

Request for Information



State of Alaska
Department of Health
Division of Public Health

Date Issued: August 5, 2022
Response Deadline: August 15, 2022, 2:30PM

EMS PATIENT CARE REPORTING AND CERTIFICATION SYSTEM

A. Introduction:

The Alaska Department of Health and Social Services, Division of Public Health, is seeking information from qualified parties capable and interested in providing the Alaska State Office of Emergency Medical Services an integrated software solution that provides provider and agency license management, and is National EMS Information System (NEMSIS) 3.5 compliant for patient care reporting, as well as integrates with the National Fire Incident Reporting System (NFIRS), Handtevy system, Cardiac Arrest Registry to Enhance Survival (CARES), Biospatial, and the Alaska Trauma Registry.

B. Background Information:

Alaska has been collecting electronic patient care reports (ePCR) since 2009. This information in conjunction with its integrations has provided the State Office of EMS with valuable information regarding the delivery of EMS. The program integrates with the License Management System (LMS) allowing for seamless integration of agency information and personnel demographics. The ePCR program is vital for understanding what the needs of our EMS system are in the areas of resources, education and support. Rural Alaska poses unique challenges for emergency medical services, including its vast transport distances, extreme geography and climate, limited road system, and sparse population. To better meet the needs and mitigate challenges, the Alaska State Office of EMS requires this vital information. LMS provides a central location for all EMS licenses/certifications, education (including course management and instructor resources), and a database of all licensed EMS services with their primary contacts and response areas. Given that 100% of many of the state's EMS agencies are fire-based in nature, we also require the ePCR program to have the capability to support NFIRS reporting.

It is vital that interested qualified parties ensure that these various programs as well as allowing for integrations of other vendor information can be stored in the system.

C. Scope of Work

1. Establish/maintain a provider, education, and licensure Management system.
2. Establish/maintain an ePCR program that integrates seamlessly with the License Management System, CARES, Biospatial, Handtevy and Alaska Trauma Registry, while providing for NFIRS reporting as well.
3. Ability to provide ongoing training and support of both systems to the State Office of EMS and its stakeholders.
4. Ensure compliance with NEMSIS 3.5, and the ability to quickly change when NEMSIS modifies its data sets.

D. Deliverables

1. Contractor will implement and maintain a License Management System that provides the ability to manage the Licensure/ certification of providers and services, as well as the management of EMS education programs. The Education program must integrate seamlessly with the certification processes.
2. Contractor will implement and maintain a statewide NEMSIS 3.5 Compliant patient care reporting system for both the 911 systems and mobile integrated health systems. The patient care reporting must integrate seamlessly with the LMS and other integrations as stated and have a fire module that is capable of sharing EMS data to produce NFIRS reports.
3. Reporting from the ePCR program must have built in reporting capability to access the datasets of 911 EMS, MIH, and licensure to provide comprehensive information on providers, education, patient demographics, types of calls, primary causes of injury and illness, information on times from point of call until delivery of patient to higher level of care, and/or other essential information needed to assist the State Office of EMS to evaluate the needs of the Alaska's diverse state-wide EMS system.
4. Contractor will provide ongoing comprehensive support and training for both programs to the State Office of EMS, as well as technical support to stakeholders.

E. Preferred Minimum Experience

Proven knowledge and experience in the following:

1. State level EMS patient care reporting databases for both 911 systems and Community Health (Mobile integrated Health (MIH)).
2. State level provider licensing and education management software.
3. Integrations with CARES, Biospatial, Handtevy, and the Alaska State Trauma Registry.
4. Assessment, design, and implementation of State level EMS licensing, and patient care reporting systems with integrations as stated. (letters of reference from other states required delineating work performed and outcomes)

F. Budget

Initial contract period: November 1, 2022 to October 31, 2023, with four (4) optional one-year renewals available:

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|---------------|--------------------------------------|
| 1) Opt 1 of 4 | November 1, 2023 to October 31, 2024 |
| 2) Opt 2 of 4 | November 1, 2024 to October 31, 2025 |
| 3) Opt 3 of 4 | November 1, 2025 to October 31, 2026 |
| 4) Opt 4 of 4 | November 1, 2026 to October 31, 2027 |

Annual projected budget: \$178,000.00

Total project budget not to exceed: \$1,000,000.00

G. Questions:

1. Provide a description of your company's capabilities and experience related to development and management of a License Management System and ePCR program that meets current national standards, including NEMSIS 3.5.

2. Describe your experience with stakeholder engagement.
3. Describe your staffing plan and capacity to complete the deliverables within 90 days of start of contract period.

H. Response Information:

How to Participate

Interested applicants/firms who believe they can provide the services described above should indicate their interest by submitting an electronic response (*.pdf format is preferable) with the following information:

- Company name
- Contact information (email) for the individual(s) who should be notified if DHSS releases a solicitation
- A summary that clearly describes your company's capabilities and experience related to providing the services described in this RFI (Sections C and D).
- A summary that clearly describes how the applicant/firm meets or exceeds the *preferred minimum experience* above (Section E).
- A statement confirming that the company anticipates the project deliverables, as shown in Section D, are reasonably within the estimated budget provided (Section F). Or, if not, why not?
- Provide narrative statements in response to the questions listed in Section G.
- A summary of any concerns regarding the project as described, and what potential obstacles should be anticipated?

A. Submission Instructions:

Applicants/firms must submit their response as a PDF file, sent via email, on or before August 15, 2022, 2:30PM. The response should be attached to the email with "RFI EMS ePCR" included as the subject line of the email to the following:

Annalisa Haynie / Matt Meienberg

Procurement Specialist

Alaska Department of Health and Social Services

Annalisa.Haynie@alaska.gov / Matt.Meienberg@alaska.gov

It is the responsibility of the interested party to follow up with the procurement specialist(s) shown above to ensure that response was received prior to the time and date specified at the top of this RFI.

Important Notice:

This Request for Information does not constitute a formal solicitation. The purpose of the RFI is to determine if there are qualified offerors who would be interested in bidding on these services. The State will use this information to potentially develop a future solicitation.

The State of Alaska is not responsible for any costs associated with the preparation of responses. The issuance of this Request for Information does not obligate the state to purchase any goods or services, extend any rights to prospective vendors nor guarantee that the State of Alaska will proceed with a formal solicitation.