

**HARRIS COUNTY EMERGENCY SERVICES DISTRICT NO. 11**  
**REQUEST FOR INFORMATION/PROPOSAL**  
(Records Management System/Software (for EMS Incident Reporting))

**I. PURPOSE OF REQUEST.**

Harris County Emergency Services District No. 11 (the “District”) is soliciting proposals from qualified firms (the “Vendors”), who specialize in comprehensive Records Management System/Software (for EMS incident reporting) (the “System/Software”) for public agencies to provide the District with System/Software that allows the District to provide reporting efficiently and effectively.

It is the District’s intent to select a Vendor based on the ability to provide System/Software including NEMESIS/TDSHS Trauma Registry compliant Electronic Patient Care Reports and records management and reporting that meet the requirements set forth in this RFI/RFP. The evaluation will consider the qualifications, abilities, past performance, cost, and the Vendor’s ability to provide the System/Software within timeframes and under the conditions specified. Once the District has reviewed the qualifications, one or more Vendors may be requested to provide additional information and/or participate in an interview process. Mailing and physical address:

Harris County ESD #11  
18334 Stuebner Airline Road  
Spring, Texas 77379

The District’s representative for all matters relating to this invitation for proposals/responses is Rob Farmer at [rob.farmer@esd11.com](mailto:rob.farmer@esd11.com).

- i. Definitions** The following terms shall have the meaning set forth below when used in this instrument:
- ii. Vendor.** Any person or entity that submits a qualified proposal/response with regards to the invitation by the District.
- iii. Qualified Proposal/Response.** Any proposal/response submitted to the District in response to the invitation by the District that complies with the proposal/response requirements.
- iv. Harris County ESD #11 Mobile Healthcare** is a DBA for the District.
- v. Supplier.** The Vendor who is awarded the contract to supply the System/Software described in the System/Software specifications issued by the District, whether referred to as successful Vendor, contractor, or manufacturer in subsequent documents.
- vi. Acceptance.** The time at which the District indicates that the System/Software, as received, substantially complies with the System/Software specifications.

**I. TIME SCHEDULE.**

- i. Invitation for Proposal/responses.** The District will accept sealed proposals/ responses for the System/Software as follows:

A. **Time.** Proposal/response must be submitted on the forms included in this document and must be properly signed in the space indicated on the signature sheet. Proposal/response period will begin on March 29, 2021 and must be received by the District on or before April 12, 2021 at 4:30 p.m. Central Time. Vendors are strongly encouraged to submit proposals/responses in advance of the due date to avoid the possibility of missing the deadline due to unforeseen circumstances. Vendors assume the risk of the methods of delivery chosen. Proposals/responses may be received in person at the District's physical address located above, during normal business hours of 08:30 a.m.-04:30 p.m. The District assumes no responsibility for delays caused by any package or mail delivery service. Postmarking by the due date WILL NOT substitute for receipt of proposal/response. Proposal/responses must be date and time stamped by the District on time to be considered. Proposals/responses received after the due date and time will be returned unopened.

Additional time will not be granted to any Vendor. FAXED OR E-MAILED PROPOSAL/RESPONSES WILL NOT BE ACCEPTED.

B. **Place.** Two (2) complete sets of your proposal/response must be submitted in a sealed opaque envelope plainly marked as "Records Management System/Software". Proposals/responses submitted otherwise will not be acceptable.

C. **Proposal/response Opening.** Proposals/responses will be opened on April 12, 2021 at 9:00 a.m.

D. **Proposal/response Award.** A decision to award demo presentations for the proposals will be made by April 13, 2021 with demos to be presented the week of April 19, 2021. The contract will be awarded after an evaluation of all proposal/responses and demos have been made, and in the interest of suitability to the District's needs. The following evaluation criteria shall be used:

- i. Price- 70%
- ii. Delivery Date- 10%
- iii. Availability of Parts and Services/Customer- 10%
- iv. Experience and Reputation of Vendor- 10%

ii. Any additional information or addendums to this RFI/RFP will be issued by the District prior to the submittal deadline. The District will mail or e-mail such information directly to known interested parties.

iii. RFI/RFPs should be prepared simply and economically, providing a straightforward, concise description of provider capabilities to satisfy the requirements of the request.

## II. ACCEPTANCE OR REJECTION OF PROPOSAL/RESPONSES.

The District reserves the right to reject any or all proposal/responses, waive technicalities, and to be the sole judge of suitability of the System/Software or services for its intended use and further specifically reserves the right to make the award in the best interests of the District. All

System/Software or services listed is intended for a particular use by the District in which it is to be used and must meet the requirements of that division(s). Other factors to be considered in awarding the proposal/response will be price, quality, and time to make the delivery. Unless otherwise specified by the Vendor, the District reserves the right to accept any item in the proposal and to award items to one or more Vendor(s).

### **III. PROPOSAL REQUIREMENTS.**

All Proposals must include the following information:

- A. **RESPONSES TO PROJECT REQUIREMENTS:** Vendor shall present a System/Software proposal that meets all the requirements set forth in Section VII Functional Requirements Matrix.
- B. **COMPANY INFORMATION:** The complete name of the firm or person(s) submitting the proposal, the main office address, the primary and secondary contact person(s), and their respective telephone numbers and email addresses should be included in this section.
- C. **COMPANY BACKGROUND:** Vendors must provide, at a minimum, the following information about their company so that District can evaluate the Vendor's stability and ability to support the requirements set forth in the response to the RFI/RFP. District, at its option, may require a Vendor to provide additional support and/or clarify requested information.

The Vendor should outline the company's background including:

- i. How long the company has been in business.
  - ii. A brief description of the company's size and organization.
  - iii. A list of any sub-vendors the Vendor proposes to use should be included in this section along with contact information for each.
  - iv. What percentage of its business is in local government (Cities, Counties, and Special Purpose Districts) as compared to non-profit, schools or other business and commercial types.
- D. **CLIENT REFERENCES.** Vendors should provide a list of at least three (3) local government clients during the past five (5) years that are receiving System/Software like what Vendor is proposing in its submittal.
  - E. **COST OF PROPOSAL.** Vendor shall identify all costs associated with proposal.
  - F. **COMPLETED FORM 1295.** Vendor shall provide, if required by law, a completed and executed Texas Ethics Commission Form 1295. The contract number contained thereon shall be the numerical format of the date of completion.

### **IV. SELECTION CRITERIA.**

The intention of the District is to enter into an agreement for System/Software with a Vendor that provides comprehensive, cost-effective, and integrated System/Software that meets the needs of the District. The award will be based upon the proposal that is determined to be the most

advantageous to the District. The criteria that will be used to evaluate proposals may include, but are not limited to the following:

- A. Quality, clarity, and responsiveness of proposal in conformance with instructions, conditions and format contained herein.
- B. Ability to provide comprehensive Records Management System/Software (for incident reporting) that includes the required functionality.
- C. Ability to dynamically integrate with existing systems.
- D. Technical requirements.
- E. Reference checks.
- F. Cost and quality of software and implementation services.
- G. Implementation strategy and timelines.
- H. Cost and effort of on-going maintenance; and
- I. Timeliness and professionalism of on-going support.

## **V. TERMS AND CONDITIONS.**

- A. The request for, bid opening for, review of bids, and action taken on same shall be conducted in accordance with Section 775.084, Texas Health & Safety Code.
- B. The District reserves the right to reject any or all proposals, waive minor irregularities in any proposals or in the RFI/RFP process, and accept any proposal presented which meets or exceeds the RFI/RFP requirements and which the District deems to be in the best interest of the District. The District reserves the right to accept the proposals from the Vendor that best meets the interest of the District. This may or may not be the proposal with the lowest price; provided, however that the District recognized that while any bid may be rejected, the contract cannot be awarded to a bidder who is not the lowest bidder unless, before the bid is awarded, the lowest bidder is given notice of the proposed award and an opportunity to appear before the Board (or its designated representative) and present evidence concerning the bidder's responsibility.
- C. The District reserves the right to request clarification of information submitted, and to request additional information from any Vendor.
- D. The District reserves the right to retain the services of the next most qualified Vendor, if the successful Vendor for any reason is unable to or refuses to provide services when specifically requested by the District.
- E. The District shall not be responsible for any costs incurred by the Vendor in preparing, submitting, or presenting its response to the RFI/RFP.
- F. The successful Vendor will be expected to enter a contract on terms acceptable to the District and its legal counsel. Vendor should consider submitting a proposed form of contract as part of its

proposal, but the District reserves the right to draft and provide the Contract forms.

## **VI. SCOPE OF WORK.**

The District requires System/Software that meets the following requirements.

See Exhibit A.

## **VII. OTHER INFORMATION.**

**Equal Opportunity Employment:** The successful Vendor must comply with Federal and Texas' equal opportunity employment requirements. The District is committed to a program of equal employment opportunity regardless of race, color, creed, sex, age, nationality, or disability.

**Insurance Requirements:** The selected Vendor shall maintain insurance that is sufficient to protect the Vendor's business against all applicable risks in a manner acceptable to the District.

**Non-Endorsement:** As a result of the selection of a Vendor to supply System/Software to the District, the Vendor agrees to make no reference to the District in any literature, promotional material, brochures, sales presentation, or the like without the express written consent of the District.

**Non-Collusion:** Submittal and signature of a proposal swears that the document is genuine and not a sham or collusive, and not made in the interest of any person not named, and that the Vendor has not induced or solicited others to submit a sham offer, or to refrain from proposing.

**Compliance with Laws and Regulations:** The Vendor that is retained to provide System/Software to the District under this RFI/RFP shall comply with federal, state and local laws, statutes and ordinances relative to the execution of all work performed. This requirement includes, but is not limited to, protection of public and employee safety and health; environmental protection; waste reduction and recycling; the protection of natural resources; permits; fees; taxes; and similar subjects.

**EXHIBIT A**  
**Functional Requirements Matrix**

Attached Separately.

## Functional Requirements Matrix

Use the following rating criteria when responding:

- OB** - Fully compliant out of the box Fully configurable by user out of the box
- CON** - Other solution available (must provide description including any additional costs involved) not available
- PRO** - Partially configurable by user out of the box Custom programming required (must provide description including any additional costs involved)
- CUS** - Custom programming required (must provide description including any additional costs involved)
- OTH** - Other solution available (must provide description including any additional costs involved)
- N/A** Not Available

Reference Number:	Business Requirements:	Rating:	Comments:	Cost To Modify:
User Experience:				
FRRSR01	Ease of Use (least impact to operation personnel). Describe in detail, in non-application terminology how to use this application. In addition, explain; Quick input of treatments and medications for critical patients, e.g., CPR, Airway, Trauma and Ability to link directly to ePCR and RMS, without leaving the HIPAA secure environment, from: reports, maps, dashboards, notifications/alerts, etc..			
FRRSR02	CAD and GPS, Autofill/Auto-Complete Integration – Describe in detail the ability to use CAD (Logis) with your ePCR & RMS solution. If custom development/programming is required, provide a detailed explanation of work required, responsibility, estimated timeline to complete the work, and estimated cost to achieve compatibility. Describe your highest level of automation of streamlined data input from CAD & GPS, auto-fill/auto-complete.			
FRRSR03	Must have the ability to customizable fields (i.e., edit, hide). Describe in detail this process.			
FRRSR04	Must have the ability to perform data validation. Process must be simple. Describe in detail.		Report completion abilities: does the report need to be completed on the tablet that is currently logged in, or can users log into another computer web portal to complete the report? I.E. Finish a call, new crew taking over the rig, can the report be finished on another computer while the tablet leaves again with a new crew?	
FRRSR05	Vendor must be able to provide field service and support. Explain in detail how this service and support is provided.			
FRRSR07	Training tools – manuals, videos, webinars, and other resources to aid in training.		What does initial roll-out look like? Train-the-Trainers should get very in-depth training, beyond videos and tutorials, to assist when the program goes live. Should be able to answer in-depth questions asked by other users.	
FRRSR08	Repeat patient look up – explain this feature.		Ability to search Last name or DOB to quickly pull up previous calls	
FRRSR09	Ability to send administrative notifications/reminders, system wide.			

Reference Number:	Business Requirements:	Rating:	Comments:	Cost To Modify:
FRRSR10	Describe the log-in procedure and how to add personnel to the ePCR from additional arriving unit.			
FRRSR11	Ability to transfer an ePCR to Secondary Transport Unit			
FRRSR12	Voice dictation.			
FRRSR13	Scan of patient identification cards, barcodes, or hospital medical ID bracelets.			
FRRSR14	Messaging capability built-in to software – Must have a messaging feature integrated into the program. Explain how the messaging feature is integrated into the ePCR and RMS solution. Examples include: the capability to link relevant ePCR(s), EKGs, photos, video/audio files; the ability to send a message to a group of users based on involvement in the care of a specific patient or based on permissions; whether the messaging is separate from the patient record or assimilated into the patient record; how permissions are set to determine who can view messages.		QA/QI- Can it be done directly through the system. Officers' ability to comment on reports, which are seen when the user logs into the program.	
FRRSR15	Dynamic Questioning – ability to display or hide questions/elements based on data entry, explain this feature.		Based on data entry, pertinent/non-pertinent information for that specific call. If/then questions. Fields open/closed based on input. Conditional logic based on user input. Quick input of treatment and medications for critical patients (CPR, Airway, Trauma)	
<b>Reporting/Data Requirements:</b>				
FRRSR16	NFIRS/NEMSIS/Trauma Registry Compliance. Must be current NEMSIS compliant and able to produce a Texas Trauma Registry data extract in a format that is compatible with Trauma Registry. Explain the commitment to seek NEMSIS 3.5.0 (and future) compliance. Explain the process to implement TDSHS and/or NEMSIS dataset requirement changes (required, mandatory, recommended, and optional) to the system. Detail how compliance is met.		NFIRS export to State/Fed	
FRRSR17	Must have an integrated report-writing tool. Describe how the report-writing tool works, how many built-in reports are included, ability to customize, save, share reports and results with others. In addition, in-field reporting capability is required. Describe how this works if different that in Station.			
FRRSR18	Access to data in a usable format (ability to share data)			
FRRSR19	Workflow properties for specific data focus with searchability			
FRRSR20	Ease of record search (i.e., searching across multiple fields to gather information)			
FRRSR21	Unhindered access to data; ability to access database and raw data for querying through Microsoft ACCESS.			
FRRSR22	Data structure (use of metadata of CAD for data points)			

FRRSR23	Data sharing with hospital data systems – Describe in detail how data is to be shared with District area hospital data systems. Clearly explain how the data transfer is executed, and if a different product/Vendor is required to execute the data transfer. If applicable, explain the two-way data sharing capability, and include a brief example dataset and/or example of how Vendor’s data sharing solution is unique. If custom development/programming is required, provide a detailed explanation of work required, responsibility, estimated timeline to complete the work, and estimated cost to achieve compatibility. Solutions that utilize an electronic fax system as the primary means of data sharing with hospitals may be rejected as being non-responsive. This also includes hospital data interoperability (scanning bracelets).		<p>Call feedback from hospitals; ability to see basic information from hospital on patients that the user transported - closes the loop on patients and helps user know if their diagnosis was correct, etc.</p> <p>Ability to receive information from HDE (Epic) into RMS/ePCR system.</p>	
FRRSR24	Compatibility with partner agencies, explain this feature.		Ability to push reports to same or other platforms	
<b>Operational/ Technical Requirements:</b>				
FRRSR26	Does the application have Mobile compatibility interface (iOS/Android)?			

Reference Number:	Business Requirements:	Rating:	Comments:	Cost To Modify:
FRRSR27	All-in-one system			
FRRSR28	Well documented API capabilities, give proven examples			
FRRSR29	Connectivity to IT infrastructure, directly to dispatch			
FRRSR30	Connectivity to field devices (Monitors, MDCs, Zoll X-Series etc.)			
FRRSR31	Logistics of a single account with multiple dept. users or multiple accounts that are just managed by District.			
FRRSR32	Can your application be an On-Premises Hosted? Can your application be Hosted as a SaaS?			
FRRSR34	Compatible with multiple operating system platforms, including Microsoft Windows 10 – List what operating systems are compatible with the proposed ePCR solution and describe how compatibility will be maintained with each operating system.		Maintain product with at least 1 years' worth of Windows 10 builds.	
FRRSR35	Spell check integrated throughout software			
FRRSR36	Ability to attach photos, videos, audio files to ePCR and fire module – explain this process and which formats are compatible			
FRRSR37	Security/Password management – explain customizability of password length/complexity requirements; password history/re-use enforcement; does the end-user can reset password without IT/administrator involvement.			
FRRSR38	Ability to configure, rename, or move elements in the ePCR and RMS– define areas of the ePCR and RMS that allow configuration, define areas of the ePCR and RMS that do not allow configuration, explain how configuration is executed. Provide an estimate of the percentage of fields/labels/titles/etc. that are configurable.			
FRRSR39	Closed call rules for NFIRS NEMSIS/TDSHS and agency specific requirements			
<b>Regulatory Requirements:</b>				
FRRSR40	HIPAA Compliant – Must have physical, network, and process security measures in place and follow Standards for Privacy as defined by the U.S. Department of Health and Human Services, the HIPAA Privacy Rule, and the HIPAA Security Rule to ensure HIPAA Compliance.			
FRRSR41	National EMS KPIs – explain how the criteria are updated			
FRRSR42	Audit tracking of ePCR and RMS – Describe in detail the audit capability of the ePCR and RMS system. Include details such as, HIPAA compliance, who viewed the data, what data was viewed, entered, or changed, as well as tracking any edits performed on the data.			