

Monroe Livingston
Regional Emergency Medical Services Council

Request for Proposal

For

**Web-based Database System for Tracking Providers and a
Learning Management System**

Deadline for Submission:

Monday, July 15, 2011, 4PM EST

Return all Proposals to:

MLREMS

C/O The Division of Prehospital Medicine

601 Elmwood Avenue, Box 655

Rochester, NY 14642

Background

The Monroe Livingston Regional Emergency Medical Services Council (the MLREMSC) is a quasi-governmental board authorized by and operating under Article 30, section 3003 of the New York State Public Health Law. Its function is to improve the delivery of the emergency medical services in Monroe and Livingston counties in accordance with the roles, responsibilities, powers, and privileges as set forth in Articles 30 and 30A of the Public Health Law. The Monroe-Livingston Region is comprised of 38 ambulance, 6 ALS First Response, and 35 Basic Life Support First Response agencies that are certified to operate in Monroe and Livingston Counties, NY. There are approximately 3500 ALS and BLS providers certified to practice within the region. The Monroe-Livingston Regional EMS system is comprised of volunteer and paid EMS organizations including municipal, independent, commercial, and fire services. The University of Rochester, Department of Emergency Medicine, Division of Prehospital Medicine (DPM) is contracted as the Program Agency for the MLREMSC and provides a variety of services including Medical Direction, provider credentialing, Continuing Medical Education (CME) offerings and consolidated reporting to the NYS Department of Health. Throughout the region, the Program Agency and individual EMS services are utilizing a variety of tools to track provider credentials, CME requirements, agency affiliations and a variety of other data points. As these tools include Excel spreadsheets, Access databases and both in-house and hosted applications, it is becoming increasingly difficult to maintain data that is both accurate and accessible across the region.

Strategic Goals and Objectives to be Achieved through this RFP

Vendor's deliverables should fulfill our goals and objectives for the adoption of a provider tracking database and learning management system, namely:

1. Collection & tracking of EMS Provider information including:
 - a. Provider Demographics
 - b. Certification level/Level of practice
 - c. Certifications, including type, duration, expiration, and initial date of certification
 - d. Custom Certifications or Clearances including same data points as Certifications
2. Collection and tracking of EMS Agency information including:
 - a. Agency Demographics
 - b. Agency Leadership (preferably linked to provider records)
3. Tracking of Provider affiliations with specific agencies
 - a. Ability for single provider to affiliate with multiple agencies
 - b. Ideally, the ability to designate one agency as the primary agency

4. Collection & tracking of provider CME information, including:
 - a. CME course attendance
 - b. Classification or categorization of CME hours
 - c. Tracking of periodic credentialing requirements (periods may vary)
 - d. Ideally, ability to submit CME information from a variety of sources including:
 - i. Web-based CME
 - ii. Instructor-led training
 - iii. Skills sessions
5. Content Delivery
 - a. Delivery & scoring of Web-based tests/surveys
 - i. Ideally, includes question banks for re-use of questions
 - ii. Randomization of questions from bank
 - iii. Ideally, categorization of questions to allow for randomization from specific categories within a single exam
 - b. Ideally, delivery of web-based CME content in the form of
 - i. Videos
 - ii. Power-point presentations
 - iii. Standard Document formats (MS Word, Excel, PDF)
 - iv. Sharable Content Object Reference Model (SCORM) courses (if possible)
6. Reporting capabilities, including:
 - a. Provider rosters, with filtering options by level of practice, certification, custom certification, agency, length of certification
 - b. CME participation, with ability to filter by class, agency, category, hours, or provider
 - c. Ideally, ability for provider to access and print certificates for completed CME courses
 - d. Ideally, ability to track or report individual provider participation against standard or customized “certification programs” such as state or national CME based recertification programs or regional credentialing requirements
7. Be a hosted, SaaS, web-based software to optimize accessibility by providers and agencies across the region using standard or “off-the-shelf” hardware and internet browsers. Ideally, this would include Windows and Mac OS platforms.
8. Ability to interface with or have additional modules available to suit agency specific needs. May include QA/QI, Document Warehousing, Human Resource Management, Staff Scheduling, etc.

Request for Proposal

The enclosed document represents our understanding of the requirements to respond to this RFP and includes a list of the specific deliverables and date by which you must respond in order to be considered. Responses to this RFP must include a price quote for provider tracking database and learning management system as well as responses to a variety of specific questions related to the vendor's proposed system. Issues that you deem important or solutions that we may not have addressed in this RFP should be incorporated into your proposal, along with pricing implications.

This RFP does not commit the MLREMSC to award a contract nor to pay costs you may incur in preparation of your response to this RFP. We reserve the right to reject any and all proposals received, and may consider any parameters proposed by any respondent. While we have made every effort to ensure accuracy of the information contained in this RFP, we cannot guarantee 100% accuracy of the information or reports contained in the RFP.

It is the intention of the MLREMSC to select a vendor that optimizes capabilities with the most cost-effective and accessible solution possible, and to provide the core functionality expressed in this RFP as a solution across the entire region. However, depending on costs and funding streams, the initial implementation may only be rolled out to select groups of providers (for example ALS providers only) or to a smaller number of agencies. Therefore, if pricing models are tiered depending on number of agencies or users participating, those tiers should be reflected in your proposal. It is also the intention of the MLREMSC to establish group pricing and availability of additional interface modules and/or CME content that can be purchased and utilized by individual agencies if possible to suit the unique needs of each agency. Vendors should include information about the availability, pricing, and functionality of these additional modules in their proposals.

Requests for RFP Clarification

All requests for RFP clarification must be submitted in writing and received no later than 12:00/noon EST on Friday, June 17, 2011. Requests for RFP clarification can be submitted via email to mlrems@mlrems.org. No telephone calls, please.

Submission of Responses

One hard copy and one electronic PDF copy must be received by 4:00pm EST, July 15, 2011.

The hard copy should either be mailed to MLREMS, c/o Division of Prehospital Medicine, 601 Elmwood Ave, Box 655, Rochester, NY 14642 or be delivered in-person to 120 Corporate Woods, Ste 100, Rochester, NY 14623

The electronic PDF copy should include the entire response and all necessary attachments and should be sent to: mlrems@mlrems.org or provided on CD-ROM to the above address. The subject line of your e-mail must state: **“Web-based Database System for Tracking Providers and Learning Management System”**.

By submitting a proposal you agree to the following, and the following principles shall be automatically incorporated into our agreement (these terms are not subject to negotiation):

1. Non-Collusive / Non-Coercive Bidding - By replying to this RFP you explicitly affirm that you have not and will not engage in any collusive or coercive practice which would influence the award of this contract. Should you engage in any such practice your response will be declared null and void, and, as warranted, reported to relevant authorities. Collusive and coercive practices include, but are not limited to: disadvantaging another vendor; price or terms fixing; and / or influencing anyone involved in the selection process, either directly or indirectly. The Vendor shall not accept or offer gifts or anything of value nor enter into any business arrangement with any employee, official or agent of the MLREMSC or participating Agencies.
2. The terms of your response shall be valid for a period of not less than three (3) years from the date an agreement is signed, and pricing shall not increase during this term.
3. MLREMSC and participating EMS Agencies shall be known as “Client”. You shall provide a favored nations clause that stipulates that Client shall receive your best terms and pricing compared to all of your smaller-sized and comparable-sized clients, and that if a subsequent arrangement with another client (of smaller or comparable size) yields improved costs, solutions or terms then our Client Agreement shall be accorded the same.
4. All software updates and upgrades shall be provided to Client without delay and without additional expense for the term of not less than three (3) years from the date an agreement is signed.
5. Software and systems the vendor supplies will be supported and shall not sunset for a minimum of five (5) years following execution of an agreement. In any event, the most recent version of software provided shall continue to be supported by the Vendor for not less than five years from the date of initial Client installation.

6. Vendor shall attest that you either own the exclusive rights to the software, systems and solutions you furnish, or you are a bona fide licensee, and in either case you have and will continue to maintain authority to furnish such software, systems and solutions to Client pursuant to our Agreement.
7. Vendor shall not assign the Agreement nor utilize sub-contractors without the express knowledge of the Client. In the event of such assignment or sub-contracting, the pricing, terms and conditions of our Agreement shall at a minimum remain in force or (at the sole opinion of the MLREMSC) be improved. You shall assure that the terms and conditions of our Agreement shall bind any successors or sub-contractors.
8. Vendor shall agree to an indemnification clause that holds the MLREMSC and participating EMS Agencies free from liability for acts and omissions on the part of Vendor and Vendor's successors and sub-contractors.
9. Vendor shall provide only secure solutions and shall agree to a strict confidentiality policy.
10. Vendor shall agree that all data is and shall remain the property of the Agency which inputs such data. In the event of (a) Termination, or (b) at the request of Client, all data shall be provided by Vendor to Client without cost to client. Data shall be provided in a standard, common, low-cost, commercially available electronic format (and, at option of Client, in paper format).
11. We shall not pay shipping charges, restocking fees, administrative fees, excise fees, fuel and other surcharges. There should be no additional fees invoiced under our Agreement that are not agreed to at the time contract is executed, or through a valid amendment. All such pricing MUST be identified in this RFP.
12. Vendor agrees to provide orientation and all necessary in-service training to end users, management staff, and service personnel who are employed or contracted by Client.
13. Payment cycle begins after receipt of contracted goods / service, installation, customer assurance of utility / freedom from defect, and receipt of invoice.
14. A purchase order or blanket order may be required in order to procure goods / services.
15. All goods provided must be 'new' and in proper working order. Used, reconditioned or previously leased / owned goods are not acceptable unless agreed to at the time contract is executed, or through a valid amendment.

16. As appropriate and required by MLREMSC, Vendor shall provide necessary updates in writing and in person on timeline, financial matters, work progress, etc.

17. In the event that goods or services promised or provided by vendor are not available or serviceable within the promised delivery date or warranty period, Vendor shall make necessary substitutions / loaners available to Client until contracted goods / services can be delivered, replaced or repaired.

18. All appropriate information shall be delivered with goods and services, including instruction manuals, warranty information, service / care manuals, Material Safety Data Sheets, regulatory signage and markings, etc.

Specifications

The system:

- I. Will have the ability to be utilized for all included functionality on-line through a secure log-in.
- II. Can be used on standard “off the shelf” hardware utilizing standard software.
- III. Will have a complete and customizable web based data reporting tool.
- IV. Will have a robust data validation tool.
- V. Operate effectively with minimal downtime and with a proven back-up/redundancy system.
- VI. Can transmit data over hard-wired networks, wireless networks (Wi-Fi), and cellular data networks.

The Vendor will provide:

- VII. At least ten (10) Webcast or On-site train-the-trainer sessions for participating agency leadership, no more than five (5) of which may be during evening or weekend hours to accommodate volunteer agency leadership.
- VIII. Product support by phone and/or online without additional cost to the region or agencies.

- IX. Comprehensive implementation services to MLREMSC and participating Agencies and will assure that the system is completely and accurately installed.
- X. Appropriate down-time procedures, back-up capability, training services, documentation and users manuals.

Your proposal must respond to the following questions.

Please reference the question number in your response.

By submitting a proposal you affirm that you have read this entire RFP and agree to the terms herein.

A comparative tool will be used to grade all responses to the items below.

1. Respondent
 - 1.1. Respondent Name, Position and Corporation
 - 1.2. Address
 - 1.3. E-mail address, phone, and fax
2. Profile of your Organization
 - 2.1. Ownership
 - 2.2. Years in business
 - 2.3. Number of employees
 - 2.4. Organizational / corporate structure
 - 2.5. Corporate location(s)
 - 2.6. Location(s) from which we will be serviced
 - 2.7. Hosting location
 - 2.8. Back-up / host-site information
 - 2.9. Skills of your client service team
 - 2.10. Client service team
3. Your industry qualifications and experience
4. EXPLICITLY identify if your proposed solution(s) do not conform to any of the specifications (I through X) above.
5. Clientele
 - 5.1. Please list current clientele and note size of client and solution(s) they are using (assuming you may have multiple solutions).
 - 5.2. Please list former clients and note size of client and solution(s) they were using.
6. Software – please provide a brief overview of what your software does:
 - a. Provider Tracking?
 - b. Agency Tracking?

- c. CME Tracking/Learning Management Functions?
 - d. Delivery of CME content?
 - e. Reporting?
 - f. Additional Modules available?
 - g. Content Management?
- 6.1. What version of software are you proposing to use under our Agreement?
- 6.2. What is the most recent version of your software and when was it released?
- 6.3. When do you anticipate the next release?
- 6.4. How often are interim software modifications made?
- 6.5. Identify software security capabilities and protocols.
- 7. Describe implementation and software installation services you will provide (implementation plan)
 - 7.1. Describe any specific preparation necessary to ensure success of the implementation.
 - 7.2. Timeline (please note milestones) and Chart of Accountabilities (note parties accountable)
- 8. Provide an outline of proposed training offered to implement the project (and note on-site / remote).
- 9. Describe all hardware requirements, including the requirements for MLREMSC, Agencies and providers.
- 10. Describe help desk functions you will provide, days and hours of operation.
- 11. Identify specific hardware that is compatible with your system
- 12. Identify down-time procedures
- 13. Identify name and version of the following software that has been interfaced with your software and note if you have accomplished a bi-directional or unidirectional interface (with each product):
 - 13.1. Scheduling Software
 - 13.2. Human Resources Management Software
 - 13.3. Other Software interfaces
- 14. Fee structure
 - 14.1. Please note what services your company will provide and the prices for each.
 - 14.1.1. Software subscription
 - 14.1.2. Hosting services
 - 14.1.3. Interfacing Services
 - 14.1.4. Data Migration
 - 14.1.5. Training

- 14.1.6. Implementation and Project Management Services
- 14.1.7. Interfacing and Integration Services
- 14.1.8. Hardware
- 14.1.9. Help Desk and support
- 14.2. Please provide a detailed breakdown of your company's proposed pricing if not clearly identified above. Such fees can include lease agreements, click fees, equipment fees, as well as any other costs that may be incurred for your product(s) / service(s).
- 14.3. Note any discounts, special pricing arrangements, or payment terms that your company is offering through this arrangement.
- 14.4. Under general conditions we pay invoices net 90 days, but would be interested in potential savings if payment is executed on terms more favorable to the vendor. Please elaborate on these opportunities.
- 14.5. Please note all service level agreements you are willing to agree to on such matters as "up-time", time to resolve help-desk tickets, etc.
- 14.6. Please note penalties you will agree to for violation of service-level agreements.
- 14.7. Please note pricing schedules for regional agencies to purchase any additional available modules to accomplish agency specific goals.
- 14.8. Please note pricing schedules for both agency and/or regional purchases of pre-developed CME content, if available.
- 15. Please provide a copy of your company's proposed client agreement.
- 16. In exchange for the group purchasing services MLREMSC provides, please identify what (if any) administrative fees you are willing to pay to the MLREMSC. Such fees shall be used to off-set our administration of the Agreement and defer costs of operations.

Selection of Vendor and Awarding of Proposals

Responses shall be compared to each other by a committee and further evaluated against criteria established by the committee. We may require (a) additional information from one or more respondents; (b) a demonstration of the system or solutions you propose; and, (c) a site visit to see the system actually in operation. Consistent with our policies, each vendor is responsible for the logistics and costs for the formulation of their response to this RFP and any subsequent demonstration or site visit.

We anticipate the approximate date of award to be on or around Tuesday, October 18, 2011. Should your proposal be accepted we will inform you of such in writing.