSTRATIONS AND PROPOSAL REVIEW**

Pafford will conduct final evaluations as a culmination of the entire process of reviewing Vendor Proposals, system/application and information gathering. References and background checks will be made for finalist or finalists as appropriate. After review of proposals, Pafford will invite select Vendors to present to the evaluation committee and members of the Company. Virtual presentations are acceptable and may be the only option given public health guidelines at the time. Presentation expectations will be provided in advance to those invited.

Vendors invited to present will be asked to submit two ruggedized tablets with the proposed application installed in a configuration as similar as possible to that specified in this document. The devices will allow Pafford to capture end user experience. These devices will remain the property of the proposer and will be returned upon the end of the evaluation process. Vendor to include a prepaid return shipping label with devices. Pafford will assume no liability for any loss, including damage, theft, or loss of these evaluation units.

Pafford reserves the right to conduct site visits to a Vendor’s location and/or site(s) that utilizes the Vendor’s ePCR system.

**M. AWARD AND IMPLEMENTATION**

1. **AWARD** - Pafford will endeavor to negotiate a Contract with the successful proposer within thirty (30) days of the Notice of Award. In the event that a mutually agreeable Contract cannot be negotiated with said Vendor, Pafford will then enter into contract negotiations with the next highest rated Vendor, and so on until a mutually agreeable contract can be negotiated.
2. **IMPLEMENTATION** - The Vendor shall take necessary measures to ensure immediate account processing on the contract start date. The Vendor will work in conjunction with Pafford’ current service provider to ensure a smooth transition.

**N. PROPOSAL REQUIREMENTS/EVALUATION CRITERIA**

Proposals will be evaluated according to the following criteria. Pafford Medical Services, Inc. reserves the right to reject any/and all proposals received and to award the contract for project services to the firm or firms which the Company believes will offer the best value on this project.

EVALUATION CRITERIA	POINTS
<b>Qualifications of Firm</b> - Strength and stability of the firm; technical competence of firm and key personnel (and sub-contractors); logic of project organization; adequacy of labor commitment.	0-10
<b>Related Experience</b> - Experience in successfully providing services similar to those requested herein; experience working with comparable services; assessment by client references.	0-10
<b>Completeness of Response</b> - Ability to meet the Scope of Services. Completeness of response in accordance with RFP instructions; exceptions to or deviations from the RFP requirements; inclusion of required features; overall system quality; growth potential of the solution to accommodate future enhancements.	0-30
<b>Reasonableness of Cost and Price Point</b> - Reasonableness of the firms quoted price; basis on which prices are quoted, including implementation, support services and maintenance.	0-10
<b>User Experience</b> – Positive user experience and overall satisfaction with the application. This includes ease of use, speed of learning basic functionality, and general “likeability”.	0-40
<b>MAXIMUM POINTS:</b>	<b>100</b>



**PROPOSAL SUBMISSION CHECKLIST**

Submit the following: one original proposal signed in blue ink, five copies of proposal, and a PDF file of proposal on a USB flash drive with all required information, following in the order outlined below. The following format and sequence should be followed to provide consistency in Firm response and ensure each proposal receives full and fair consideration. All pages should be consecutively numbered.

Check When Completed	Contents of Proposal Documents
<input type="checkbox"/>	Proposal Submission Checklist
<input type="checkbox"/>	Title Page
<input type="checkbox"/>	Transmittal Letter
<input type="checkbox"/>	Understanding of Scope of Work
<input type="checkbox"/>	Testing Plan
<input type="checkbox"/>	Cost Proposal
<input type="checkbox"/>	Description & Qualifications
<input type="checkbox"/>	Timeline & Work Plan
<input type="checkbox"/>	References
<input type="checkbox"/>	Personnel
<input type="checkbox"/>	Legal Disclaimers
<input type="checkbox"/>	Conflict of Interest Statement
<input type="checkbox"/>	Proof of Insurance (liability and professional liability)
<input type="checkbox"/>	W-9 Form
<input type="checkbox"/>	Financial Statements

**Failure to submit all of the above information may result in disqualification from the review process.**