



## SOLICITATION AMENDMENT

**Materials Management  
Procurement**  
9875 N. 85<sup>th</sup> Avenue  
Peoria, Arizona 85345-6560  
Telephone: (623) 773-7115  
Fax: (623) 773-7118

Solicitation No: **P10-0057**  
Description: **Electronic Patient Care Records (ePCR) System**  
Amendment No: **One (1)**  
Solicitation Due Date: **April 22, 2010**  
Solicitation Due Time: **5:00 P.M.**

**Buyer: Lisa Houg, CPPB**

### Questions and Clarifications for ePCR RFP.

- Q1. If awarded a contract will other Arizona agencies have the ability to purchase under the same agreement?  
A1. *Yes, the Cooperative Purchasing clause, Section 4 of the Special Terms and Conditions, allows other governmental entities to purchase under this contract.*
- Q2. What is the date of contract award?  
A2. *We hope to award the contract and begin implementation in June, 2010.*
- Q3. What is the targeted go-live date for electronic patient care reporting?  
A3. *December 1, 2010.*
- Q4. If dispatched to an EMS event, will it be expected that all crews write an electronic patient care report? Example: If an Engine and Medic are dispatched to an EMS call, will the Engine write a report (even if just an EMS assists) and the EMS unit writes a report.  
A4. *There would be one report from the Peoria Fire Department per patient. Typically the responding engine company which includes the Medics would generate the report. There may be some instances in which a BLS company may start a report before transferring care to an ALS company. In this case the ability of the ALS company to continue on the same report would be desirable. Emergency Transportation Services (i.e. ambulance transport) are currently provided by a private contracted vendor functioning in a BLS capacity. The ambulance company generates their own reports either via paper or their own ePCR system. We are not selecting a vendor based upon full integration with the ambulance provider. An interface to provide a copy of our report to the ambulance provider for their billing purposes is desirable.*
- Q5. Does Peoria bill for EMS services?  
A5. *No, not at this time, but may do so in the future. The City wishes to have this eventually covered.*
- Q6. Will all 145 members require electronic patient care report training?  
A6. *Yes, plus administrative support staff.*
- Q7. Will all apparatus carry electronic patient care reporting hardware/software?  
A7. *Yes, there will be two tablets per first response apparatus.*
- Q8. Will the agency consider an ASP hosted solution or do they prefer/require for the City to host the recommended servers per specifications?  
A8. *Yes to all of these. The City wishes to consider both options.*
- Q9. What mobile hardware is required or will it be based on the recommendation from the winning proposal?  
A9. *We expect to use Panasonic Toughbooks as noted but will consider recommendations.*



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- Q10. Is it assumed the agency will be purchasing the mobile field hardware and warranty agreements?  
A10. *Yes, but not through this RFP.*
- Q11. Will the agency prefer a Train-the-Trainer approach or OPEN training all staff members?  
A11. *Train-the-Trainer.*
- Q12. It is unclear what the expectations for an interface between Omega's Fire View. Can you provide more scope details on what the expectations are for the ePCR as related to this requirement?  
A12. *Data from the ePCR must be available to FireView. Detailed Scope will be conducted during the design phase of the project.*
- Q13. Is the expectation for the ePCR to interface with AED Units? What method will the department transfer data?  
A13. *Two of our first response apparatus are currently BLS and carry AED's. It is desirable, but not imperative that information gathered by the AED be attachable to the patient care report. If vendor has the capacity to do this, then vendor should so state. It would be up to the vendor to define the method, if any, in which this data may be captured.*
- Q14. 7.19 – Administration – Version Control – Ability to record and track on-line versions between modules. Please clarify what is meant by this requirement. Please provide an example.  
A14. *Let's say the proposed solution has billing module and an EMS (response/incident) module. These may not always be the same version number; we want to be able to know which module is at which version and if different versions are compatible with each other.*
- Q15. 7.24 – Configuration – Data Management – Ability to have City turn on or off the auto narratives. Can the agency provide an example of what they consider to be an entry with narrative and that same entry without narrative? It is unclear as to what is expected.  
A15. *Auto narrative is considered to be that the proposed solution allows the user to select pre-defined text to be entered into the narrative. An example may be something like "The patient's blood pressure at scene was \_\_\_\_" so that the user does not have to type the entire sentence but only fill in the blank. This requirement requests the ability to turn off this feature (or at a minimum, it is not required and free-form text may be entered).*
- Q16. 7.58 – Configuration – User Defined Fields – ePCR enabling auto fill capabilities to reduce the need for free-text comments fields, but free-text fields are available as an option. Can you define a better scope as to what is expected with this request?  
A16. *Auto narrative is considered to be that the proposed solution allows the user to select pre-defined text to be entered into the narrative. An example may be something like "The patient's blood pressure at scene was \_\_\_\_" so that the user does not have to type the entire sentence but only fill in the blank. Fields that have auto narrative should also allow free form text to be entered.*



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- Q17. 7.55 – Configuration – User Defined Fields – Ability to specify unlimited dispositions per agency. This indicates there will be more than one agency set up on the mobile device. Will there be more than one agency?  
 A17. *There will only be one agency as owner of the system but we often give and receive mutual aid and may require different dispositions for other agencies involved in mutual aid.*
- Q18. 7.60 – Hardware – Data Entry – Ability to have the mobile ePCR Software enter data with a digitized pen platform for better accuracy, increased hardware durability and optimal handwriting recognition. Are we to assume the agency has current CF technology (mentioned in 7.62) that utilizes a digitized pen technology.  
 A18. *No.*
- Q19. 7.62 – Hardware – Hardware – Ability to work with existing Toughbook CF Series tablet PCs.  
 Q19a. Can the agency provide the complete model number of Panasonic being used?  
 A19a. *CF 18 and 19 are currently in use but we are looking at replacing these with the newest models are part of the project.*  
 Q19b. Are the current Panasonic devices touch screen or pen based devices?  
 A19b. *No.*  
 Q19c. Does the agency use this CF device for anything other than ePCR?  
 A19c. *No.*  
 Q19d. If the City uses the device for other components (such as an MDT or MCT) what are the expectations? Run both platforms on the same device?  
 A19d. *There may be an expectation that the Zoll FireRMS solution may run on the same platform.*
- Q20. 7.63 – Interfaces – Billing System – Ability to receive, send and synchronize patient insurance information. What is meant by synchronizing patient insurance information?  
 A20. *We currently do not bill but wish the capability for possible future use. Insurance information would be tracked in the billing system and may need to be communicated between the user and a hospital or other entity also needing or having insurance information.*
- Q21. 7.64 – Interfaces – Interface – Ability to interface with EMSSystem and patient tracking systems. What are the parameters for this interface?  
 A21. *The details of this would be worked out as part of the design phase of the project. At a minimum, NEMSIS and NFIRS information would be sent to the EMS solution. If the vendor has the ability to interface with EMSSystem or a patient tracking system, please state the amount of interface available if an interface with EMSSystem is possible. The City would prefer an interface that would allow for viewing of EMSSystem status from the field. If the ePCR product is able to interface with a patient tracking system, please describe that system.*



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- Q22. 7.65 – Mobile – Auto Populate – Ability to, upon selecting the unit from within the Mobile ePCR software, have a wireless request made to the ePCR system to obtain a list of crew member badge or employee numbers assigned to that unit (Daily Roster). This list will populate the Mobile ePCR Software’s active crew list for that unit.
- Q22a. What system will this pull information from?  
*A22a. Most likely Zoll FireRMS but may be TeleStaff or Phoenix CAD.*
- Q22b. Does the software vendor who maintains this crew roster information have a web service to provide this information?  
*A22b. Yes.*

*All other provisions of this Solicitation shall remain in their entirety.*

Vendor hereby acknowledges receipt and agreement with the amendment.

\_\_\_\_\_  
 Signature Date

\_\_\_\_\_  
 Typed Name and Title

\_\_\_\_\_  
 Company Name

\_\_\_\_\_  
 Address

\_\_\_\_\_  
 City State Zip

The above referenced Solicitation Amendment is hereby Executed

April 19, 2010

at Peoria, Arizona

*Lisa Houg*  
 \_\_\_\_\_  
 Lisa Houg, CPPB  
 Contract Officer



# City of Peoria, Arizona

## Notice of Request for Proposal

Request for Proposal No: **P10-0057** Proposal Due Date: **April 22, 2010**  
 Materials and/or Services: **Electronic Patient Care Records (EPCR) System** Proposal Time: **5:00 P.M. AZ Time**  
 Contact: **Lisa Houg, CPPB**  
 Project No: Location: **City of Peoria, Materials Management** Phone: **(623) 773-7115**  
 Mailing Address: **9875 N. 85<sup>th</sup> Avenue, 2<sup>nd</sup> Floor, Peoria, AZ 85345**

In accordance with City of Peoria Procurement Code competitive sealed proposals for the material or services specified will be received by the City of Peoria Materials Management at the specified location until the date and time cited above. Proposals shall be in the actual possession of the City of Peoria Materials Management on or prior to the exact date and time indicated above. Late proposals will not be considered, except as provided in the City of Peoria Procurement Code. **Proposals shall be submitted in a sealed envelope with the Request for Proposal number and the offeror's name and address clearly indicated on the front of the envelope.** All proposals shall be completed in ink or typewritten. Offerors are strongly encouraged to carefully read the **entire** Request for Proposal Package.

### OFFER

To the City of Peoria: The undersigned on behalf of the entity, firm, company, partnership, or other legal entity listed below offers on its behalf to the City a proposal that contains all terms, conditions, specifications and amendments in the Notice of Request for Proposal issued by the City. Any exception to the terms contained in the Notice of Request for Proposal must be specifically indicated in writing and are subject to the approval of the City prior to acceptance. The signature below certifies your understanding and compliance with Paragraph 1 of the City of Peoria Standard Terms and Conditions (form COP 202) contained in the Request for Proposal package issued by the City.

For clarification of this offer contact:

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Company Name	Authorized Signature for Offer
Address	Printed Name
City State Zip Code	Title

### ACCEPTANCE OF OFFER AND CONTRACT AWARD (For City of Peoria Use Only)

Your offer is accepted by the City, subject to approval of each written exception that your proposal contained. The contract consists of the following documents: 1.) Request for Proposal issued by the City; 2.) Your offer in Response to the City's Request for Proposal; 3.) This written acceptance and contract award.

As the contractor, you are now legally bound to sell the materials and/or services listed by the attached award notice, based on the solicitation of proposals, including all terms, conditions, specifications, amendments and your offer as now accepted by the City. The Contractor shall not commence any billable work or provide any material, service or construction under this contract until the Contractor receives an executed Purchase Order or written Notice to Proceed.

Attested by:  
 \_\_\_\_\_  
 Mary Jo Waddell, City Clerk

CC: \_\_\_\_\_

Contract Number:  
 \_\_\_\_\_

Official File: \_\_\_\_\_

**City Seal**

City of Peoria, Arizona. Effective Date: \_\_\_\_\_

Approved as to form:  
 \_\_\_\_\_  
 Stephen M. Kemp, City Attorney

Contract Awarded Date \_\_\_\_\_, \_\_\_\_\_.  
 \_\_\_\_\_  
 Herman F. Koebergen, Materials Manager



# REQUEST FOR PROPOSAL

## INSTRUCTIONS TO OFFEROR

### Materials Management Procurement

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#### 1. PREPARATION OF PROPOSAL:

- a. All proposals shall be on the forms provided in this *Request For Proposal* package. It is permissible to copy these forms if required. Telegraphic (facsimile) or mailgram proposals will not be considered.
- b. The Offer and Contract Award document (COP Form 203) shall be submitted with an original ink signature by a person authorized to sign the offer.
- c. Erasures, interlineations, or other modifications in the proposal shall be initialed in original ink by the authorized person signing the Vendor Offer.
- d. If price is a consideration and in case of error in the extension of prices in the proposal, the unit price shall govern. No proposal shall be altered, amended, or withdrawn after the specified proposal due date and time.
- e. Periods of time, stated as a number of days, shall be calendar days.
- f. It is the responsibility of all Offerors to examine the entire *Request For Proposal* package and seek clarification of any item or requirement that may not be clear and to check all responses for accuracy before submitting a bid. Negligence in preparing a Proposal confers no right of withdrawal after proposal due date and time.

2. **INQUIRIES:** Any question related to the *Request For Proposal* shall be directed to the Buyer whose name appears on the front. The Offeror shall not contact or ask questions of the department for which the requirement is being procured. Questions should be submitted in writing when time permits. The Buyer may require any and all questions be submitted in writing at the Buyer's sole discretion. Any correspondence related to a *Request For Proposal* should refer to the appropriate *Request For Proposal* number, page, and paragraph number. However, the Offeror shall not place the *Request For Proposal* number on the outside of any envelope containing questions since such an envelope may be identified as a sealed proposal and may not be opened until after the official *Request For Proposal* due date and time.

3. **PROSPECTIVE OFFERORS CONFERENCE:** A prospective offerors conference may be held. If scheduled, the date and time of this conference will be indicated on the cover page of this document. The purpose of this conference will be to clarify the contents of this *Request For Proposal* in order to prevent any misunderstanding of the City's position. Any doubt as to the requirements of this *Request For Proposal* or any apparent omission or discrepancy should be presented to the City at this conference. The City will then determine if any action is necessary and may issue a written amendment to the *Request for Proposal*. Oral statements or instructions will not constitute an amendment to this *Request for Proposal*.

4. **LATE PROPOSALS:** Late Proposals will not be considered, except as provided by the **City of Peoria Procurement Code**. A vendor submitting a late proposal shall be so notified.

5. **WITHDRAWAL OF PROPOSAL:** At any time prior to the specified proposal due date and time, a Vendor (or designated representative) may withdraw the proposal. Telegraphic (facsimile) or mailgram proposal withdrawals will not be considered.

6. **AMENDMENT OF PROPOSAL:** Receipt of a Solicitation Amendment (COP Form 207) shall be acknowledged by signing and returning the document prior to the specified proposal due date and time.

7. **PAYMENT:** The City will make every effort to process payment for the purchase of goods or services within thirty (30) calendar days after receipt of goods or services and a correct notice of amount due, unless a good faith dispute exists as to any obligation to pay all or a portion of the account. Any proposal that requires payment in less than thirty (30) calendar days shall not be considered.

8. **NEW:** All items shall be new, unless otherwise stated in the specifications.

9. **DISCOUNTS:** Payment discount periods will be computed from the date of receipt of material/service or correct invoice, whichever is later, to the date Buyer's payment is mailed. Unless freight and other charges are itemized, any discount provided will be taken on full amount of invoice. Payment discounts of thirty (30) calendar days or more will be deducted from the proposal price in determining the low bid. However, the Buyer shall be entitled to take advantage of any payment discount offered by the Vendor provided payment is made within the discount period.

10. **TAXES:** The City of Peoria is exempt from Federal Excise Tax, including the Federal Transportation Tax. Sales tax, if any, shall be indicated as a separate item.

11. **VENDOR REGISTRATION:** After the award of a contract, the successful Vendor shall have a completed Vendor Registration Form (COP Form 200) on file with the City of Peoria Materials Management Division.

#### 12. AWARD OF CONTRACT:

- a. Unless the Offeror states otherwise, or unless provided within this *Request For Proposal*, the City reserves the right to award by individual line item, by group of line items, or as a total, whichever is deemed most advantageous to the City.
- b. Notwithstanding any other provision of this *Request For Proposal*, The City expressly reserves the right to:
  - (1) Waive any immaterial defect or informality; or
  - (2) Reject any or all proposals, or portions thereof, or
  - (3) Reissue a *Request For Proposal*.
- c. A response to a *Request For Proposal* is an offer to contract with the City based upon the terms, conditions and specifications contained in the City's *Request For Proposal* and the written amendments thereto, if any. Proposals do not become contracts unless and until they are accepted by the **City Council**. A contract is formed when written notice of award(s) is provided to the successful Offeror(s). The contract has its inception in the award document, eliminating a formal signing of a separate contract. For that reason, all of the terms and conditions of the procurement contract are contained in the *Request For Proposal*; unless modified by a Solicitation Amendment (COP Form 207) or a Contract Amendment (COP Form 217).



## STANDARD TERMS AND CONDITIONS

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THE FOLLOWING TERMS AND CONDITIONS ARE AN EXPLICIT PART OF THE SOLICITATION AND ANY RESULTANT CONTRACT.

1. **CERTIFICATION:** By signature in the Offer section of the Offer and Contract Award page (COP Form 203), the Vendor certifies:
  - a. The submission of the offer did not involve collusion or other anti-competitive practices.
  - b. The Vendor shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11456.
  - c. The Vendor has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip favor, or service to a public servant in connection with the submitted offer. Failure to sign the offer, or signing it with a false statement, shall void the submitted offer or any resulting contracts, and the vendor may be debarred.
2. **GRATUITIES:** The City may, by written notice to the Contractor, cancel this contract if it is found by the City that gratuities, in the form of entertainment, gifts or otherwise, were offered or given by the Contractor or any agent or representative of the Contractor, to any officer or employee of the City with a view toward securing an order, securing favorable treatment with respect to the awarding, amending, or the making of any determinations with respect to the performing of such order. In the event this contract is cancelled by the City pursuant to this provision, the City shall be entitled, in addition to any other rights and remedies, to recover or withhold from the Contractor the amount of the gratuity. Paying the expense of normal business meals which are generally made available to all eligible city government customers shall not be prohibited by this paragraph.
3. **APPLICABLE LAW:** In the performance of this agreement, contractors shall abide by and conform to any and all laws of the United States, State of Arizona and City of Peoria including but not limited to federal and state executive orders providing for equal employment and procurement opportunities, the Federal Occupational Safety and Health Act and any other federal or state laws applicable to this agreement, including but not limited to compliance with all applicable standards, orders, or requirements issued under section 306 of the Clean Air Act (42 U.S.C. 1857 (h)), section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and Environmental Protection Agency regulations (40 CFR part 15). Mandatory standards and policies relating to energy efficiency which are contained in the state energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (Pub. L. 94-163, 89 Stat. 871).

Contractor specifically understands and acknowledges the applicability to it of the Americans with Disabilities Act, the Immigration Reform and Control Act of 1986, and the Drug Free Workplace Act of 1989. In addition, if this agreement pertains to construction, Contractor must also comply with A.R.S. § 34-301, as amended (Employment of Aliens on Public Works Prohibited) and A.R.S. § 34-302, as amended (Residence Requirements for Employees).

Under the provisions of A.R.S. § 41-4401, Contractor hereby warrants to the City that Contractor and each of its subcontractors ("Subcontractors") will comply with, and are contractually obligated to comply with, all Federal immigration laws and regulations that relate to their employees and A.R.S. § 23-214(A) (hereinafter, "Contractor Immigration Warranty").

A breach of the Contractor Immigration Warranty shall constitute a material breach of this agreement and shall subject Contractor to penalties up to and including termination of this agreement at the sole discretion of the City. The City may, at its sole discretion, conduct random verification of the employment records of Contractor and any Subcontractors to ensure compliance with the Contractor Immigration Warranty. Contractor agrees to assist the City in regard to any random verifications performed.

Neither Contractor nor any Subcontractor shall be deemed to have materially breached the Contractor Immigration



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Warranty if Contractor or the Subcontractor establishes that it has complied with the employment verification provisions prescribed by §§ 274A and 274B of the Federal Immigration and Nationality Act and the E-Verify requirements prescribed by A.R.S. §23-214(A).

The provisions of this Paragraph must be included in any contract Contractor enters into with any Subcontractors who provide services under this agreement or any subcontract. "Services" is defined as furnishing labor, time or effort in the State of Arizona by a contractor or subcontractor. Services include construction or maintenance of any structure, building or transportation facility or improvement to real property.

Contractor warrants, for the term of this agreement and for six months thereafter, that it has fully complied with the requirements of the Immigration Reform and Control Act of 1986 and all related or similar legal authorities.

This contract shall be governed by the City and Contractor shall have all remedies afforded each by the Uniform Commercial Code, as adopted in the State of Arizona, except as otherwise provided in this contract or in statutes pertaining specifically to the City. This contract shall be governed by the laws of the State of Arizona and suit pertaining to this contract may be brought only in courts in the State of Arizona.

This contract is subject to the provisions of ARS §38-511; the City may cancel this contract without penalty or further obligations by the City or any of its departments or agencies if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the City or any of its departments or agencies, is at any time while the contract or any extension of the contract is in effect, an employee of any other party to the contract in any capacity or a consultant to any other party of the contract with respect to the subject matter of the contract.

4. **LEGAL REMEDIES:** All claims and controversies shall be subject to resolution according to the terms of the City of Peoria Procurement Code.
5. **CONTRACT:** The contract between the City and the Contractor shall consist of (1) the Solicitation, including instructions, all terms and conditions, specifications, scopes of work, attachments, and any amendments thereto, and (2) the offer submitted by the Vendor in response to the solicitation. In the event of a conflict in language between the Solicitation and the Offer, the provisions and requirements in the Solicitation shall govern. However, the City reserves the right to clarify, in writing, any contractual terms with the concurrence of the Contractor, and such written contract shall govern in case of conflict with the applicable requirements stated in the Solicitation or the Vendor's offer. The Solicitation shall govern in all other matters not affected by the written contract.
6. **CONTRACT AMENDMENTS:** This contract may be modified only by a written Contract Amendment (COP Form 217) signed by persons duly authorized to enter into contracts on behalf of the City and the Contractor.
7. **CONTRACT APPLICABILITY:** The Offeror shall substantially conform to the terms, conditions, specifications and other requirements found within the text of this specific Solicitation. All previous agreements, contracts, or other documents, which have been executed between the Offeror and the City, are not applicable to this Solicitation or any resultant contract.
8. **PROVISIONS REQUIRED BY LAW:** Each and every provision of law and any clause required by law to be in the contract will be read and enforced as though it were included herein, and if through mistake or otherwise any such provision is not inserted, or is not correctly inserted, then upon the application of either party, the contract will forthwith be physically amended to make such insertion or correction.
9. **SEVERABILITY:** The provisions of this contract are severable to the extent that any provision or application held to be invalid shall not affect any other provision or application of the contract which may remain in effect without the invalid provision or application.



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10. **RELATIONSHIP TO PARTIES:** It is clearly understood that each party will act in its individual capacity and not as an agent, employee, partner, joint venture, or associate of the other. An employee or agent of one party shall not be deemed or construed to be the employee or agent of the other for any purpose whatsoever. The Contractor is advised that taxes or Social Security payments will not be withheld from any City payments issued hereunder and that the Contractor should make arrangements to directly pay such expenses, if any.
11. **INTERPRETATION-PAROL EVIDENCE:** This contract represents the entire agreement of the Parties with respect to its subject matter, and all previous agreements, whether oral or written, entered into prior to this contract are hereby revoked and superseded by this contract. No representations, warranties, inducements or oral agreements have been made by any of the Parties except as expressly set forth herein, or in any other contemporaneous written agreement executed for the purposes of carrying out the provisions of this contract. This contract may not be changed, modified or rescinded except as provided for herein, absent a written agreement signed by both Parties. Any attempt at oral modification of this contract shall be void and of no effect.
12. **NO DELEGATION OR ASSIGNMENT:** Contractor shall not delegate any duty under this Contract, and no right or interest in this Contract shall be assigned by Contractor to any successor entity or third party, including but not limited to an affiliated successor or purchaser of Contractor or its assets, without prior written permission of the City. The City, at its option, may cancel this Contract in the event Contractor undertakes a delegation or assignment without first obtaining the City's written approval. Contractor agrees and acknowledges that it would not be unreasonable for the City to decline to approve a delegation or assignment that results in a material change to the services provided under this Contract or an increased cost to the City.
13. **SUBCONTRACTS:** No subcontract shall be entered into by the contractor with any other party to furnish any of the material, service or construction specified herein without the advance written approval of the City. The prime contractor shall itemize all sub-contractors which shall be utilized on the project. Any substitution of sub-contractors by the prime contractor shall be approved by the City and any cost savings will be reduced from the prime contractor's bid amount. All subcontracts shall comply with Federal and State laws and regulations which are applicable to the services covered by the subcontract and shall include all the terms and conditions set forth herein which shall apply with equal force to the subcontract and if the Subcontractor were the Contractor referred to herein. The Contractor is responsible for contract performance whether or not Subcontractors are used.
14. **RIGHTS AND REMEDIES:** No provision in this document or in the vendor's offer shall be construed, expressly or by implication, as waiver by the City of any existing or future right and/or remedy available by law in the event of any claim of default or breach of contract. The failure of the City to insist upon the strict performance of any term or condition of the contract or to exercise or delay the exercise of any right or remedy provided in the contract, or by law, or the City's acceptance of and payment for materials or services, shall not release the Contractor from any responsibilities or obligations imposed by this contract or by law, and shall not be deemed a waiver of any right of the City to insist upon the strict performance of the Contract.
15. **INDEMNIFICATION:** To the fullest extent permitted by law, the Contractor shall defend, indemnify and hold harmless the City, its agents, representatives, officers, directors, officials and employees from and against all claims, damages, losses and expenses (including but not limited to attorney fees, court costs, and the cost of appellate proceedings), relating to, arising out of, or alleged to have resulted from the acts, errors, mistakes, omissions, work or services of the Contractor, its employees, agents, or any tier of subcontractors in the performance of this Contract. Contractor's duty to defend, hold harmless and indemnify the City, its agents, representatives, officers, directors, officials and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, or injury to, impairment, or destruction of property including loss of use resulting there from, caused by any acts, errors, mistakes, omissions, work or services in the performance of this Contract including any employee of the Contractor or any tier of subcontractor or any other person for whose acts, errors, mistakes, omissions, work or services the Contractor may be legally liable.



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### Materials Management Procurement

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The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

16. **OVERCHARGES BY ANTITRUST VIOLATIONS:** The City maintains that, in practice, overcharges resulting from antitrust violations are borne by the purchaser. Therefore, to the extent permitted by law, the Contractor hereby assigns to the City any and all claims for such overcharges as to the goods and services used to fulfill the Contract.
17. **FORCE MAJEURE:** Except for payment for sums due, neither party shall be liable to the other nor deemed in default under this Contract if and to the extent that such party's performance of this Contract is prevented by reason of force Majeure. The term "*force majeure*" means an occurrence that is beyond the control of the party affected and occurs without its fault or negligence. Without limiting the foregoing, force majeure includes acts of God; acts of the public enemy; war; acts of terror, hate crimes affecting public order; riots; strikes; mobilization; labor disputes; civil disorders; fire; floods; lockouts, injunctions-intervention-acts, or failures or refusals to act by government authority; events or obstacles resulting from a governmental authority's response to the foregoing; and other similar occurrences beyond the control of the party declaring force majeure which such party is unable to prevent by exercising reasonable diligence. The force majeure shall be deemed to commence when the party declaring force majeure notifies the other party of the existence of the force majeure and shall be deemed to continue as long as the results or effects of the force majeure prevent the party from resuming performance in accordance with this Contract.

Force majeure shall not include the following occurrences:

- a. Late delivery of equipment or materials caused by congestion at a manufacturer's plant or elsewhere, an oversold condition of the market, inefficiencies, or similar occurrences.
- b. Late performance by a subcontractor unless the delay arises out of a force majeure occurrence in accordance with this Force Majeure term and Condition.

Any delay or failure in performance by either party hereto shall not constitute default hereunder or give rise to any claim for damages or loss of anticipated profits if, and to the extent that such delay or failure is caused by force majeure. If either party is delayed at any time in the progress of the work by force majeure, then the delayed party shall notify the other party in writing of such delay within forty-eight (48) hours commencement thereof and shall specify the causes of such delay in such notice. Such notice shall be hand delivered or mailed *Certified-Return Receipt* and shall make a specific reference to this article, thereby invoking its provisions. The delayed party shall cause such delay to cease as soon as practicable and shall notify the other party in writing. The time of completion shall be extended by contract modification for a period of time equal to the time that the results or effects of such delay prevent the delayed party from performing in accordance with this contract.

18. **RIGHT TO ASSURANCE:** Whenever one party to this contract in good faith has reason to question the other party's intent to perform he may demand that the other party give a written assurance of this intent to perform. In the event that a demand is made and no written assurance is given within five (5) days, the demanding party may treat this failure as an anticipatory repudiation of the Contract.
19. **RIGHT TO AUDIT RECORDS:** The City may, at reasonable times and places, audit the books and records of any Contractor as related to any contract held with the City. This right to audit also empowers the City to inspect the papers of any Contractor or Subcontractor employee who works on this contract to ensure that the Contractor or Subcontractor is complying with the Contractor Immigration Warranty made pursuant to Paragraph 3 above. Retention of all required records for three (3) years after final payments are made and all other pending matters are closed.
20. **RIGHT TO INSPECT PLANT:** The City may, at reasonable times, inspect the part of the plant or place of business of a Contractor or Subcontractor which is related to the performance of any contract as awarded or to be awarded.



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21. **WARRANTIES:** Contractor warrants that all material, service or construction delivered under this contract shall conform to the specifications of this contract. Unless otherwise stated in Contractor's response, the City is responsible for selecting items, their use, and the results obtained from any other items used with the items furnished under this contract. Mere receipt of shipment of the material/service specified and any inspection incidental thereto by the City shall not alter or affect the obligations of the Contractor or the rights of the City under the foregoing warranties. Additional warranty requirements may be set forth in the solicitation.
22. **INSPECTION:** All material and/or services are subject to final inspection and acceptance by the City. Materials and/or services failing to conform to the specifications of this Contract will be held at Contractor's risk and may be returned to the Contractor. If so returned, all costs are the responsibility of the Contractor. The City may elect to do any or all:
  - a. Waive the non-conformance.
  - b. Stop the work immediately.
  - c. Bring material into compliance.

This shall be accomplished by a written determination for the City.
23. **TITLE AND RISK OF LOSS:** The title and risk of loss of material and/or service shall not pass to the City until the City actually receives the material or service at the point of delivery, unless otherwise provided within this Contract.
24. **NO REPLACEMENT OF DEFECTIVE TENDER:** Every tender of materials shall fully comply with all provisions of the Contract. If a tender is made which does not fully conform, this shall constitute a breach of the Contract as a whole.
25. **DEFAULT IN ONE INSTALLMENT TO CONSTITUTE TOTAL BREACH:** Contractor shall deliver conforming materials in each installment of lot of this Contract and may not substitute nonconforming materials. Delivery of nonconforming materials or a default of any nature, at the option of the City, shall constitute a breach of the Contract as a whole.
26. **SHIPMENT UNDER RESERVATION PROHIBITED:** Contractor is not authorized to ship materials under reservation and no tender of a bill of lading will operate as a tender of the materials.
27. **LIENS:** All materials, service or construction shall be free of all liens, and if the City requests, a formal release of all liens shall be delivered to the City.
28. **LICENSES:** Contractor shall maintain in current status all Federal, State and Local licenses and permits required for the operation of the business conducted by the Contractor as applicable to this Contract.
29. **PATENTS AND COPYRIGHTS:** All services, information, computer program elements, reports and other deliverables, which may be patented or copyrighted and created under this contract are the property of the City and shall not be used or released by the Contractor or any other person except with the prior written permission of the City.
30. **PREPARATION OF SPECIFICATIONS BY PERSONS OTHER THAN CITY PERSONNEL:** All specifications shall seek to promote overall economy for the purposes intended and encourage competition and not be unduly restrictive in satisfying the City's needs. No person preparing specifications shall receive any direct or indirect benefit from the utilization of specifications, other than fees paid for the preparation of specifications.
31. **COST OF BID/PROPOSAL PREPARATION:** The City shall not reimburse the cost of developing presenting or providing any response to this solicitation. Offers submitted for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner.



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32. **PUBLIC RECORD:** All offers submitted in response to this solicitation shall become the property of the City and shall become a matter of public record available for review, subsequent to the award notification, in accordance with the City's Procurement Code. However, subsequent to the award of the contract, any information and documents obtained by the City during the course of an audit conducted in accordance with Paragraph 19 above for the purpose of determining compliance by Contractor or a Subcontractor with the Contractor Immigration Warranty mandated by Paragraph 3 above shall remain confidential and shall not be made available for public review or produced in response to a public records request, unless the City is ordered or otherwise directed to do so by a court of competent jurisdiction.
33. **ADVERTISING:** Contractor shall not advertise or publish information concerning this Contract, without prior written consent of the City.
34. **DELIVERY ORDERS:** The City shall issue a Purchase Order for the material and/or services covered by this contract. All such documents shall reference the contract number as indicated on the Offer and Contract Award (COP Form 203).
35. **FUNDING:** Any contract entered into by the City of Peoria is subject to funding availability. Fiscal years for the City of Peoria are July 1 to June 30. The City Council approves all budget requests. If a specific funding request is not approved, the contract shall be terminated.
36. **PAYMENT:** A separate invoice shall be issued for each shipment of material or service performed, and no payment will be issued prior to receipt of material and/or services and correct invoice.
37. **PROHIBITED LOBBYING ACTIVITIES:** The Offeror, his/her agent or representative shall not contact, orally or in any written form any City elected official or any City employee other than the Materials Management Division, the procuring department, City Manager, Deputy City Manager or City Attorney's office (for legal issues only) regarding the contents of this solicitation or the solicitation process commencing from receipt of a copy of this request for proposals and ending upon submission of a staff report for placement on a City Council agenda. The Materials Manager shall disqualify an Offeror's proposal for violation of this provision. This provision shall not prohibit an Offeror from petitioning an elected official after submission of a staff report for placement on a City Council agenda or engaging in any other protected first amendment activity after submission of a staff report for placement on a City Council agenda.



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1. **Purpose:** Pursuant to provisions of the City Procurement Code, the City of Peoria, Materials Management Division intends to establish a contract for **Electronic Patient Care Records (EPCR) System**.
2. **Authority:** This Solicitation as well as any resultant contract is issued under the authority of the City. No alteration of any resultant contract may be made without the express written approval of the City Materials Manager in the form of an official contract amendment. Any attempt to alter any contract without such approval is a violation of the contract and the City Procurement Code. Any such action is subject to the legal and contractual remedies available to the City inclusive of, but not limited to, contract cancellation, suspension and/or debarment of the contractor.
3. **Offer Acceptance Period:** In order to allow for an adequate evaluation, the City requires an offer in response to this Solicitation to be valid and irrevocable for one-hundred-eighty (180) days after the opening time and date.
4. **Cooperative Purchasing:** Any contract resulting from this solicitation shall be for the use of the City of Peoria. In addition, specific eligible political subdivisions and nonprofit educational or public health institutions may also participate at their discretion. In order to participate in any resultant contract, a political subdivision or nonprofit educational or public health institution must have been invited to participate in this specific solicitation and the contractor must be in agreement with the cooperative transaction. In addition to cooperative purchasing, any eligible agency may elect to participate (piggyback) on any resultant contract; the specific eligible political subdivision, nonprofit educational or public health institution and the contractor must be in agreement.  
  
Any orders placed to the successful contractor will be placed by the specific agencies participating in this purchase. Payment for purchases made under this agreement will be the sole responsibility of each participating agency. The City shall not be responsible for any disputes arising out of transactions made by others.
5. **Contract Type:** Fixed Price
6. **Term of Contract:** The term of any resultant contract shall commence on the date of award and shall continue for a period of one (1) year thereafter, unless terminated, cancelled or extended as otherwise provided herein.
7. **Contract Extension:** By mutual written contract amendment, any resultant contract may be extended for supplemental periods of up to a maximum of forty-eight (48) months.
8. **Affirmative Action Report:** It is the policy of the City of Peoria that suppliers of goods or services to the City adhere to a policy of equal employment opportunity and demonstrate an affirmative effort to recruit, hire, and promote regardless of race, color, religion, gender, national origin, age or disability. The City of Peoria encourages diverse suppliers to respond to solicitations for products or services. Compliance with Executive Order 11246 of September 24, 1965, entitled "Equal Employment Opportunity," as amended by Executive Order 11375 of October 13, 1967, and as supplemented in Department of Labor regulations (41 CFR Chapter 60).
9. **Proposal Format:** Proposals shall be submitted in one (1) original, six (6) copies and one (1) CD on the forms and in the format as contained in the Request for Proposal. Proposals shall be on 8 1/2" & 11" paper with the text on one side only.
10. **Evaluation:** In accordance with the City of Peoria Procurement Code, awards shall be made to the responsible offeror whose proposal is determined in writing to be the most advantageous to the City, based upon the evaluation criteria listed in the Scope of Work.
11. **Discussions:** In accordance with the City of Peoria Procurement Code, after the initial receipt of proposals, discussions may be conducted with offerors who submit proposals determined to be reasonably susceptible of being selected for award.
12. **Proposal Opening:** Proposals shall be submitted at the time and place designated in the request for proposals. All information contained in the proposals shall be deemed as exempt from public disclosure based on the City's need to avoid



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disclosure of contents prejudicial to competing offerors during the process of negotiation. The proposals shall not be open for public inspection until after contract award. After contract award, the successful proposal and the evaluation documentation shall be open for public inspection.

13. **Permits and Approvals:** Contractor agrees and undertakes to obtain necessary permits and approvals from all local, state and federal authorities for the project.
14. **Payment:** Payment will be by milestones, as agreed upon during contract negotiations, with final payment due upon final acceptance by the City.
15. **Compensation:** Compensation for services shall be based upon fees negotiated, including all approved costs and expenses incurred in connection with the project; including but not limited to, telephone and other communications, reproduction of documents, special consultants (as approved by the City) and computer costs.
16. **Acceptance:** Determination of the acceptability of work shall be completed in a responsive and professional manner and in accordance with the specifications, schedules, or plans which are incorporated in the Scope of Work.
17. **Shipping Terms:** Prices shall be F.O.B. Destination to the delivery location designated herein. Contractor shall retain title and control of all goods until they are delivered and the contract of coverage has been completed. All risk of transportation and all related charges shall be the responsibility of the contractor. All claims for visible or concealed damage shall be filed by the contractor. The City will notify the contractor promptly of any damaged goods and shall assist the contractor in arranging for inspection.
18. **Insurance Requirements:** The Contractor, at Contractor's own expense, shall purchase and maintain the herein stipulated minimum insurance with companies duly licensed, possessing a current A.M. Best, Inc. Rating of A-, or approved unlicensed in the State of Arizona with policies and forms satisfactory to the City.

All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted; failure to do so may, at the sole discretion of the City, constitute a material breach of this Contract.

The Contractor's insurance shall be primary insurance as respects the City, and any insurance or self-insurance maintained by the City shall not contribute to it.

Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect coverage afforded under the insurance policies to protect the City.

The insurance policies, except Workers' Compensation, shall contain a waiver of transfer rights of recovery (subrogation) against the City, its agents, representatives, directors, officers, and employees for any claims arising out of the Contractor's acts, errors, mistakes, omissions, work or service.

The insurance policies may provide coverage which contains deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to the City under such policies. The Contractor shall be solely responsible for the deductible and/or self-insured retention and the City, at its option, may require the Contractor to secure payment of such deductibles or self-insured retentions by a Surety Bond or an irrevocable and unconditional letter of credit.

The City reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance policies and/or endorsements. The City shall not be obligated, however, to review same or to advise Contractor of any deficiencies in such policies and endorsements, and such receipt shall not relieve Contractor from, or be deemed a waiver of the City's right to insist on, strict fulfillment of Contractor's obligations under this Contract.



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The insurance policies, except Workers' Compensation and Professional Liability, required by this Contract, shall name the City, its agents, representatives, officers, directors, officials and employees as Additional Insured's.

#### 19. Required Insurance Coverage:

##### a. Commercial General Liability

Contractor shall maintain Commercial General Liability insurance with a limit of not less than \$1,000,000 for each occurrence with a \$2,000,000 Products/Completed Operations Aggregate and a \$2,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage including, but not limited to, the liability assumed under the indemnification provisions of this Contract which coverage will be at least as broad as Insurance Service Office, Inc. Policy Form CG 00011207 or any replacements thereof. The coverage shall not exclude X, C, U.

Such policy shall contain a severability of interest provision, and shall not contain a sunset provision or commutation clause, or any provision which would serve to limit third party action over claims.

The Commercial General Liability additional insured endorsement shall be at least as broad as the Insurance Service Office, Inc.'s Additional Insured, Form B, CG 20370704, and shall include coverage for Contractor's operations and products and completed operations.

Any Contractor subcontracting any part of the work, services or operations awarded to the Contractor shall purchase and maintain, at all times during prosecution of the work, services or operations under this Contract, an Owner's and Contractor's Protective Liability insurance policy for bodily injury and property damage, including death, which may arise in the prosecution of the Contractor's work, service or operations under this Contract. Coverage shall be on an occurrence basis with a limit not less than \$1,000,000 per occurrence, and the policy shall be issued by the same insurance company that issues the Contractor's Commercial General Liability insurance.

##### b. Automobile Liability

Contractor shall maintain Commercial/Business Automobile Liability insurance with a combined single limit for bodily injury and property damage of not less than \$1,000,000 each occurrence with respect to the Contractor's any owned, hired, and non-owned vehicles assigned to or used in performance of the Contractor's work. Coverage will be at least as broad as coverage code 1, "any auto", (Insurance Service Office, Inc. Policy Form CA 00010306, or any replacements thereof). Such insurance shall include coverage for loading and off loading hazards. If hazardous substances, materials or wastes are to be transported, MCS 90 endorsement shall be included and \$5,000,000 per accident limits for bodily injury and property damage shall apply.

##### c. Workers' Compensation

The Contractor shall carry Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of Contractor's employees engaged in the performance of the work or services; and, Employer's Liability insurance of not less than \$100,000 for each accident, \$100,000 disease for each employee, and \$500,000 disease policy limit.

In case any work is subcontracted, the Contractor will require the Subcontractor to provide Workers' Compensation and Employer's Liability to at least the same extent as required of the Contractor.

##### d. Professional Liability



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The Contractor retained by the City to provide the work or service required by this Contract will maintain Professional Liability insurance covering acts, errors, mistakes and omissions arising out of the work or services performed by the Contractor, or any person employed by the Contractor, with a limit of not less than \$1,000,000 each claim.

20. **Certificates of Insurance:** Prior to commencing work or services under this Contract, Contractor shall furnish the City with Certificates of Insurance, or formal endorsements as required by the Contract, issued by Contractor's insurer(s), as evidence that policies providing the required coverage's, conditions and limits required by this Contract are in full force and effect.

In the event any insurance policy(ies) required by this contract is(are) written on a "Claims made" basis, coverage shall extend for two years past completion and acceptance of the Contractor's work or services and as evidenced by annual Certificates of Insurance.

If a policy does expire during the life of the Contract, a renewal certificate must be sent to the City fifteen (15) days prior to the expiration date.

All Certificates of Insurance shall be identified with bid serial number and title. A \$25.00 administrative fee will be assessed for all certificates received without the appropriate bid serial number and title.

21. **Cancellation and Expiration Notice:** Insurance required herein shall not expire, be canceled, or materially changed without thirty (30) days prior written notice to the City.

22. **Independent Contractor:**

a. General

- i. The Contractor acknowledges that all services provided under this Agreement are being provided by him as an independent contractor, not as an employee or agent of the City Manager or the City of Peoria.
- ii. Both parties agree that this Agreement is nonexclusive and that Contractor is not prohibited from entering into other contracts nor prohibited from practicing his profession elsewhere.

b. Liability

- i. The City of Peoria shall not be liable for any acts of Contractor outside the scope of authority granted under this Agreement or as the result of Contractor's acts, errors, misconduct, negligence, omissions and intentional acts.
- ii. To the fullest extent permitted by law, the Contractor shall defend, indemnify and hold harmless the City, its agents, representatives, officers, directors, officials and employees from and against all claims, damages, losses and expenses (including but not limited to attorney fees, court costs, and the cost of appellate proceedings), relating to, arising out of, or alleged to have resulted from the acts, errors, mistakes, omissions, work or services of the Contractor, its employees, agents, or any tier of subcontractors in the performance of this Contract. Contractor's duty to defend, hold harmless and indemnify the City, its agents, representatives, officers, directors, officials and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, or injury to, impairment, or destruction of property including loss of use resulting there from, caused by any acts, errors, mistakes, omissions, work or services in the performance of this Contract including any employee of the Contractor or any tier of subcontractor or any other person for whose acts, errors, mistakes, omissions, work or services the Contractor may be legally liable.

The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.



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c. **Other Benefits**

The Contractor is an independent contractor; therefore, the City Manager will not provide the Contractor with health insurance, life insurance, workmen's compensation, sick leave, vacation leave, or any other fringe benefits. Further, Contractor acknowledges that he is exempt from coverage of the Comprehensive Benefit and Retirement Act (COBRA). Any such fringe benefits shall be the sole responsibility of Contractor.

23. **Key Personnel:** It is essential that the Contractor provide adequate experienced personnel, capable of and devoted to the successful accomplishment of work to be performed under this contract. The Contractor must agree to assign specific individuals to the key positions.

- a. The Contractor agrees that, once assigned to work under this contract, key personnel shall not be removed or replaced without written notice to the City.
- b. If key personnel are not available for work under this contract for a continuous period exceeding 30 calendar days, or are expected to devote substantially less effort to the work than initially anticipated, the Contractor shall immediately notify the City, and shall, subject to the concurrence of the City, replace such personnel with personnel of substantially equal ability and qualifications.

24. **Confidential Information:**

- a. If a person believes that a bid, proposal, offer, specification, or protest contains information that should be withheld, a statement advising the Materials Supervisor of this fact shall accompany the submission and the information shall be identified.
- b. The information identified by the person as confidential shall not be disclosed until the Materials Supervisor makes a written determination.
- c. The Materials Supervisor shall review the statement and information and shall determine in writing whether the information shall be withheld.
- d. If the Materials Supervisor determines to disclose the information, the Materials Supervisor shall inform the bidder in writing of such determination.

25. **Confidentiality of Records:** The contractor shall establish and maintain procedures and controls that are acceptable to the City for the purpose of assuring that information contained in its records or obtained from the City or from others in carrying out its functions under the contract shall not be used or disclosed by it, its agents, officers, or employees, except as required to efficiently perform duties under the contract. Persons requesting such information should be referred to the City. Contractor also agrees that any information pertaining to individual persons shall not be divulged other than to employees or officers of contractor as needed for the performance of duties under the contract.

26. **Identity Theft Prevention:** The Contractor shall establish and maintain Identity Theft policies, procedures and controls for the purpose of assuring that "personal identifying information," as defined by A.R.S. § 13-2001(10), as amended, contained in its records or obtained from the City or from others in carrying out its responsibilities under the Contract, is protected at all times and shall not be used by or disclosed to unauthorized persons. Persons requesting such information should be referred to the City. Contractor also agrees that any "personal identifying information" shall not be disclosed other than to employees or officers of Contractor as needed for the performance of duties under the Contract. Contractor agrees to maintain reasonable policies and procedures designed to detect, prevent and mitigate the risk of identity theft. Contractor is required under this contract to review the City of Peoria's Identity Theft Program and to report to the Program Administrator



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any Red Flags as defined within that program. At a minimum, the contractor will have the following Identity Theft procedures in place:

- a. Solicit and retain only the “personal identifying information” minimally necessary for business purposes related to performance of the Contract.
- b. Ensure that any website used in the performance of the contract is secure. If a website that is not secure is to be used, the City shall be notified in advance before any information is posted. The City reserves the right to restrict the use of any non-secure websites under this contract.
- c. Ensure complete and secure destruction of any and all paper documents and computer files at the end of the contract's retention requirements.
- d. Ensure that office computers are password protected and that computer screens lock after a set period of time.
- e. Ensure that offices and workspaces containing customer information are secure.
- f. Ensure that computer virus protection is up to date.

27. **Ordering Process:** Upon award of a contract by the City of Peoria, Materials Management Division may procure the specific material and/or service awarded by the issuance of a purchase order to the appropriate contractor. The award of a contract shall be in accordance with the City of Peoria Procurement Code and all transactions and procedures required by the Code for public bidding have been complied with. A purchase order for the awarded material and/or service that cites the correct contract number is the only document required for the department to order and the contractor to deliver the material and/or service.

Any attempt to represent any material and/or service not specifically awarded as being under contract with the City of Peoria is a violation of the contract and the City of Peoria Procurement Code. Any such action is subject to the legal and contractual remedies available to the City inclusive of, but not limited to, contract cancellation, suspension and/or debarment of the contractor.

28. **Licenses:** Contractor shall maintain in current status all Federal, State and Local licenses and permits required for the operation of the business conducted by the Contractor.
29. **Cancellation:** The City reserves the right to cancel the whole or any part of this contract due to failure by the contractor to carry out any obligation, term or condition of the contract. The City will issue written notice to the contractor for acting or failing to act as in any of the following:
- a. The contractor provides material that does not meet the specifications of the contract;
  - b. The contractor fails to adequately perform the services set forth in the specifications of the contract;
  - c. The contractor fails to complete the work required or to furnish the materials required within the time stipulated in the contract;
  - d. The contractor fails to make progress in the performance of the contract and/or gives the City reason to believe that the contractor will not or cannot perform to the requirements of the contract.

Upon receipt of the written notice of concern, the contractor shall have ten (10) days to provide a satisfactory response to the City. Failure on the part of the contractor to adequately address all issues of concern may result in the City resorting to any single or combination of the following remedies:

- a. Cancel any contract;
- b. Reserve all rights or claims to damage for breach of any covenants of the contract;



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- c. Perform any test or analysis on materials for compliance with the specifications of the contract. If the results of any test or analysis find a material non-compliant with the specifications, the actual expense of testing shall be borne by the contractor;
  - d. In case of default, the City reserves the right to purchase materials, or to complete the required work in accordance with the City Procurement Code. The City may recover any actual excess costs from the contractor by:
    - i. Deduction from an unpaid balance;
    - ii. Any combination of the above or any other remedies as provided by law.
30. **Project Travel Reimbursable Expenses:** If travel expenses are allowed as part of the contract the reimbursable expenses will be as follows. All expenses will be billed to the City at cost without markup. The City generally pays for travel to from the Corporate office location, unless otherwise approved. Copies of bills for expenses are to be submitted with the invoice. Travel time to and from job site is excluded from this contract. There will be no allowances for parking or personal car mileage. No incidentals for travel of any kind are allowed under this contract.
- The following is a list of allowable travel expenses under this contract agreement:
- a. Transportation:
    - i. Air Transportation – coach class fares, minimum 14 days advanced purchase, unless otherwise agreed upon.
    - ii. Car Rental – mid size car, gas for rental car (City assumes no liability regarding additional insurance costs).
  - b. Lodging and Meals:
    - i. Meals – three meals per day, at the current federal per diem rate for Maricopa County.
    - ii. Lodging – not to exceed the current federal rate for Maricopa County. Vendors are encouraged to stay in hotels located within the City of Peoria when practical. A listing of accommodations within Peoria can be found on the following website: <http://visitpeoriaaz.com/accommodations.php>



## SCOPE OF WORK

Solicitation Number: **P10-0057**

### Materials Management Procurement

9875 N. 85<sup>th</sup> Ave., 2<sup>nd</sup> Fl.  
Peoria, Arizona 85345-6560  
Phone: (623) 773-7115  
Fax: (623) 773-7118

### 1. SCOPE AND ENVIRONMENT

Peoria, Arizona, located in the Northwest Phoenix metropolitan area, is one of the fastest growing municipalities in the United States. In a few short years, Peoria has transformed from a small farming community into a business and medical hub for the Northwest Valley area. The City of Peoria extends over 162 square miles making it the fourth largest incorporated area in Arizona. Peoria's population rapidly grew from 12,000 in 1980 to a current population of approximately 158,000. It was the fifth fastest growing city (over 100,000) in the United States during the past decade.

The City of Peoria Fire Department responds to approximately 12,000 Fire and Emergency Medical Services (EMS) calls per year and typically averages 8 concurrent users on the currently-installed Fire Records System; proposed solutions should easily accommodate the present level of usage and provide for future growth of 5% annually.

Peoria is seeking a Windows-based EPCR (Electronic Patient Care Records) to integrate with Zoll's FireRMS. Proposed solutions shall be comprehensive proposals that include software, installation on networked computers, training, support and implementation. If a Proposer has more than one solution or project approach that will meet the requirements contained in this RFP, each solution must be proposed separately so that the City can compare and contrast each proposal on its own merits. The exception to this is offering both a vendor-hosted and self-hosted solution; these should be included in one response in a format that provides for easy comparison of the two options. If necessary to meet the requirements contained in this RFP, a Proposer (the primary vendor) may joint venture or subcontract with professional service consultants and/or other vendors; but any/all such ventures must be clearly identified in the proposal.

The Peoria Fire Department currently has 145 members and an administrative staff of 11. Currently there are eight stations with 10 front line apparatus and three reserve apparatus. There are three shifts with crews working 24 hours shifts with 48 hours off. Initial incident information and updates are provided through the Phoenix Regional Dispatch Center CAD; an interface with this system will be a requirement.

### 2. CITY NETWORK AND COMPUTER SYSTEM ENVIRONMENTS

Technical fit is evaluated for all hardware and software purchased for the City of Peoria.

#### 2.1. Current Standards

The City of Peoria complies with (and requires vendors who provide applicable solutions to help uphold and adhere to:

2.1.1. The Payment Card Industry (PCI) Data Security Standard (DSS)

([https://www.pcisecuritystandards.org/security\\_standards/pci\\_dss.shtml](https://www.pcisecuritystandards.org/security_standards/pci_dss.shtml))

2.1.2. The Health Insurance Portability and Accountability Act of 1996 (HIPAA, Title II)

([http://www.cms.hhs.gov/HIPAAgenInfo/01\\_Overview.asp#TopOfPage](http://www.cms.hhs.gov/HIPAAgenInfo/01_Overview.asp#TopOfPage))

2.1.3. The Arizona Department of Public Safety Data and Network Security standards

2.1.4. Additionally, the City of Peoria embraces Microsoft's Best Practices recommendations.

#### 2.2. Network Infrastructure

Cisco Switched 10/100 network utilizing TCP/IP is the only network protocol. Municipal complex connected with GB fiber connections with remote locations primarily running on T1 connections. The network consists of converged voice and data running Cisco VoIP with QOS.

#### 2.3. Servers

HP Proliant servers running Microsoft Windows 2003 and Windows 2008 operating systems (latest Service Pack and Critical Updates applied), Windows 2003 Active Directory, Norton Antivirus Enterprise, Comm Vault Galaxy backup agents, HP System Insight Manager agents, and EMC storage agents for SAN connectivity and management.



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### 2.4. Supported Virtual Environments

VMWare ESX4.

### 2.5. Storage Area Network

EMC CLARiION CX500 attached to Cisco 9216 Fiber Channel Switches.

### 2.6. Databases

Microsoft SQL Server 2005/2008 with latest service packs and critical updates. Microsoft enterprise per seat licensing in place, per processor purchased when required.

### 2.7. Web Servers

Windows 2003/2008.

### 2.8. Web Application Servers

Currently using but not limited to: Microsoft IIS, Cold Fusion MX7.0, Apache-Jakarta-Tomcat Servlet.

### 2.9. Web Applications

Currently using but not limited to ASP/JSP/ASP.Net.

### 2.10. Payment Processing

The primary payment processing application is VeriSign Payflow Pro (All public web servers are isolated from the City Network in an DMZ); the Class system uses its own payment server.

### 2.11. Email

Microsoft Exchange 2007 with Outlook 2007 client.

### 2.12. Application Systems

Client-server or browser-based clients.

### 2.13. Electronic Document Management

Alchemy, iCapture (Sales Tax Division, Police Department), OnBase.

### 2.14. Reporting Tool

Crystal Reports and/or Business Objects (single licenses), Microsoft Access Reporting, Report Server, SQL Reporting Services/Visual Studio Business Intelligence

### 2.15. GIS

Desktop ArcGIS Version 9.3, ArcView and ArcINFO licensing levels; Server ArcSDE Version 9.3 running on MS SQL Server; Internet/Intranet Mapping System ArcIMS 9.2 – Intranet Only access, ArcGIS Server 9.2 environment. Peoria will begin development of ArcGIS Server applications in the 9.3 environment.

### 2.16. Workstations

Base Unit:	OptiPlex 780 Small Form Factor Base Standard PSU (224-6876)
Processor:	OptiPlex 780, Core 2 Duo E7500 with VT/2.93GHz,3M,1066FSB (317-2456)
Memory:	2GB,Non-ECC,1066MHz DDR3,2X1GB,Dell OptiPlex 780 (317-2595)
Monitor:	Dell Professional 17 Inch Monitor P190S,HAS,USB,OptiPlex,Precision,Latitude,Enterprise (320-1090)



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Video Card:	Integrated Video,GMA 4500,DellOptiPlex 760 and 960 (320-7407)
Hard Drive:	160GB SATA 3.0Gb/s and 8MB Data Burst Cache,Dell OptiPlex 780 (341-9792)
Floppy Disk Drive:	No Media Card Reader,Filler Panel,Dell OptiPlex 780 Small Form Factor (341-9768)

### 2.17. Printers

Dell and HP hardware.

### 2.18. Remote Access

Cisco VPN, Citrix Application Server.

### 2.19. Future Technical Direction

The vision for the future of information flow is web-based, thin-client applications for integrating and viewing data from various sources, including EPCR and FireRMS. Application integration with Windows-based security management facilities, such as Active Directory, is desired. Proposed solutions that include web-based or web-enabled technologies for application access and manipulation are preferable. The City is also pursuing various wireless solutions; the City will expand the use of its implemented EPCR to enable the deployment of hand-held devices to be used by EMS personnel for data gathering purposes while in the field.

## 3. PROPOSAL REQUIREMENTS

### 3.1. Executive Summary

Proposals shall include an "executive summary" of the proposed solution, including but not limited to, system highlights, significant features, a system overview, general conclusions, and other pertinent information regarding the proposed system that will help the City evaluate the Proposer's Proposal. The system overview should include such information as overall system flow, how each component interfaces with the others, how the proposed system will interface with the City's network environment, and examples of how functions are performed by a system user. Samples of menus, screens, and Proposer-defined reports should be provided as a part of the Proposal.

### 3.2. Company and Application Data

Proposals shall include the Proposer's corporate information, including:

- 3.2.1.Name, corporate address, federal taxpayer ID number, and number of years in business under current company organization.
- 3.2.2.Type and number of employees committed to the product and the support being proposed. Include the number of years with the company and the knowledge of medical terminology and practices.
- 3.2.3.Audited financial statements for the three most recently reported years.
- 3.2.4.Copies of the most recent financial rating report issued by an investment credit rating agency such as Moody's Investors Service, Standard and Poor's, etc.
- 3.2.5.Breakdown of revenue between new license fees, maintenance, and upgrade charges for last year for the product(s) being proposed.

Proposals shall include the Proposer's application information, including:

- 3.2.6.Percent market share for this product and what measurements are being used to calculate this.
- 3.2.7.A three year history of software releases for the product being proposed (include dates, versions, and major enhancements for each release).



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- 3.2.8.Plans for future releases.
- 3.2.9.Indicate research and development spending for the product(s) being proposed over the past three years.
- 3.2.10. Government standards/regulatory bodies complied with, especially indicating if it is NEMSIS certified and, if so, list the degree of your NEMSIS certification. Also provide plans for maintaining current NEMSIS certification and include any additional costs to the City associated with updating to future NEMSIS certification requirements.
- 3.2.11. Portion of the product being proposed developed internally vs. acquired or contracted.
- 3.2.12. List any software companies that resell/repackage the product being proposed, and provide the name under which it is resold/re-packaged.
- 3.2.13. Percentage of all of your organization's ePCR implementations in production that are fire-based services. (Provide reference list).
- 3.2.14. Number of annual incidents responded to by your largest and smallest fire-based service agencies that are in production with your ePCR.
- 3.2.15. The method used to periodically evaluate the business processes that the product supports.
- 3.2.16. Steps taken to ensure that regulatory changes from federal, state, and local government agencies and other regulatory organizations are addressed and distributed in software revisions as soon as possible.

### 3.3. References

Proposers must include as part of their proposal a minimum of three (3) favorable references, presently using the proposed product and the references' systems should each be comparable in size or larger than the City's requirements. Per the Minimum Functional Requirements, one (1) of these three (3) references must be presently using the System functionality proposed and must be located within the United States or Canada. Peoria strongly prefers references that are utilizing the same version of the Proposer's System as that proposed to Peoria. Proposers should also submit a minimum of three (3) references presently contracting with the Proposer for System maintenance. The same references may be used for both requirements. The City is particularly interested in installations in the Phoenix metropolitan area public sector agencies. The City reserves the right to contact other known Proposer customers for additional references.

All Systems referenced should be installed and in production at a paying customer site for a minimum of ninety (90) days prior to the Proposal Due Date. Proposers should include the following for each reference:

- 3.3.1.Company Name
- 3.3.2.Business Address
- 3.3.3.Name and Title of Contact
- 3.3.4.Telephone Number and Email Address of Contact
- 3.3.5.Description of System, including version number
- 3.3.6.Date Installed, total licenses granted and/or total # of workstations that access the system
- 3.3.7.The specific business data model application(s) being used.

### 3.4. Project Approach

Proposers shall provide a description of the standard project approach used in implementation. This description should include:

- 3.4.1.The City will perform overall project management. Describe what provisions you will make to provide a project manager for your staff who will support overall project objectives and work effectively with the City project manager and staff.



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- 3.4.1.1. Include the time that your project manager will spend on site in Peoria and the percentage of their total time that will be dedicated to the Peoria implementation.
- 3.4.1.2. Provide the experience and resume of the suggested project manager and a back up project manager should he/she not be available at project start.
- 3.4.1.3. Provide their base location, EMS and technical background, examples of successful projects and references from other customers. These references should be for your system or another ePCR system the project manager led to completion and implementation in production.

3.4.2. Names, roles and responsibilities and resumes of all personnel to be assigned to the project. If this includes the use of sub-contractors, sub-contractor personnel should be clearly identified.

3.4.3. Schedule for project implementation. The schedule must include duration for each task but does not need to include actual dates and should indicate personnel (both City and Vendor) are required. The schedule must include (but is not limited to) the following tasks:

- 3.4.3.1. Design work sessions and reviews;
- 3.4.3.2. Basic configuration;
- 3.4.3.3. Advanced development and configuration (integrations, interfaces and conversions);
- 3.4.3.4. Installation on server, client workstations and field devices;
- 3.4.3.5. Report development/configuration;
- 3.4.3.6. User testing and acceptance;
- 3.4.3.7. Training;
- 3.4.3.8. Go Live activities; and
- 3.4.3.9. Post Go Live Support.

3.4.4. Please state the assumptions that are implicit in your implementation timetable (City resources, your resources, third parties, etc.) and list the effect(s) of those assumptions not being met.

3.4.5. Give details for onsite support associated with go live and post go live activities (support times, contact mechanisms, etc).

### 3.5. Costs

Proposers shall submit a pricing proposal which includes:

3.5.1. All required modules of the proposed application.

3.5.2. Any optional modules of the proposed application. This should include billing-related modules, even though these are not a requirement of the implementation at this time.

3.5.3. Any costs associated with 3rd party applications, interfaces, modules or tools. These may be listed separately if the fee will not be paid directly to the Proposer but MUST be included.

3.5.4. Any Professional Service fees associated with the project. Also, include hourly rates for any possible future services that may be needed.

3.5.5. Estimated travel time and expenses. The City generally pays for travel to and from the Proposer's corporate office location for all personnel.

### 3.6. Training

Proposers shall submit a training plan that outlines the proposed training for the system. The training shall be conducted on site at the City of Peoria.



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3.6.1. Describe training for the typical system user training to address those issues that will be encountered during day-to-day use. Be sure to include training on all system functionality—including screen and report use—and ad hoc report creation and use.

3.6.2. Describe training for the system administrator.

3.6.3. Describe technical training for City IT staff. Please address how you will address training on the responsibilities related to system operation and management, security, problem identification, and problem resolution.

3.6.4. Describe the instructors expertise in specific fields. (For example do experienced paramedics conduct the end user training, IT personnel conduct the technical training, support personnel conduct the administrative training etc.)

3.6.5. List each training module, its length and if optional or required.

3.6.6. How long will a “computer savvy” user need to get as fast as with paper after the implementation?

3.6.7. How long will a “computer reluctant” user need to get as fast as with paper after the implementation?

3.6.8. How long will an “average” computer user need to get as fast as with paper after the implementation?

### 3.7. Software

Proposers shall provide a functional diagram of all components of the proposed solution necessary to meet the business needs of the proposal. The Proposer shall also provide a separate table that lists all the components, with following information for each:

3.7.1. Component name

3.7.2. Brief functional description

3.7.3. Indication as to whether the component is essential or optional for each level of functionality proposed by the Proposer

3.7.4. Indication as to whether the component is owned and developed by the Proposer, or is Bundled Technology, or is Third Party Technology.

3.7.5. Indication as to whether a Bundled Technology component is licensed under any special terms and conditions (e.g., a third-party sublicense agreement).

3.7.6. Vendor contact information for any Third Party Technology that is recommended

### 3.8. Hosting

Proposed solutions may be presented as vendor-hosted, self-hosted or including both options. If both options are presented:

3.8.1. The cost portion of the proposal must include separate and distinct pricing for each option.

3.8.2. Any differences in the responses to the technical and functional requirements should be clearly listed.



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3.8.3. Proposer may describe the benefits and restrictions of each option and recommend which would be more favorable to the City.

### 3.9. Support Levels

Proposers shall submit a detailed description of their warranty and extended maintenance levels of support, including descriptions of software update frequency and processes, problem tracking procedures, methods of notification, support response time, and problem escalation procedures.

#### 3.9.1. Warranty

The solution supplied under this specification shall be fully guaranteed by the Proposer for a minimum period of one (1) year from the date of acceptance by the City ("Warranty Period"). During the Warranty Period, Proposer warrants that the solution will function without any deviation between the solution and its documentation. Any defects of design, workmanship, or materials shall be fully corrected by the Proposer (including any parts and labor) without cost to the City. The written warranty shall be included with the Proposal.

#### 3.9.2. Maintenance

The Contractor shall offer service and/or maintenance agreements for the solution supplied under this RFP. The initial agreement should cover three to five years of maintenance.

3.9.2.1. NOTE: First year to be paid from project funding, remaining years will be included in the City's ongoing budget.

3.9.2.2. Include notification processes for alerting customers to new vulnerabilities and for assisting customers to get the proposed system to a current security patch level.

## 4. TECHNICAL REQUIREMENTS

### 4.1. Backup/Disaster Recovery

4.1.1. Describe how data back ups will happen (a) if we host the data or (b) if the application service provider (ASP) approach is used.

4.1.2. Provide your data recovery method/plan in case of system failure, with a separate response for vendor-hosted and/or City-hosted servers.

4.1.3. Describe how you will prevent data loss if you use an Application Service Provider approach and how you will set us up if the City of Peoria hosts the data server.

### 4.2. Performance

4.2.1. Please estimate the initial size of the database and yearly growth rate in megabytes.

4.2.2. Please explain your benchmark testing process.

4.2.3. What tools or guidelines do you provide to ensure optimal database performance and maintenance is achieved?

4.2.4. Which resources does your application need more of: CPU, memory or disk? Please explain for what processes.



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4.2.5. Please estimate the amount of workload placed on the server and the amount of workload placed on the client.

4.2.6. Can the database be placed on a Storage Area Network?

4.2.7. Please define the maximum downtime you guarantee.

### 4.3. Security/Network

4.3.1. Does the application meet all requirements for compliance with any applicable statutory or regulatory standards and guidelines for the information that it processes? Such standards and guidelines may include those of State (privacy, law enforcement, etc.), Federal (HIPAA, etc.), or other (PCI, etc.) regulatory agencies.

4.3.2. Please describe encryption methods for transmission of data and passwords over the network.

4.3.3. Please describe encryption methods for storage of data and passwords on the local host(s).

4.3.4. If the application runs services, please describe the security context under which the service must run (i.e. LocalSystem account, specific Service account)

4.3.5. If the application requires a special account to run service(s):

4.3.6. Does the account require Admin permissions?

4.3.7. Is there a problem meeting Peoria's password change policy of 60-days?

4.3.8. Does the account require a specific naming convention?

4.3.9. Please share any other details regarding special service accounts.

4.3.10. Please describe the application's security logging features and capabilities.

4.3.11. Does the application offer any intrusion detection or prevention controls?

4.3.12. Please identify and describe any processing or data storage occurring on the client/workstation.

4.3.13. Do you have a product development quality assurance/management program? Briefly describe.

4.3.14. What methodologies do you use for security testing your products? Briefly describe.

4.3.15. Do you review security at each phase of the software development lifecycle?

4.3.16. Do third parties conduct security assessments on your products?

4.3.17. Do you have security squads that attack your products prior to release?

4.3.18. Do you use automated tools for security testing or code review? If so, please list the tools in the space below this question.

4.3.19. Describe available methods for remotely disabling/deleting data on a mobile toughbook in the event the toughbook is lost or stolen.



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4.3.20. Describe Remote Access Methods available or required including what management and use of the application can/will be done over the Internet, if any vendor employees will require access to any City of Peoria systems, vendor access requirements for support agreements, and how the remote administration functions can be restricted (e.g., disallowing the starting and stopping of services remotely).

#### 4.4. System

4.4.1. It is our practice to apply Microsoft critical updates and patches as they are released. Is that acceptable from a maintenance and support standpoint?

4.4.2. The city prefers to configure and install the operating system and Microsoft SQL to ensure our standards are met. Will this fit into your installation process?

4.4.3. Briefly explain your company's history and experience with Microsoft SQL Server based solutions.

4.4.4. What is your approach to version control for both the application and the database?

4.4.5. Is the application browser based or does it have Internet/Intranet components?

4.4.6. Which SQL Server licensing mode do you recommend we use, per seat or per processor?

4.4.7. How do you disseminate patches/upgrades/fixes?

4.4.8. What is your level of support on patches/upgrades/fixes?

4.4.9. Are upgrades included at no extra charge with the maintenance fees?

4.4.10. Microsoft best practices states "Do not use the SA login account in a production environment." Does the application require the use of the SA account?

4.4.11. We do not allow blank passwords. How does this affect the application and database?

4.4.12. Please explain how the Public SQL server role is used in the application.

4.4.13. Please explain how you are using SYSADMIN, SERVERADMIN, and SECURITYADMIN.

4.4.14. Have you hard coded user ID's or passwords? Are any passwords stored in plain text in any locations, such as .ini, registry, database tables, etc.

4.4.15. Does the application use Windows integrated authentication?

4.4.16. Does application allow for security policies such as: Automatic timeouts, restrictions by time, date, class of operator or login, restrictions to fields or columns by class of operator or login, restrictions to certain field values by class of operator or login?

4.4.17. Do you support your product running on VMware?

4.4.18. Does the application have the ability to provide an audit report showing login activity by user, date or time?



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4.4.19. Describe the level of system administration necessary by the City of Peoria if we host the system and if you host the system.

4.4.20. Describe the provisions of your strategy for implementing new technologies that will prevent current applications and functionality from becoming obsolete or orphaned.

#### 4.5. Design

4.5.1. Will you provide your Entity Relationship Diagram, data model and/or data dictionary?

4.5.2. Is referential integrity enforced at the database level or within the application?

4.5.3. Does the application rely on any of the stored procedures or extended procedures that ship with SQL Server?

4.5.4. Are any of the SQL logins given rights to create database objects?

4.5.5. Explain the level of normalization in the database.

4.5.6. If the application uses stored procedures and/or views, are they retained on the server or are they created when the function is executed?

4.5.7. If your application supports customization of the interface or database, who can make these changes?

4.5.8. Can the application give us the ability to track changes made to records in the database by user date and time?

#### 4.6. Usability

4.6.1. Please describe the method that is used to purge and archive data from the database.

4.6.2. Is the ability to purge and archive data within the application or is it in some other process?

4.6.3. Is there an application module that supports import or export of data?

#### 4.7. Configuration

4.7.1. Can the SQL Server instance be installed with all default settings or does your application require a custom installation/setup of SQL Server?

4.7.2. What sort order/collation setting does your application need the database to be in?

4.7.3. Is the database name hard coded or can we apply our database naming convention to the database name?

4.7.4. At any time during installation or after installation, does the application change the default configuration of SQL server? (Examples are collation, fiber or thread mode, processor utilization, authentication mode, Remote Procedure Calls, ports)

4.7.5. Is the specific location of SQL Server executable files or database files hard coded in the application?

4.7.6. Can the database coexist in a multiple instance SQL Server environment?



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4.7.7. Can you provide complete documentation on how to configure SQL Server for your product, specifically, any settings required in the SQL Server Configuration Manager and the SQL Server Surface Area Configuration tool?

4.7.8. Does the database use T-SQL scripts or proprietary software to install the database?

4.7.9. If used, please explain how SSIS is utilized.

4.7.10. If used, please explain what type of replication you use and how it is implemented.

4.7.11. If application has capability of email, does the server need to have SMTP installed? Will it integrate with our existing Exchange/Outlook system? Does anything have to be installed on the Exchange server?

#### 4.8. Administration

4.8.1. Describe your ability to retain all user made changes to business rules, standard screens and standard reports when new releases of base software are installed.

4.8.2. List all browsers that are certified for use with your application, and describe any required browse add-ons, function enablement, etc.

#### 4.9. Interfaces

Peoria also desires the ability to interface with the following systems. Proposers shall provide information about their ability (or lack thereof) to interface with these systems as a part of their proposals.

4.9.1. City of Phoenix Computer Aided Dispatch (CAD) System – See appendix for list of fields available from CAD; Proposers must note which fields can or cannot be imported to an existing field in the proposed application.

4.9.2. Zoll FireRMS for basic run data

4.9.3. PDSI's Telestaff System for scheduling information in order to eliminate redundant data entry functions

4.9.4. CARES (one way data submission from EPCR to CARES)

4.9.5. The Omega Group's FireView for GIS rendering of fire incident information

4.9.6. The Omega Group's Import Wizard for GIS data integration (CAD/RMS) and sharing. We are assuming that ZOLL will be used to extract RUN and APPARTUS data for the GIS to consume and map so no additional GIS requirements should be necessary.

4.9.7. Philips AED units

4.9.8. Philips MRX monitors

4.9.9. Philips 12-Lead System with 12 Lead transmission capabilities

4.9.10. Biological Surveillance Monitoring Application (such as First Watch)



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- 4.9.11. List which standard data interface formats and methods you natively support (XML, CSV, EDI, etc.).
- 4.9.12. List all CAD software systems that you have established interfaces with where the interface is used in production
- 4.9.13. List all Fire RMS systems you have established interfaces with, which are currently in production use.
- 4.9.14. Peoria Fire Department uses Zoll FireRMS as its Fire Records Management System (Fire RMS) to document Fire Incident reports. The ePCR software must be capable to interface and transfer data to and from FireRMS in order to generate/complete required reports. Following are four examples (Example 1 – 4) of the data exchange required between the ePCR Software and FireRMS. These business rules must be provided as part of the final release of the ePCR system.

4.9.14.1. Example 1

Units dispatched to a Fire incident that turns out to also have a patient or EMS incident require the ePCR software to allow the applicable unit to manually initiate a report on the ePCR software. Via an interface with FireRMS, the ePCR System will then deliver the following manually entered data elements to the

Fire RMS system to complete a 'Company Report':

- Agency ID
- Incident Number
- Unit ID
- Employee #s (including which employee is Officer in Charge)

Please describe how this will work.

4.9.14.2. Example 2

Units dispatched to a Fire incident that turns out to be strictly an EMS incident will require the ePCR software to receive the Actual Incident Type of EMS from CAD which will trigger a report due from one or more units that arrive on the scene. Units that do not arrive on the scene will not have a report created. Arriving units have to be able to complete a "Company Report" and the ePCR software will send the report Agency ID, Unit ID, incident #, author, and personnel to FireRMS to close that unit's corresponding "Company Report" on both the ePCR software and FireRMS. The main unit (transporting unit or unit taking responsibility for the patient) will complete a full ePCR report. The ePCR System will interface with FireRMS to transfer at least the following NFIRS data needed (Describe the method of transfer):

- Actions Taken
- Actual Incident Type
- Mutual Aid
- Property Use
- Incident Number
- Personnel (including Officer in Charge)
- Agency ID
- Unit ID

These elements sent to FireRMS will close the FireRMS National Fire Incident Reporting



## SCOPE OF WORK

Solicitation Number: **P10-0057**

### Materials Management

#### Procurement

9875 N. 85<sup>th</sup> Ave., 2<sup>nd</sup> Fl.  
Peoria, Arizona 85345-6560  
Phone: (623) 773-7115  
Fax: (623) 773-7118

System (NFIRS) report. The ePCR System will provide a means by which to verify manually entered information with CAD before delivering this data to FireRMS. Data for this unit and incident already residing in FireRMS will not be overwritten, with the exception of crew if differences exist.

#### 4.9.14.3. Example 3

Units dispatched to an EMS incident that turns out to be strictly a Fire Incident will require the ePCR software to receive the Incident Type as Dispatched from CAD which will trigger a report due from one or more unit that arrives on the scene. Units that do not arrive will not have a report created. Arriving units have to be able to complete a minimal EMS report (driven by a disposition of 'fire-only event' or similar) and the ePCR software will send the report Agency ID, Unit ID, Incident #, Author, and personnel via a web service to FireRMS to close that unit's corresponding "Company Report" on both the ePCR software and FireRMS. The main unit (unit taking responsibility for the incident) will additionally complete the incident report on FireRMS (not directly relevant to ePCR System).

#### 4.9.14.4. Example 4

Units dispatched to an EMS incident that remains strictly an EMS incident will require the ePCR software to receive the Incident Type as Dispatched from CAD which will trigger a report due from one or more unit that arrives on the scene. Units that do not arrive will not have a report created. Arriving units have to be able to complete a "Company Report" (driven by disposition) and the ePCR software will send the report Agency ID, Unit ID, incident #, author, and personnel via a web service to FireRMS to close that unit's corresponding "Company Report" on both the ePCR software and FireRMS. The main unit (transporting unit or unit taking responsibility for the patient) will complete a full ePCR report. The ePCR System will interface with FireRMS to transfer the following NFIRS data needed via a web service:

- Actions Taken
- Actual Incident Type
- Mutual Aid
- Property Use
- Incident Number
- Personnel (including Officer in Charge)
- Agency ID
- Unit ID

These elements sent to FireRMS will close the FireRMS NFIRS report. The ePCR System will provide a means by which to verify manually entered information with CAD before delivering this data to FireRMS. Data for this unit and incident already residing in FireRMS will not be overwritten, with the exception of crew if differences exist. The ePCR system will utilize a service provided by FireRMS CAD to obtain (and submit) the active crew members assigned to a particular unit. This service will require authentication and pass the following arguments:

- Agency ID
- Unit ID
- Date/Time of the request (if requesting a unit's active staffing)



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- Incident Number (if requesting a unit's crew for a specific incident).
- The elements below will not be passed if staff information is requested, only if staff information is submitted:
- Employee ID
  - Last Name
  - First Name
  - Role designator –including Office in Charge.

#### 4.10. Reporting

- 4.10.1. Describe the reporting methods that are available for the proposed product(s).
- 4.10.2. Based on performance, what are the recommendations regarding querying or reporting against the production database?
- 4.10.3. Are reports run on the client or on the server?
- 4.10.4. If an ad hoc query tool is provided, is it SQL-92 compliant?
- 4.10.5. Can report generation be based on criteria such as date range, account number or other definable criteria?
- 4.10.6. Can report generation be scheduled?
- 4.10.7. Include in an Appendix section a list of all standard/canned reports, with select examples of reports. Specifically list all medical QA relevant reports.
- 4.10.8. Describe the Entity Relationship model and the Data dictionary, and give samples.
- 4.10.9. The City desires an automated means of analyzing gathered data by date and/or location to identify instances of infection, contamination, or epidemic which might constitute a public health hazard. Describe how your software might flag, track and report or specific types of illnesses or symptoms.

#### 4.11. User Group

- 4.11.1. Do you have a user group or groups for the product being proposed? If so, list the contact names, phone numbers, website, and addresses.
- 4.11.2. Is there an active Users' Group for clients that have your products installed?
- 4.11.3. Is the Users' Group managed independently?
- 4.11.4. Is your company represented at Users' Group meetings?
- 4.11.5. Does the Users' Group hold an annual meeting for all members?
- 4.11.6. Where are regional Users' Groups meetings held closest to the City?



## SCOPE OF WORK

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4.11.7. Do the Users' Groups or Users play in modifications to the product?

#### 4.12. Additional Requirements

4.12.1. Provide key challenges your customers have faced when implementing your ePCR System.

4.12.2. What is your recommended strategy for an implementation covering these aspects:

4.12.2.1. ALS (Advanced Life Support)

4.12.2.2. BLS (Basic Life Support)

4.12.2.3. Transmitting to Hospitals

4.12.2.4. Integrating with other agencies (neighboring cities, county, etc.)

4.12.3. List the special access capabilities for which you provide the customer the ability to augment your solution. These might include touch screen, imaging, voice response, computer integrated telephony, wireless, etc.

4.12.4. Note for each field listed in the Field List Appendix whether the field is available in the off-the-shelf version of the software, able to be created as a user defined field or unable to be included in the proposed application.

4.12.5. Note for each field listed in the CAD Fields appendix the field in the proposed application where the data will be stored.

4.12.6. Note for each requirement in the Functional Requirements appendix whether the functional requirement is available in the off-the-shelf version of the software, able to be created as a user defined field or unable to be included in the proposed application.



## SUBMITTAL REQUIREMENTS

Solicitation Number: **P10-0057**

### Materials Management

### Procurement

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#### A. Proposal Submission:

Proposals shall be submitted in one (1) original, six (6) copies and one (1) CD-ROM. The CD-ROM shall contain the Proposer's entire response to the solicitation. The Functional Requirements section must be submitted in MS Word format.

The items below shall be submitted in the following order:

- Offer Sheet and Exceptions Page.
- Proposal Requirements (Scope of Work, Section 3).
- Technical Requirements (Scope of Work, Section 4).
- Field List (Appendix A).
- CAD Fields (Appendix B).
- Functional Requirements (Appendix C).

Proposals shall be delivered to:

City of Peoria, Materials Management  
9875 N. 85<sup>th</sup> Avenue, 2<sup>nd</sup> Floor, Peoria, AZ 85345

Proposals shall be submitted in a sealed envelope with the RFP number and the firm's name and address clearly indicated on the front of the envelope. The proposal shall be due no later than **5:00 p.m. on April 22, 2010.**

#### B. Evaluation Criteria:

A. Proposal Review: A review panel will evaluate all submissions that meet the requirements and the deadline. The panel will determine the most qualified submittals based on the criteria listed below. The criteria is listed in order of relative importance.

- Functional Requirements.
- Cost Considerations.
- Project Approach.
- Experience/Capabilities of Firm & Staff.
- Technical Requirements.

B. Field Testing and Demonstrations (Short-Listed Firms only): A short-list of the top ranked firms will be determined from the proposal review. The short-listed firms will be required to participate in Field Testing and Demonstrations. As part of the field testing, the short-listed firms will be required to provide 3 portable devices with the application installed for 3 weeks of testing. The preference for the portable device is the current edition of the Panasonic Toughbook. The short-listed firms will then be provided with a demo script for City demonstrations to be scheduled for approximately 4-8 hour blocks within 2 weeks of the field testing. The review panel will evaluate the firm's field testing and demonstrations and make a decision on which firm will be recommended to move forward for contract award.

#### C. Contact Information:

Contact with City staff other than the designated contact person indicated in the RFP, regarding the solicitation, is strictly prohibited during the proposal process.

All questions regarding the proposal should be directed to Lisa Houg at [Lisa.Houg@peoriaaz.gov](mailto:Lisa.Houg@peoriaaz.gov)



## EXCEPTIONS

Solicitation Number: **P10-0057**

### Materials Management

### Procurement

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Any **EXCEPTIONS** to the Proposal must be clearly stated as indicated below.

**EXCEPTIONS TAKEN:**      \_\_\_\_\_ **NO**                      \_\_\_\_\_ **YES**

**IF YES, NOTE EXCEPTIONS BELOW:**



## APPENDICES

Solicitation Number: **P10-0057**

### Materials Management

### Procurement

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Appendices are available at:

<ftp://cityftp.peoriaaz.gov/solicitation>, User Name: ftpsolicitation, Password: 0EC91&!v

**APPENDIX A: FIELD LIST**

**APPENDIX B: CAD FIELDS**

- CAD Incident Data Export File
- CAD Unit Data Export File

**APPENDIX C: FUNCTIONAL REQUIREMENTS**

## Appendix A: Field List

#	Field Description	Provided in COTS	Can be created as User Defined	Cannot be made available	Comments
F1	Mutual Aid – City defined drop down, default to 'none'				
F2	Actions taken - list whose sort order can be specified by the City. Any Actions Taken will be considered for the entire crew.				
F3	Mass Casualty - City defined drop down; certain options would prompt user to notify appropriate authority				
F4	Gender - drop down list: Male, Female, Unknown				
F5	Ethnicity/Race - City defined drop down				
F6	Insurance Company, Policy #, Group #, Medicare #, Medicaid # - large enough to allow for the discrete identification of the different carriers. Major carriers and their data can be pre-populated in the database				
F7	Employer, Name, Address, Phone				
F8	Onset Date				
F9	Chief Complaint				
F9a	Chief Complaint related fields - City defined questions and associated answers unique to each complaint.				
F10	Past History - City defined drop down; multi-select capable				
F10a	Past History related fields - City defined questions and associated answers unique to each historical item.				
F11	Cardiac Rhythm - City defined drop down				
F11a	Cardiac Rhythm Relevant Treatments (defibrillation, pacing, cardio version) unique to each Cardiac Rhythm				
F12	Suspected Alcohol/Drug Use - YES/NO				
F13	Cincinnati Stroke Scale				
F14	Personal Protective Equipment - City defined drop down				
F15	Possible Exposure to				

	Pathogens				
F16	Reason for Hosp Chosen - City defined drop down				
F17	Patient Transport Destination - City defined drop down				
F18	Level of Care - City defined drop down				
F19	Status To/From Scene - City defined drop down				
F20	Patient Movement to Rescue - City defined drop down				
F21	Patient Placement in Rescue - City defined drop down				
F22	Patient Movement to Hospital - City defined drop down				
F23	Alarm Type - City defined drop down and includes a relevant checklist to document the specific data needed to properly complete that particular type patient report.				
F23a	Alarm Type related fields - City defined fields unique to each alarm type				
F24	Report Status - City defined drop down; this field would also manage access to the record (i.e., "Closed" would lock the record)				
F25	Refusal of Assessment, Treatment or Transport.				
F26	Country (in Address field area)				
F27	Email Address (in Means of Contact field area)				
F28	High Alert - City defined drop down				

## Appendix B: CAD Fields

### CAD INCIDENT DATA EXPORT FILE

Import Rules: Generate Master ID record numbers as needed; Delete source records after import; Apply default values to unassigned fields

Column Name	Data Type(Size)	Field Pos	Sample Data	Description of Data	Rules (if any)	Field In Proposed Application	Comments
INCIDENT_NUMBER	CHAR(8)	1,8	98012345	regional dispatch system assigned incident number	substr(crecord,1,2)+''+substr(crecord,3,6)		
911_RECEIVED_DATE	CHAR(8)	37,44	19980330	date phone call was answered (YYYYMMDD, may be blank)			
911_RECEIVED_TIME	CHAR(6)	45,50	040411	time phone call was answered (HHMMSS, may be blank)	substr(crecord,45,2)+''+substr(crecord,47,2)+''+substr(crecord,49,2)		
ENTRY_DATE	CHAR(8)	23,30	19980330	date incident entered into CAD system (YYYYMMDD)	This is a user field, custom to Tempe. Other cities will not have it unless specifically set up by them.		
ENTRY_TIME	CHAR(6)	31,36	040459	time incident entered into CAD system (HHMMSS)	This is a user field, custom to Tempe. Other cities will not have it unless specifically set up by them.		
DISPATCH_DATE	CHAR(8)	9,16	19980330	date incident was initially dispatched (YYYYMMDD, may be blank)	if(empty(substr(crecord,9,8)),substr(crecord,37,8),substr(crecord,9,8))		
DISPATCH_TIME	CHAR(6)	17,22	040508	time incident was initially dispatched (HHMMSS, may be blank)	substr(crecord,17,2)+''+substr(crecord,19,2)+''+substr(crecord,21,2)		
ENROUTE_DATE	CHAR(8)	51,58	19980330	date first unit went enroute (YYYYMMDD, may be blank)	This is a user field, custom to Tempe. Other cities will not have it unless specifically set up by them.		
ENROUTE_TIME	CHAR(6)	59,64	040610	time first unit went enroute (HHMMSS, may be blank)	This is a user field, custom to Tempe. Other cities will not have it unless specifically set up by them.		
ONSCENE_DATE	CHAR(8)	65,72	19980330	date first unit went onscene (YYYYMMDD, may be blank)			
ONSCENE_TIME	CHAR(6)	73,78	040901	time first unit went onscene (HHMMSS, may be blank)	substr(crecord,73,2)+''+substr(crecord,75,2)+''+substr(crecord,77,2)		
CLOSE_DATE	CHAR(8)	79,86	19980330	date incident was closed (YYYYMMDD, may be blank)			
CLOSE_TIME	CHAR(6)	87,92	051123	time incident was closed (HHMMSS, may be blank)	substr(crecord,87,2)+''+substr(crecord,89,2)+''+substr(crecord,91,2)		
ADDRESS_TYPE	CHAR(1)	93,93	1	1 = street address 2= street intersection			
ADDRESS_NUMBER	CHAR(6)	94,99	620	numeric portion of street address (left justified, space padded, may be blank)	Right-align data box is checked		
STREET_DIRECTION	CHAR(2)	100,101	W	direction of street (left justified, space padded, may be blank)			
STREET_NAME	CHAR(25)	102,126	UNIVERSITY DR	name of street (includes street name, type and suffix direction, left			

Column Name	Data Type(Size)	Field Pos	Sample Data	Description of Data	Rules (if any)	Field In Proposed Application	Comments
				justified, space padded) Note: This field only exists for backward compatibility with older versions of FireHouse.			
CROSS_STREET_DIRECTION	CHAR(2)	127,128	N	direction of cross street (left justified, space padded, may be blank)			
CROSS_STREET_NAME	CHAR(25)	129,153	MILL AV	name of cross street (includes street name, type and suffix direction, left justified, space padded, may be blank)			
CITY	CHAR(25)	154,177	TEMPE	city in which the incident occurred (left justified, space padded, may be blank)			
LOCATION_DESCRIPTION	CHAR(15)	179,193	APT #12	further description of incident location (left justified, space padded, may be blank)			
LATITUDE	CHAR(10)	194,203	+33.421872	WGS84 latitude of incident location in decimal degrees (sign and decimal are explicit)			
LONGITUDE	CHAR(11)	204,214	-111.939055	WGS84 longitude of incident location in decimal degrees (sign and decimal are explicit)			
MAP_PAGE	CHAR(6)	215,220	T7SW	fire department map page (left justified, space padded, may be blank)	This is a user field, custom to Tempe. Other cities will not have it unless specifically set up by them.		
FIRE_DISTRICT	CHAR(2)	221,222	27	fire district (left justified, space padded, may be blank)			
FIRE_ZONE	CHAR(6)	223,228	7104	fire zone (left justified, space padded, may be blank)			
FIRE_SUBZONE	CHAR(5)	229,233	60708	fire subzone (left justified, space padded, may be blank)			
COUNCIL_DISTRICT	CHAR(6)	234,239	B1	city council district (left justified, space padded, may be blank) Note: CAD zone records for Tempe have been modified to indicate fire management area (A1 through C9). Tempe uses this field to populate the DISTRICT column of the NFIRS table.			
NUMBER_OF_ALARMS	NUMBER(1)	240,240	1	number of alarms dispatched			
INITIAL_NATURE	CHAR(6)	241,246	TREE	initial nature code (left justified, space padded, may be blank)	This is a user field, custom to Tempe. Other cities will not have it unless specifically set up by them.		
FINAL_NATURE	CHAR(6)	247,252	HOUSE	final nature code (left justified, space padded,	This is a user field, custom to Tempe. Other cities will not		

Column Name	Data Type(Size)	Field Pos	Sample Data	Description of Data	Rules (if any)	Field In Proposed Application	Comments
				may be blank)	have it unless specifically set up by them.		
INIT_RESP_TYPE	CHAR(6)	253,258	1E	initial response type (left justified, space padded)	This is a user field, custom to Tempe. Other cities will not have it unless specifically set up by them.		
FIN_RESP_TYPE	CHAR(6)	259,264	2-1TMP	final response type (left justified, space padded)	This is a user field, custom to Tempe. Other cities will not have it unless specifically set up by them.		
ALARM_SOURCE	CHAR(10)	265,274	555*1234	source of incident information (left justified, space padded, may be blank) Note: This field may contain a phone number or text description of the source such as "PHX PD". When 911 information is transferred to CAD, an asterisk "*" is placed after the prefix. This can generally be used to infer that the call was received through 911. However, free form text entry is permitted in this field and users are free to enter and/or modify the data. CAD maintains both source phone number and incident location phone number fields. This field contains the source phone number unless there is none. If there is no source phone number, this field contains the incident location phone number.	This is a user field, custom to Tempe. Other cities will not have it unless specifically set up by them.		
SUPPLEMENTAL_TEXT	CHAR(96)	275,370	CALLER WILL DIRECT	supplemental information (left justified, space padded, may be blank) Note: Current CAD edits limit data entry to 32 characters.	This is a user field, custom to Tempe. Other cities will not have it unless specifically set up by them.		
TACTICAL_CHANNEL	CHAR(3)	371,373	A7	tactical radio channel (left justified, space padded, may be blank)			
TRAVEL_CODE	CHAR(1)	374,374	3	suggested response travel code (may be blank)			
CANCEL_FLAG	CHAR(1)	375,375	N	incident canceled indicator N = incident was not canceled Y = incident was canceled			
PRI_STREET_DIR	CHAR(2)	376,377	W	primary street direction			
PRI_STREET_NAME	CHAR(18)	378,395	THOMAS	primary street name			

Column Name	Data Type(Size)	Field Pos	Sample Data	Description of Data	Rules (if any)	Field In Proposed Application	Comments
PRI_STREET_TYPE	CHAR(2)	396,397	RD	primary street type code			
PRI_STREET_SUFFIX_DIR	CHAR(2)	398,399	SW	primary street suffix direction			
SEC_STREET_DIRECTION	CHAR(2)	400,401	N	secondary street direction			
SEC_STREET_NAME	CHAR(18)	402,419	CENTRAL	secondary street name			
SEC_STREET_TYPE	CHAR(2)	420,421	AV	secondary street type code			
SEC_STREET_SUFFIX_DIR	CHAR(2)	422,423	W	secondary street suffix direction			
SHIFT	CHAR(1)	424,424	C	incident jurisdiction shift on duty			
FDID	CHAR(5)	425,429	12345	incident jurisdiction fire department id	'08293' ::Note: This is Tempe's. Substitute your city's FDID here.		
ZIP_CODE	CHAR(10)	430,439	85051-1234	zip code (created by rule)	IIF(substr(crecord,154,25)="GUADALUPE","85283", IIF(substr(crecord,154,25)="PHOENIX","85034", IIF(substr(crecord,154,25)="MESA","85201", IIF(substr(crecord,154,25)="CHANDLER","85244", IIF(substr(crecord,154,25)="GLENDALE","85301", IIF(substr(crecord,154,25)="PEORIA","85345", IIF(substr(crecord,154,25)="GILBERT","85296", IIF(substr(crecord,154,25)="SCOTTSDALE","85251", IIF(substr(crecord,154,25)="SUN LAKES","85248",""))))))))		
MUTUAL_AID	CHAR(1)	440,440	R	mutual aid indicator N = none R = received G = given			
AUTOMATIC_AID	CHAR(1)	441,441	N	automatic aid indicator N = none R = received G = given	IIF(substr(crecord,425,5)<>"08293" and substr(crecord,441,1)="R","4",IIF(substr(crecord,425,5)="08293" and substr(crecord,441,1)="R","2","N"))		
STATION	CHAR(3)	442,444	151	station to which the first arriving engine or ladder was assigned at the time of dispatch			
PRIMARY_PSAP	CHAR(4)	445,445	TEMP	primary PSAP	IIF(substr(crecord,445,4)="AVON","A",IIF(substr(crecord,445,4)="DPS","D",IIF(substr(crecord,445,4)="MCSO","M",IIF(substr(crecord,445,4)="PHX","P",IIF(substr(crecord,445,4)="TEMP","T","U")))))		

## CAD UNIT DATA EXPORT FILE

Import Rules: Generate Master ID record numbers as needed; Delete source records after import; Apply default values to unassigned fields; Skip source records when Empty(substr(crecord,9,5))

Column Name	Data Type(Size)	Field Pos	Sample Data	Description of Data	Rules (if any)	Field in Proposed Application	Comments
INCIDENT_NUMBER	CHAR(8)	1,8	98012345	regional dispatch system assigned incident number Note: One record will exist for each unit assignment. If multiple units are dispatched to an incident, multiple records will exist with the same incident number. If a particular unit is dispatched to the same incident multiple times, multiple records will exist for that unit with the same incident number. Each record will contain data associated with a specific dispatch.	substr(crecord,1,2)+'-'+substr(crecord,3,6)		
UNIT_ID	CHAR(5)	9,13	E276	unit identifier (left justified, space padded)			
UNIT_SHIFT	CHAR(1)	14,14	A	unit shift on duty			
UNIT_TYPE	CHAR(3)	15,17	E	unit type (left justified, space padded)	XLate('LKP_UNIT','CODE',SUBSTR(CRECORD,9,5),'TYPE')		
UNIT_TRAVEL_CODE	CHAR(1)	18,18	3	unit travel code	iif(empty(substr(crecord,18,1)), '3', substr(crecord,18,1))		
DISPATCH_DATE	CHAR(8)	19,26	19980330	date unit was dispatched (YYYYMMDD)			
DISPATCH_TIME	CHAR(6)	27,32	040508	time unit was dispatched (HHMMSS)	substr(crecord,27,2)+'-'+substr(crecord,29,2)+'-'+substr(crecord,31,2)		
ENROUTE_TIME	CHAR(6)	33,38	040610	time unit went enroute (HHMMSS, may be blank)			
ONSCENE_TIME	CHAR(6)	39,44	040901	time unit went onscene (HHMMSS, may be blank)	substr(crecord,39,2)+'-'+substr(crecord,41,2)+'-'+substr(crecord,43,2)		
TRANSPORT_LEAVE_TIME	CHAR(6)	45,50	042241	time unit initiated patient transport (HHMMSS, may be blank)	substr(crecord,45,2)+'-'+substr(crecord,47,2)+'-'+substr(crecord,49,2)		
TRANSPORT_ARRIVE_TIME	CHAR(6)	51,56	042736	time unit completed patient transport (HHMMSS, may be blank)	substr(crecord,51,2)+'-'+substr(crecord,53,2)+'-'+substr(crecord,55,2)		
CLEAR_TIME	CHAR(6)	57,62	042755	time unit was cleared from the incident (HHMMSS, may be blank)	substr(crecord,57,2)+'-'+substr(crecord,59,2)+'-'+substr(crecord,61,2)		
					iif(Empty(substr(crecord,39,6)), substr(crecord,134,8), "")		
					iif(empty(substr(crecord,39,6)), substr(crecord,57,2)+'-'+substr(crecord,59,2)+'-'+substr(crecord,61,2), "")		
HOSPITAL	CHAR(3)	63,65	CH	hospital to which unit transported (may be blank)	Tempe custom User created field "Hospital Destination"		

Column Name	Data Type(Size)	Field Pos	Sample Data	Description of Data	Rules (if any)	Field in Proposed Application	Comments
PERSONNEL_1	CHAR(6)	66,71	BR0070	user id of personnel assigned to unit	Tempe custom User created field "Hospital Destination"		
PERSONNEL_2	CHAR(6)	72,77	GJ0003	user id of personnel assigned to unit	Tempe custom User created field "Hospital Destination"		
PERSONNEL_3	CHAR(6)	78,83	SM0511	user id of personnel assigned to unit	Tempe custom User created field "Hospital Destination"		
PERSONNEL_4	CHAR(6)	84,89	GF0658	user id of personnel assigned to unit	Tempe custom User created field "Hospital Destination"		
PERSONNEL_5	CHAR(6)	90,95		user id of personnel assigned to unit	Tempe custom User created field "Hospital Destination"		
PERSONNEL_6	CHAR(6)	96,101		user id of personnel assigned to unit	Tempe custom User created field "Hospital Destination"		
ENROUTE_DATE	CHAR(8)	102,109	19980330	date unit went enroute (YYYYMMDD)			
ONSCENE_DATE	CHAR(8)	110,117	19980330	date unit went onscene (YYYYMMDD)			
TRANS_LEAVE_DATE	CHAR(8)	118,125	19980330	date unit initiated patient transport (YYYYMMDD)			
TRANS_ARRIVE_DATE	CHAR(8)	126,133	19980330	date unit completed patient transport (YYYYMMDD)			
CLEAR_DATE	CHAR(8)	134,141	19980330	date unit was cleared from the incident (YYYYMMDD)			
FDID	CHAR(5)	142,146	54321	unit jurisdiction fire department id	'08293' ::Note: This is Tempe's. Substitute your city's FDID here.		
CANCEL_FLAG	CHAR(1)	147,147	N	unit canceled indicator N = incident was not canceled Y = incident was canceled	IIF(Empty(substr(crecord,39,5)),'Y','N')		

## Appendix C: Functional Requirements

Please indicate the ability of the proposed solution to satisfy each requirement on the following scale:

OTS (Yes)	Off The Shelf/Yes	The solution provides this functionality "off the shelf" or "out of the box" with no configuration or additional setup required. If the requirement is a Yes/No answer, use this column for "Yes".
Config	Configurable	The solution provides this functionality with configuration using the solution interface or provided tools but not requiring any type of development.
Custom	Custom Development	The functionality requires development of scripts, code or other advanced technical creation and may include additional costs for these services.
Not Avail (No)	Not Available/No	The solution cannot provide this functionality. If the requirement is a Yes/No answer, use this column for "No".
Comments		Proposer may provide any additional detail or clarifications in this column.

	Area	Sub-Area	Requirement	OTS (Yes)	Config	Custom	Not Avail (No)	Comments
7.1	Administration	Application Management	Ability to generate error logs and messages to assess performance related events.					
7.2	Administration	Application Management	Ability to monitor and tune the application to enhance response time and other performance metrics.					
7.3	Administration	Data Management	Ability to backup and restore the entire database and subsets of the database while users are accessing the system.					
7.4	Administration	Data Management	Ability to effectively manage a quantity of at least 130,000 annual ePCR records in the operational system and a minimum of 620,000 ePCRs (5 years of report data) in the archival system.					
7.5	Administration	Data Management	Ability to run batch jobs while users are accessing the application.					
7.6	Administration	Data Management	Allow the City to archive data and hide any particular element from being viewed in the current Mobile ePCR Software pick list due to discontinued equipment or retired personnel.					
7.7	Administration	Data Management	Provision for automatic saving to the data base server at timed intervals when connectivity is available (selected by City) and also to the tablet's local hard drive upon last entry to minimize any data loss if server or tablet hardware fails to function.					
7.8	Administration	Updates	Ability to upgrade seamlessly from ICD-9 to ICD-10 codes when federally mandated					
7.9	Administration	Messaging	Ability to alert the City administrator of system events, E.g. a server shut down.					
7.10	Administration	Messaging	Provision to send messages at login to a user pertaining to their person or role					
7.11	Administration	Server	Ability to distribute the application among multiple servers.					

	Area	Sub-Area	Requirement	OTS (Yes)	Config	Custom	Not Avail (No)	Comments
7.12	Administration	Updates	Ability to load up all Mobile ePCR system updates automatically on the Mobile ePCR system devices upon a connection without the need of user intervention. This is accomplished without a long delay, while the system is operational.					
7.13	Administration	Updates	Ability to push new guidelines or protocols out to all the field devices from a central location via an interface from an administrative station.					
7.14	Administration	Updates	Ability to support automated on-line distribution of all files and software releases to all clients and servers from a designated server.					
7.15	Administration	Upgrade	Ability to upgrade any component without having to upgrade components not affected by the upgrade					
7.16	Administration	Upgrade	Ability to upgrade routines or sub-routines within a component without having to upgrade the entire component.					
7.17	Administration	User Support	Ability to have remote access available for both mobile and desktop software program.					
7.18	Administration	Version Control	Ability to ensure through version tracking and control that modules remain compatible as selected modules are upgraded.					
7.19	Administration	Version Control	Ability to record and track on-line versions between modules.					
7.20	Configuration	Data Management	Ability of the City to temporarily add or activate a new field or icon/flagging tool to the software program to identify specific incidents. The system has to allow the field to be reported on and have alarms tied to it. Example: Hurricane event, acts of God, mass casualty, etc. as determined by the City.					
7.21	Configuration	Data Management	Ability to add, amend, define sort orders, or deactivate lookups.					
7.22	Configuration	Data Management	Ability to easily make changes using parameter tables without modifications to the source code.					
7.23	Configuration	Data Management	Ability to have City choose which non-mandatory data elements and fields to include/exclude in the application as a requirement to complete a report.					
7.24	Configuration	Data Management	Ability to have City turn on or off the auto narratives.					
7.25	Configuration	Data Management	Ability to identify manually entered list entries (apart from default list entries).					
7.26	Configuration	Data Management	Ability to specify for each field whether the user is limited to the list that is provided, or if the user is allowed to enter free text into the specific field.					

	Area	Sub-Area	Requirement	OTS (Yes)	Config	Custom	Not Avail (No)	Comments
7.27	Configuration	Data Management	Allow the disabling of a list item as of a specific date so that it can be reused in the future.					
7.28	Configuration	Data Management	Allow the final disposition options to be configured by the City.					
7.29	Configuration	Document Mgmt	Ability to define and generate standard forms such as HIPAA disclosure and refusal forms in multiple languages.					
7.30	Configuration	Rules	Ability of authorized users to create alerting rules based on an event.					
7.31	Configuration	Rules	Ability to easily define business rules that are shared throughout the application.					
7.32	Configuration	Rules	Ability to incorporate regulatory agency definition and rule changes in a highly responsive, non-intrusive and timely update process.					
7.33	Configuration	Screens	Ability of the City to change the title of fields and tabs on Mobile ePCR Software screens to be consistent with the City's terminology.					
7.34	Configuration	Screens	Ability to create a disposition-driven and City-configurable 'to-do' list to be available in the Mobile ePCR Software					
7.35	Configuration	Screens	Ability to have time stamped clinical elements (vitals, treatments, and certain assessment details) placed in a clinical event section of the report, thereby ordering time sensitive clinical events into a single section of the ePCR.					
7.36	Configuration	Screens	Allow a "vitals" entry screen to be available throughout the program without more than 2 clicks to quickly enter vitals data at any point during the report. Selecting this tab or button opens a window with fields including BP, Pulse rate and regularity, Respiratory Rate, SpO2 and comments.					
7.37	Configuration	Screens	Provision for a treatment entry screen to be available throughout the program without more than 2 clicks and can be accessed to quickly enter treatment data at any point during the report. Selecting this tab or button opens a window for treatment entry and review.					
7.38	Configuration	Screens	Use of consistent names, titles, and layouts on screens and reports.					
7.39	Configuration	Screens	Uses consistent terminology throughout the program in order to reduce confusion. For example if CVA, Laceration, or MI are used in any field or list, then Stroke, Cut or Heart Attack should not be used to reference similar data throughout the program.					
7.40	Configuration	Setup	Ability to configure system without the need to change source code					

	Area	Sub-Area	Requirement	OTS (Yes)	Config	Custom	Not Avail (No)	Comments
7.41	Configuration	Setup	Ability to use a default configuration mirroring the needs of an organization similar in size and tasks to Peoria that can be used for a fast implementation track. Provide a reference where this was used.					
7.42	Configuration	Tools	Provision for consistent tools for configuration in all components.					
7.43	Configuration	User Defined Fields	Ability for ALL treatments to be definable by the City, along with ANY additional questions associated with each specific treatment. For example, 'Morphine' will expose questions such as dose and route (that must have values specific to morphine), but City defined questions such as pre- pain and post-pain level, amount of drug discarded, etc, must be definable by the City. The treatment entry automatically defaults to the current date/time.					
7.44	Configuration	User Defined Fields	Ability for the City to create and define data fields to accommodate legal requirements or regulatory changes.					
7.45	Configuration	User Defined Fields	Ability for the user to choose "yes", "no" or "don't know" as an answer for every symptom selected. The City can define for which symptoms an answer is obligatory.					
7.46	Configuration	User Defined Fields	Ability to control and configure system applications through user-definable and user-maintainable tables of codes.					
7.47	Configuration	User Defined Fields	Ability to create user defined fields.					
7.48	Configuration	User Defined Fields	Ability to define each disposition with a specific check or to-do list of data elements that need to be collected prior to closing an ePCR.					
7.49	Configuration	User Defined Fields	Ability to have City definable additional questions (and associated answers) on the Mobile ePCR Software.					
7.50	Configuration	User Defined Fields	Ability to have delays (to and from the scene) easily recorded by selecting from a City defined list of delays.					
7.51	Configuration	User Defined Fields	Ability to have the City specify additional questions to expose associated with the complaint chosen, including a free-form text field for comments. (Example: For "Chest Pain", provide fields for: Pain started while (at rest, walking, strenuous exercise etc.); Pain Quality (Dull, Sharp, Stabbing etc.); etc.)					

	Area	Sub-Area	Requirement	OTS (Yes)	Config	Custom	Not Avail (No)	Comments
7.52	Configuration	User Defined Fields	Ability to list all medications in alphabetical order. This list needs to be searchable and allows for the setting of a filter. For example, entering the letter T, will navigate to all medication that starts with the letter T (not medications that have the letter T in their name). Additionally, the program has word memory that will narrow down the selection as more letters are entered. For example, entering NITRO will highlight all data in the list beginning with those letters, (e.g., NITROGLYCERINE).					
7.53	Configuration	User Defined Fields	Ability to manually enter data when a selection does not exist in a list.					
7.54	Configuration	User Defined Fields	Ability to prompt the User to enter further data in specific correlating fields that are pre-selected by the City when data is entered into the "Provider Impression" field. (Please describe how you will accomplish this.)					
7.55	Configuration	User Defined Fields	Ability to specify unlimited dispositions per agency.					
7.56	Configuration	User Defined Fields	Allow any treatment given prior to 911 arrivals to be documented. These fields can be configured to display treatments normally associated with prior care, such as (AED, CPR etc.). These should include Outcome of Care – (Improved, Unchanged etc.) and Who Gave Care-(EMS, Law enforcement etc.). The ePCR System must also allow for the City to define additional treatment-specific questions and associated answer.					
7.57	Configuration	User Defined Fields	Allow authorized staff to add or modify lists or lookups via a web-based interface.					
7.58	Configuration	User Defined Fields	ePCR enabling auto fill capabilities to reduce the need for free-text comments fields, but free-text fields are available as an option.					
7.59	Configuration	User Defined Fields	Provide a medication list as part of the Mobile ePCR Software that includes information similar to a PDR such as definitions, indications /contraindications, etc and is updated regularly. User can select the medication by categories or by Trade /Generic filter to conduct search.					
7.60	Hardware	Data Entry	Ability to have the mobile ePCR Software enter data with a digitized pen platform for better accuracy, increased hardware durability and optimal handwriting recognition.					
7.61	Hardware	Data Entry	Ability to integrate and interface the ePCR system with other remote devices and technical products wirelessly. E.g. bar code reader, driver license scanner, camera, GPS, voice recognition, etc.					
7.62	Hardware	Hardware	Ability to work with existing Toughbook CF Series tablet PCs.					
7.63	Interfaces	Billing System	Ability to receive, send and synchronize patient insurance information.					

	Area	Sub-Area	Requirement	OTS (Yes)	Config	Custom	Not Avail (No)	Comments
7.64	Interfaces	Interface	Ability to interface with EMSsystem and patient tracking systems (Note which systems)					
7.65	Mobile	Auto Populate	Ability to - upon selecting the unit from within the Mobile ePCR software – have a wireless request made to the ePCR system to obtain a list of crew member badge or employee numbers assigned to that unit (Daily Roster). This list will populate the Mobile ePCR Software's active crew list for that unit.					
7.66	Mobile	Connectivity	Ability to function when no connectivity is available					
7.67	Mobile	Connectivity	Ability to select from the Mobile ePCR Software's unit list, which will send an ongoing message to the core system informing it of its current activity status.					
7.68	Mobile	Connectivity	Allows the Mobile ePCR Software to upload an individual ePCR to the central server in "real time" without the need for a "batch" upload.					
7.69	Mobile	Dispatch	A new incident involving the unit will result in automatically delivered dispatch details to the relevant unit. These incident details (incident number, type, address, and times) will populate the Mobile ePCR Software.					
7.70	Mobile	Dispatch	Corrections to key dispatch details (address) will be automatically sent to the Mobile and update the record.					
7.71	Regulatory	HIPAA	Ability to document that a HIPAA brochure/information has been given to the patient in an appropriate field.					
7.72	Regulatory	HIPAA	Ability to encrypt electronic protected health information (EPHI) whenever deemed appropriate such as on mobile devices and during transmission.					
7.73	Regulatory	HIPAA	Ability to implement security measures to ensure that electronically transmitted EPHI is not improperly modified without detection until disposed of.					
7.74	Regulatory	NEMSIS	Ability to capture the required NEMSIS medical information in a patient care report and related forms.					
7.75	Regulatory	NEMSIS	Ability to have all Confirmation, Response, Complication multiple choice fields as requested per NEMSIS.					
7.76	Regulatory	NFIRS	Ability to collect the following NFIRS basic module data elements: -property use -action taken -event type -mutual aid					

	Area	Sub-Area	Requirement	OTS (Yes)	Config	Custom	Not Avail (No)	Comments
7.77	Regulatory	NFIRS	Provides updates as part of future maintenance to comply to the required elements in NFIRS when changes occur.					
7.78	Reporting	Author	Ability to have reports linked directly to the unit and author and not to the patient or incident. (This allows each user who needs to contribute data for this incident to open, complete and close their individual reports regardless of the status of any other unit's Incident report. NOTE: the ability to search by incident and/or patient still needs to exist.)					
7.79	Reporting	Output	Ability of the ePCR Custom Reporting System to display the result set in various formats (charts, tables, graphs, etc) from within a web browser.					
7.80	Reporting	Output	Ability to "drill down" to allow the user to click or select a field and retrieve additional information.					
7.81	Reporting	Output	Ability to automatically deliver reports on a schedule to City-definable staff as defined by the City (daily, weekly, monthly).					
7.82	Reporting	Output	Ability to configure the system to print in the sorted order when incidents were sorted by the user according to type (Hazmat, EMS, Chest Pain, etc.).					
7.83	Reporting	Output	Ability to create a personal folder to save custom reports he/she created for future use if the user is authorized.					
7.84	Reporting	Output	Ability to create paper printouts of ePCRs and other reports from the mobile unit and the administrative and QA consoles.					
7.85	Reporting	Output	Ability to extract data to another tool, such as EXCEL or a User.					
7.86	Reporting	Output	Ability to integrate reports with mail server for distribution as a PDF, EXCEL, WORD (or similar) format.					
7.87	Reporting	Output	Ability to produce both standard and ad hoc reports.					
7.88	Reporting	Output	Ability to produce comprehensive management reporting for all areas within the organizational process					
7.89	Reporting	Output	Ability to reconcile reports from different components in the system.					
7.90	Reporting	Output	Ability to show user-defined data (free text or field data, such as the City name and logo, incident # and type, patient last name [except where HIPAA applies] and disposition) on each page of any report or printout.					
7.91	Reporting	Output	Canned reports are included with software package.					

	Area	Sub-Area	Requirement	OTS (Yes)	Config	Custom	Not Avail (No)	Comments
7.92	Reporting	Output	Program has optional report printing versions to choose from for specific purposes : a) Original ePCR b) Amended ePCR c) HIPAA-sensitive ePCR (excluded data fields normally containing confidential information).					
7.93	Reporting	Querying	Ability for report generator to allow user to select data, choose fields, and create calculated fields.					
7.94	Reporting	Querying	Ability of the Custom Reporting System to query data provided based on multiple fields (data fields collected by the system) as well as display results by multiple fields selected in the system. For example, a user can create a report that finds all cases involving cardiac arrests that did not receive aspirin, oxygen, or any other City specified treatment, and break down the results by employee, disposition, or other City-defined parameters.					
7.95	Reporting	Querying	Ability to import, store, query, and retrieve a minimum of 7 years and up to 21 years of historical and/or archived incident information					
7.96	Reporting	Querying	Ability to query all reports tied to a particular member by more than one means, (employee number, name etc.) to facilitate these in case of a name change due to marriage or other.					
7.97	Reporting	Querying	Ability to query whether ePCR reports have not been completed but units have been dispatched and an ePCR is expected by unit and shift, station and shift, district and shift, etc.					
7.98	Reporting	Querying	Ability to run reports without the need to acquire SQL knowledge. Ad hoc reports, for example, do not require any SQL knowledge or third party reporting					
7.99	Reporting	Querying	Over 99.5% of data elements capable of being collected by the ePCR System are capable of being analyzed though the Custom Reporting and Analysis Tool on all ePCR records.					
7.100	Reporting	Report Type	Ability to create a report that shows all used supplies by a unit for a specified time period or for an incident per patient.					
7.101	Reporting	Report Type	Ability to create and execute queries by individual paramedics. For example, a breakdown of types of calls, intubations, success rates, other treatments, etc.					
7.102	Reporting	Report Type	Ability to create reports to specifically support the medical EMS team for medical.					

	Area	Sub-Area	Requirement	OTS (Yes)	Config	Custom	Not Avail (No)	Comments
7.103	Reporting	Report Type	Ability to only print populated fields.					
7.104	Reporting	Report Type	Following is a list of common reports used to analyze data collected through the ePCR System. Specify if the ePCR System can generate each of the required reports by either a predefined (canned) report or through a reporting tool customized specifically for the ePCR System. The reports are generated through a web-based tool. a) Action taken by Unit, Shift, Date/Time Period. b) # Incidents by Unit, Shift, Employee. c) Cardiac/Respiratory arrests by Unit, Shift, and Date/Time Period. d) Chief Complaints by Unit, Shift, Date/Time Period. e) Final disposition by Unit, Shift, Date/Time Period. f) Injury (Cause) by Unit, Shift, Date/Time Period. g) Medications given by Employee. h) Procedures performed by Employee. i) Provider Impression by Unit, Shift, Employee. j) Exception report, such as no vitals, no transport, chest pain with no treatment, etc. by daily/monthly/yearly (specify what exceptions the system can report against). k) Non-reconciled incidents by Unit, Shift, Employee l) Incidents by situation found, company type, false alarms, Date/Time Period					
7.105	Reporting	Tools	Ability to have the same review and analysis tools in production, test and archive database to allow a user to access either database through a simple means.					
7.106	Reporting	User Activity	Ability to forward a report to another agency (e.g. elder links, animal control, HRS, etc) with additional data. The program uses data entered into the report to pre-populate a form, so that only the additional fields need entry.					
7.107	Security	Auditing	Ability for authorized users to audit ePCRs through a web based tool.					
7.108	Security	Auditing	Ability to attribute each transaction to a specific user.					
7.109	Security	Auditing	Ability to maintain ePCR status changes by authorized users throughout the ePCR life cycle (open, closed, approved, rejected, QM review)					
7.110	Security	Auditing	Allows automatic capturing of an audit record when reviewing/printing any ePCR, or when an addendum was added.					
7.111	Security	Auditing	Includes a built in report audit feature that tracks and displays applicable activity in reference to the report.					
7.112	Security	Data Security	Ability to configure all 'closed' reports as 'locked-out' and unavailable for data editing except by authorized users.					

	Area	Sub-Area	Requirement	OTS (Yes)	Config	Custom	Not Avail (No)	Comments
7.113	Security	Data Security	Ability to maintain the integrity of original, legally closed medical records.					
7.114	Security	Data Security	Ability to make the ePCR read-only after ePCR closure rules have been satisfied.					
7.115	Security	Data Security	Ability to set data auto populated from CAD to initially be "read only".					
7.116	Security	Data Security	If the actual differs from the information received from CAD, corresponding fields can be overwritten without losing the history.					
7.117	Security	Data Security	Provision to wipe sensitive data on mobile devices remotely					
7.118	Security	User Access	Ability to assign/use a unique user account name for identifying and tracking authorized user identities.					
7.119	Security	User Access	Ability to establish (and implement as needed) application access procedures for obtaining necessary EPHI during an emergency.					
7.120	Security	User Access	Ability to assign and manage system access control for users/personnel, e.g. username and password without requiring vendor intervention.					
7.121	Security	User Access	Ability to authorize user accounts/ids, passwords, and access rights from a single and central point of control.					
7.122	Security	User Access	Ability to automatically log off on both the mobile and desktop systems based on an City-defined period of inactivity to comply with HIPAA regulations.					
7.123	Security	User Access	Ability to delegate authorization of access to modules of the application to departments responsible for that level of authorization.					
7.124	Security	User Access	Ability to require users to change their password every 90 days.					
7.125	Security	User Access	Provision for access security control through proper pass word control					
7.126	Security	User Access	Provision for reliable and secure method for user authentication that conforms to standard such as Kerberos, biometric ID, etc.					
7.127	Security	User Access	Provision to define user roles and access rights to the level of person, group, crew, shift, unit, station, battalion, etc.					
7.128	Security	User Access	Provision to only show components and information relevant to the user accessing the system					
7.129	Security	Version Control	Ability to track all changes by version controlling method(s) to maintain HIPAA compliance (name, date, what was edited on the ePCR)					
7.130	Training	Training	Ability to provide access a vendor-hosted training environment.					
7.131	Training	Training	Ability to provide web-based training.					

	Area	Sub-Area	Requirement	OTS (Yes)	Config	Custom	Not Avail (No)	Comments
7.132	User Interface	Access	Ability to have every ePCR report created accessible for editing on both mobile devices and desktops.					
7.133	User Interface	Auto Populate	Ability for frequent caller data to be imported into the ePCR when online; the data to import should include demographics, primary hospitals, allergies, medication.					
7.134	User Interface	Auto Populate	Ability to automatically default the Report Author/Officer in Charge to the User logged on but to be easily edited by using the digitized pen to highlight the field and then type either the employee number or name of the Report Author. The program will search for information from the database to complete the missing employee number and/or name.					
7.135	User Interface	Auto Populate	Ability to auto-populate like fields throughout the application upon entry of data into any like field. (IE, "Patient First Name" appears on multiple screens; when entered on any one of those screens, will be populated in all.)					
7.136	User Interface	Auto Populate	Ability to calculate automatically calculate relevant scores upon entry of data elements comprising the score (GCS, APGAR, etc).					
7.137	User Interface	Auto Populate	Ability to copy applicable data already entered to be reused without reentry. For example, a scene address entered in one screen can be copied to the patient's address on a different screen by applying this copy feature.					
7.138	User Interface	Auto Populate	Ability to have all treatment administered to automatically default to "PROTOCOL" as the authority or reason for the treatment; when the Radio MD gives an order that supersedes the protocol, allow the user to edit the authority from a drop down list to select from (Medical Director, Radio MD, Patient's MD, On Scene MD, etc.)					
7.139	User Interface	Auto Populate	Ability to have temperature data entered in either the Fahrenheit or Celsius; the program will then convert the data and display both.					
7.140	User Interface	Auto Populate	Ability to have the patient address field be populated with the scene address using a copy function and be easily edited if needed.					
7.141	User Interface	Auto Populate	Ability to have the relevant medication dose automatically calculated by using the patient weight already entered and the standard applicable dose for each particular medication. This will automatically populate the dose field.					
7.142	User Interface	Auto Populate	Ability to have Trauma Center criteria automatically generated from data entered in previous pages in reference to the Respiratory rate, Blood Pressure, Pulse rate, Intubation, Long bone fracture, etc.					

	Area	Sub-Area	Requirement	OTS (Yes)	Config	Custom	Not Avail (No)	Comments
7.143	User Interface	Auto Populate	Ability to input patient weight in either metric (kilogram) or Imperial (pounds) which is then automatically converted to the other format.					
7.144	User Interface	Auto Populate	Ability to -upon entering the DOB - have the program automatically converts this information to the patient's actual age and allows for day or month entry for infants.					
7.145	User Interface	Auto Populate	Ability to use data entered in the vitals section for Respiratory Rate (10-29, >29, 6-9, 1-5, none), Systolic B/P (>89, 76-89, 50-75, 1-49, none), and GCS (13-15, 9-12, 6-8, 4-5, 3) to automatically generate a revised trauma score. Ranges are customizable based on protocol.					
7.146	User Interface	Auto Populate	Program automatically updates the 'to-do' list immediately and highlights all applicable mandatory fields when a new patient is added.					
7.147	User Interface	Auto Populate	Provide a data search field that is used in the Mobile ePCR Software to find information and then transfer the found information another field,					
7.148	User Interface	Auto Populate	Provides a "repeat customer" referencing feature. This means the mobile ePCR Software is able to wirelessly query the database by using HIPAA-compliant standards (e.g. a minimum dataset of name and SSN must be entered to validate the patient match). Upon a successful match, the repeat customer's archived information will populate applicable fields in the Mobile ePCR Software. Minimum fields include patient demographics and billing information as well as past history (meds, allergies, and preexisting conditions).					
7.149	User Interface	Auto Populate	Provision for Report date to be automatically populated by default to actual date User is logged on.					
7.150	User Interface	Compatibility	Ability to work with standard Microsoft Office functionality within the record.					
7.151	User Interface	Connectivity	Ability for the mobile ePCR software to manage and or display wireless connectivity to the backend system to ensure the field user is aware of connectivity status.					
7.152	User Interface	Connectivity	Ability of the ePCR system (which can be demonstrated) to allow hospitals to securely view an ePCR of any patient delivered to its facility by the City, via a browser.					
7.153	User Interface	Connectivity	Ability of the ePCR System to store data redundantly on the mobile device to ensure that no connectivity is needed. Please describe the methods used by the ePCR system to meet this requirement WITHOUT a reliance on wireless connectivity.					

	Area	Sub-Area	Requirement	OTS (Yes)	Config	Custom	Not Avail (No)	Comments
7.154	User Interface	Connectivity	Ability to access an ePCR that has been synchronized to the server from any device running the application.					
7.155	User Interface	Connectivity	Ability to have the software connect to multiple sites throughout the day without having to reboot.					
7.156	User Interface	Connectivity	Ability to synchronize the date/time of each device that is connected with the tablet/PC with the ePCR software in order to avoid conflicting times in the completed document.					
7.157	User Interface	Connectivity	Ability to wirelessly (Bluetooth or other functional wireless mechanism) transfer reports between portable devices in the field. E.g. to transfer a report that has been started by an Engine Company to a Rescue, the Engine Officer would select the Rescue number from a pre- designated list and then select the send button. This will transfer all the patient-specific and applicable report information gathered by the Engine to the Rescue, thereby eliminating redundant entry. The Engine still MUST complete its unit report independent of the Rescue's ePCR. This transfer also has to be able to a unit from another agency. i.e. Southwest Ambulance					
7.158	User Interface	Data Management	Ability for an unlimited amount of incidents and patients per incident that can be managed by a single mobile device. (Specify any limitations that do apply).					
7.159	User Interface	Data Management	Ability for each of the areas to be broken down further (abdomen must allow for the selection of RUQ, RLO, LUQ, LLQ), or Upper Extremities into (shoulder, arm, elbow, hand, wrist, finger, etc). Each of the areas can also include further documentation of these areas including: - Upper/Lower - right/left - anterior/posterior					
7.160	User Interface	Data Management	Ability for most fields to automatically accept and save the entry of data without the need to press an additional enter or save key for time efficiency.					
7.161	User Interface	Data Management	Ability of the mobile ePCR to select and add pertinent negatives where necessary.					

	Area	Sub-Area	Requirement	OTS (Yes)	Config	Custom	Not Avail (No)	Comments
7.162	User Interface	Data Management	Ability to - at a minimum - collect and time stamp the following assessment groups. The assessments may be repeated and the history for the incident must be kept and appear on the ePCR. <ul style="list-style-type: none"> <li>- Pt position</li> <li>- LOC (AVPU)</li> <li>- Protocol followed</li> <li>- Airway (status)</li> <li>- Breathing (effort, lung sounds)</li> <li>- Circulation (strength, regularity, site)</li> <li>- Eyes (size and reactivity)</li> <li>- Skin (temp, moisture, color)</li> <li>- GCS (computed score, eye, verb, motor)</li> <li>- APGAR</li> <li>- RTS</li> <li>- Blood Sugar (value and 'hi' and 'low' entry)</li> <li>- Capnometry, Capnography values</li> </ul>					
7.163	User Interface	Data Management	Ability to add non-crew ride-a-longs/Paramedic students as well as display that entry as part of treatment providers.					
7.164	User Interface	Data Management	Ability to collect the authorized user/crew member name, employee or badge number and display it as part of the resulting ePCR crew signature					
7.165	User Interface	Data Management	Ability to document any valuables or personal items taken to and left at the hospital.					
7.166	User Interface	Data Management	Ability to document more than one patient for the same incident by the same unit by the selection of an "add patient" button or tab, which will automatically copy incident-specific information into the new patient's ePCR without redundant entry.					
7.167	User Interface	Data Management	Ability to document specific fields as a positive or negative in regards to a clinical element. For example, a symptom can be documented or the patient can deny the symptom exists (pertinent negative).					
7.168	User Interface	Data Management	Ability to easily edit and record mid-shift crew member and/or vehicle changes.					
7.169	User Interface	Data Management	Ability to ensure that all fields that accept numeric entry are left blank instead of having a "0" as a default. This eliminates the possibility of misleading information if this field is overlooked and report is erroneously printed with zeros.					

	Area	Sub-Area	Requirement	OTS (Yes)	Config	Custom	Not Avail (No)	Comments
7.170	User Interface	Data Management	Ability to enter a minimum of six (6) crew members in the mobile ePCR for each Fire/EMS unit report. These crew members will be retained in the ePCR system for any subsequent incidents.					
7.171	User Interface	Data Management	Ability to enter international addresses and Phone numbers. Examples: Interpark House, 3rd Floor, 7 Down St London, W1J 7AJ United Kingdom +44-20 70161300Or Pariser Platz 2, 10117 Berlin, Germany - +49-30 2385174					
7.172	User Interface	Data Management	Ability to for each Chief Complaint to be linked to their respective treatment tree as pre-selected by the City.					
7.173	User Interface	Data Management	Ability to handle at least 100 patients on a single handheld for a single incident.					
7.174	User Interface	Data Management	Ability to handle multiple patients per incident, multiple incidents with multiple patients. (Example: We had a roll over of a minivan with 19 patients.)					
7.175	User Interface	Data Management	Ability to have fields show defaults that are outside the treatment area. Specifically in the patient's address screen, the Country field defaults to USA, the City to Peoria.					
7.176	User Interface	Data Management	Ability to keep an ongoing total of all inventoried equipment/supplies as it is used during this shift on the tablet and on the backend system.					
7.177	User Interface	Data Management	Ability to link/tie a mandatory field to a second mandatory sub field. E.g. if the procedure of EKG is chosen, the program then mandates that an entry be made in the rhythm field or if the procedure of Pacer is chosen, then the program mandates an entry in the rate field.					
7.178	User Interface	Data Management	Ability to manually initiate an ePCR as well as merge subsequently delivered dispatch information into the originally initiated ePCR					
7.179	User Interface	Data Management	Ability to manually save an incomplete report at any point during the data entry.					
7.180	User Interface	Data Management	Ability to only expose and print the particular patient's details who as been selected for an incident.					

	Area	Sub-Area	Requirement	OTS (Yes)	Config	Custom	Not Avail (No)	Comments
7.181	User Interface	Data Management	Ability to retain crew login details (shift, unit, agency and crew) in the Mobile ePCR Software for each subsequent incident.					
7.182	User Interface	Data Management	Ability to set values for each treatment 'to defaults' if desired by the City					
7.183	User Interface	Data Management	Ability, when conducting a physical each of the following areas, to break down into additional City definable lists of detailed signs: - HEENT (Head, etc) - Neck - Chest - Abdomen - Pelvis - Back - Upper Extremities - Lower Extremities					
7.184	User Interface	Data Management	Incident close field differs from report close (incident is date/time actual incident concludes/ report close is when report is completed and record is locked.					
7.185	User Interface	Data Management	Mobile ePCR software has the ability to view and attach one or more digital images to the ePCR from an attached camera without requiring the user to utilize a third party software.					
7.186	User Interface	Data Management	Mobile ePCR Software provides the ability to display ALS-level or BLS-level treatments based on the documented service level of unit entering the report, thus exposing only the pertinent data elements needed for that particular unit.					
7.187	User Interface	Data Management	Provision for a single point of data entry (example: If you enter the age for a patient in one screen, you should not have to enter it again on another screen.).					
7.188	User Interface	Data Management	Provision for the mobile ePCR software to transparently and instantly save. This eliminates the use of a 'save' button and also allows a User to return to continuation of entry of the ePCR in the event a hardware error occurs on the mobile device.					
7.189	User Interface	Data Management	The ePCR System has the ability to view an ePCR where multiple care providers and/or units provided treatment and/or transport to a single patient during a single incident as one contiguous record (of the final unit managing the patient) if an electronic transfer of that patient occurs between these respective units.					

	Area	Sub-Area	Requirement	OTS (Yes)	Config	Custom	Not Avail (No)	Comments
7.190	User Interface	Document Mgmt	Ability to access attached files by no more than 2 clicks.					
7.191	User Interface	Document Mgmt	Ability to attach files, such as a drug check off sheet or infection and exposure report, in any format (PDF, HTML, etc.) through the mobile device.					
7.192	User Interface	Document Mgmt	Ability to have files attached in the field available to desktop client and capable of being printed along with the ePCR.					
7.193	User Interface	Document Mgmt	Ability to store an audio file, recorded via a microphone on the mobile device, and attach it to a particular report in the field.					
7.194	User Interface	Documentation	Documentation contains: Comprehensive troubleshooting flows Glossary Index Table of contents Example illustrations Steps for important transactions a user or application administrator might conduct.					
7.195	User Interface	Documentation	Documentation is electronic and searchable					
7.196	User Interface	Documentation	Provide an extensive data dictionary with consistent terminology, and a comprehensive data dictionary documenting all data structures, triggers, and database details that will be delivered with the ePCR Software prior to or at system acceptance.					
7.197	User Interface	Documentation	Web-based online documentation available					
7.198	User Interface	Formatting	Ability to have the Date of Birth field entered using the MM/DD/YYYY template; the program enters the "/" in the correct places.					
7.199	User Interface	Hospital/Other Agency	Ability to support multiple Agencies and the ability to differentiate which alarm belongs to which Agency. For example: Glendale Fire Department could contract with Peoria Fire Department. Each agency's access to the ePCR System can be configured to be agency-specific. When querying the data, the product can produce reports for each Agency separately and independently. Vendor should provide separate pricing for this capability.					

	Area	Sub-Area	Requirement	OTS (Yes)	Config	Custom	Not Avail (No)	Comments
7.200	User Interface	Hospital/Other Agency	Ability to transfer ePCR in real time to hospital or transporting agency via: Fax Bluetooth Wirelessly Web Portal Other (Please describe)					
7.201	User Interface	Hospital/Other Agency	Ability to, once the hospital is chosen, have the User opt to wirelessly deliver or activate exposure to a summarized ePCR to the receiving facility, accessible over a secure web-based application. This summary will provide key data about the patient including gender, age, chief complaint, past medical history, present condition/vitals, treatments rendered and any documented results of the treatment. Information is configurable and similar to current MEDS Relay or EMResource pop-up screen.					
7.202	User Interface	Messaging	Ability to automatically send an alert to QA if the User does not correct the data entered when required to do so.					
7.203	User Interface	Messaging	Ability to have the ePCR System identify each Mobile Device by a unique identification number assigned to it which is used to send data to a specific unit.					
7.204	User Interface	Messaging	Allow the desktop ePCR Software to send QM notes for a specific alarm or staff member as well as to send general messages enterprise-wide.					
7.205	User Interface	Messaging	Provision for a warning alert to occur before exiting the application to avoid accidental closing during use.					
7.206	User Interface	Messaging	When logging on to the system, there is a provision for a screen to notify the user of all incomplete or open reports for his/her unit and shift. This list also includes reports that have not been received by the backend, yet dispatched by CAD.					
7.207	User Interface	Navigation	Ability for the Medic to jump in-between different areas of data collection to simulate the reality of a patient assessment.					
7.208	User Interface	Navigation	Ability of the mobile ePCR software to automatically scan the report for required elements and display a 'to-do' list exposing omitted mandatory fields needing attention. These elements and tabs with them will be highlighted in the software and each can be navigated to by clicking on the applicable to-do list item.					

	Area	Sub-Area	Requirement	OTS (Yes)	Config	Custom	Not Avail (No)	Comments
7.209	User Interface	Navigation	Ability to complete most of the ePCR easily by using only the tablet computer's pen to select all data without the need to use a virtual keyboard during mobile use at patient side.					
7.210	User Interface	Navigation	Ability to do all data entry without a keyboard using only the tablet functionality					
7.211	User Interface	Navigation	Ability to find drop down lists under main headings. The focus is to make the data available with minimal effort and maximum efficiency.					
7.212	User Interface	Navigation	Ability to have mobile ePCR software City-definable URL favorites to establish links to web-based sites such as hospital status, etc.					
7.213	User Interface	Navigation	Ability to navigate directly from any screen to any other screen required to complete an interactive process task without having to go through unused screens.					
7.214	User Interface	Navigation	Ability to navigate directly to a particular page within the mobile ePCR software using a combination of buttons, lists, or tabs. This means the software MUST NOT require a specific order of data entry but instead be optimized for real-time entry.					
7.215	User Interface	Navigation	Ability to navigate from screen to screen with minimum keystrokes and mouse clicks, and with minimum difficulty.					
7.216	User Interface	Navigation	Ability to use a keyboard (physical or electronic) to enter data into the Mobile ePCR Software report to increase the speed and efficiency of use					
7.217	User Interface	Navigation	Provide rapidly accessible ePCR listing screen. This screen will expose all ePCRs managed by the system, including open and closed reports as well as a simple mechanism to deliver any of the reports.					
7.218	User Interface	Navigation	Provision for all components to use consistent navigation features.					
7.219	User Interface	Navigation	Provision for plainly displaying most information with a minimal need to open and search through many categories, sub-categories.					
7.220	User Interface	Navigation	Provision for the entry or retrieval of any data with minimal pen taps or keystrokes. Most if not all data can be managed throughout every screen of the program with a maximum of two taps/selections.					
7.221	User Interface	Platform	Web-based interfaces for the mobile unit, the administrative console and the QA console					
7.222	User Interface	Reporting	Ability of the user to query the specific "form report" upon completing the ePCR- as described in the prior question- and fax it to the proper agency using the direct contact link to the agency.					

	Area	Sub-Area	Requirement	OTS (Yes)	Config	Custom	Not Avail (No)	Comments
7.223	User Interface	Reporting	Ability to display information about each addendum including date/time, author, reason and the addendum content.					
7.224	User Interface	Reporting	Ability to easily review the ePCR in the Mobile ePCR Software by the User prior to closing or printing an ePCR. The Mobile ePCR Software review feature contains all information of the actual ePCR printout and allows for scrolling the report in its entirety.					
7.225	User Interface	Reporting	Ability to have a "report summary" available in the Mobile ePCR Software providing a summarized ePCR, normally used when contacting a hospital or medical control. The contents of this summary screen include the patient age and gender, receiving facility, as well as a summary of present history, past history, findings, impression, treatments, and vitals. Time stamped items (such as treatments and vitals) will be displayed and sorted by the time of the event.					
7.226	User Interface	Reporting	Ability to have each addendum within a report time/date stamped and include other pertinent details such as type of addendum, action, and who created the addendum.					
7.227	User Interface	Reporting	Ability to have the narrative include the company ID # and the User badge # when printed.					
7.228	User Interface	Reporting	Ability to print and ePCR either in its original 'closed' format, or printed with its addendums.					
7.229	User Interface	Reporting	Allow addendum reports to be entered and viewable under same incident #.					
7.230	User Interface	Reporting	Allow an authorized user to use a web-based interface to create one or more addendums with additional data without modifying the originally 'closed' reports.					
7.231	User Interface	Reporting	Allow each ePCR to be displayed and printed in a 'show' or 'hide' addendum mode.					
7.232	User Interface	Save	Ability to save an incomplete ePCR which "follows" the medic/pre-hospital provider, so that he/she will be able to finish it later at any workstation (mobile or desktop).					
7.233	User Interface	Save	Ability to save ePCR and then open it at a later point in time.					
7.234	User Interface	Screens	Ability throughout the mobile ePCR software to display multiple lines of data that are easily viewed with minimal scrolling.					
7.235	User Interface	Screens	Ability to display mandatory data fields on screens under main icons and not hidden under sub-icons that can be accidentally overlooked causing pertinent data to be inadvertently omitted or difficult to find.					
7.236	User Interface	Screens	Ability to find ALL DATA ENTRY WITHIN NO MORE THAN 2 LAYERS					

	Area	Sub-Area	Requirement	OTS (Yes)	Config	Custom	Not Avail (No)	Comments
			OF SCREENS.					
7.237	User Interface	Screens	Ability to have any tabs that still contain mandatory unfilled data highlighted until all obligations are fulfilled.					
7.238	User Interface	Screens	Ability to have mobile ePCR software categorized into several commonly used screens including, incident, patient, history (present and past), findings (physical, impression), treatments, fire basic, and result.					
7.239	User Interface	Screens	Ability to have the treatment entry screen allow for City definable categories which allow for quick filtering of treatments. For example, selecting the cardiac arrest filter would display a list of cardiac arrest related treatments.					
7.240	User Interface	Screens	Ability to highlight all mandatory fields and tabs with missing mandatory data to alert the end-user (color coding, bold, etc) until respective data is entered.					
7.241	User Interface	Screens	Ability to review ECG data on the desktop through a web based interface.					
7.242	User Interface	Screens	Ability within the mobile ePCR system to 'move' between screens without requiring completion of entry at that immediate point in time. This is critical when utilizing the system real-time.					
7.243	User Interface	Screens	Provision for mobile ePCR software screen data large enough and spaced to ensure easy legibility and rapid entry.					
7.244	User Interface	Screens	Provisions for screens and reports to present data in similar organization.					
7.245	User Interface	Screens	Search field is cleared when the data is transferred, leaving the search field ready for the next query.					
7.246	User Interface	Screens	User screens have no horizontal scrolling and minimal vertical scrolling.					
7.247	User Interface	Search	Ability to have a Medical Dictionary as an integral part of the ePCR System					
7.248	User Interface	Search	Ability to search for a crew member. The crew member can then be selected and be added to the active crew list.					
7.249	User Interface	Search	Allow user to search cases (by date or unit parameters) that they have been assigned to, without exposure to other cases they have not been assigned.					

	Area	Sub-Area	Requirement	OTS (Yes)	Config	Custom	Not Avail (No)	Comments
7.250	User Interface	Search	ePCR system has the ability to quickly search and retrieve one or more matching ePCRs based on the utilization of one or more search parameters (including wildcards) or filters including: -date or date range -incident number -incident address -patient name -patient SSN -destination -shift -unit -crew last name -crew employee ID -Officer in Charge					
7.251	User Interface	Tools	Ability for the desktop ePCR Software to utilize a query building tool to create custom reports without the need of specialized computer skills (such as SQL) or specialized query software (such as Crystal Report, etc).					
7.252	User Interface	Tools	Ability of the mobile ePCR software to utilize a tightly integrated handwriting recognition tool that MUST allow for quick access, entry and correction of handwritten information of fields that would otherwise require the use of the keyboard. It should "recognize" field data types and automatically adjust for these types to heighten recognition accuracy. It should be able to learn and improve over time. E.g. time fields MUST only accept HH:MM data and must not accept a time of 25:00.					
7.253	User Interface	Tools	Ability to activate the handwriting recognition tool within the mobile ePCR by no more than a single click The box to enter the handwritten text then displays near or next to the relevant field but not covering the field to be entered.					
7.254	User Interface	Tools	Ability to allow for the use of standard statistical packages so that research and analysis can take place.					
7.255	User Interface	Tools	Ability to compare the actual against the required treatments for the Chief Complaint and based on that particular protocol alert the user if there are any inconsistencies or omissions.					

	Area	Sub-Area	Requirement	OTS (Yes)	Config	Custom	Not Avail (No)	Comments
7.256	User Interface	Tools	Ability to have spellchecker available in narrative, with a place to view commonly misspelled words, medical abbreviations.					
7.257	User Interface	Tools	Ability to have weight based guidance that can be customized by the City for specific protocols and zoomed in for easy reading.					
7.258	User Interface	Tools	Ability to interface the mobile ePCR with optional card swipe hardware to read magnetic strip and automatically transfer the data into the appropriate fields in the report, including applicable demographic and event data of the ePCR.					
7.259	User Interface	Tools	Ability to use medical and English dictionaries existing in the Mobile ePCR software to automatically spell check any free-form narrative data that is manually entered.					
7.260	User Interface	Tools	On the "Patient Medication" screen, ability to select a medication and to click a reference button in order to expose an online PDR (Prescription Drug Reference) with expanded information for that medication.					
7.261	User Interface	Tools	Provision for an City-configurable language translator tightly integrated exposing a list of questions or statements defined by the City in City-definable languages (Spanish, and others).					
7.262	User Interface	Tools	Provision of a scratch pad 'notes' feature within the mobile ePCR system allowing for rapid entry of 'post-it' style notes to access later when completing the report.					
7.263	User Interface	Tools	The stylus or tab can be used to navigate screens.					
7.264	User Interface	User Activity	Ability of the City's QA Officer and Medical Director to attach comments to the PCR.					
7.265	User Interface	User Activity	Ability to allow a user to complete, close, and send a report in the Mobile ePCR even while that incident is still active.					
7.266	User Interface	User Activity	Ability to amend information via a web-based application by authorized users, e.g. demographics, insurance details.					
7.267	User Interface	User Activity	Ability to capture signatures and type of signer as needed (and on more than one form per incident).					
7.268	User Interface	User Activity	Ability to continuously analyze certain clinical and operational data					
7.269	User Interface	User Activity	Ability to enter more than one Chief Complaint.					

	Area	Sub-Area	Requirement	OTS (Yes)	Config	Custom	Not Avail (No)	Comments
7.270	User Interface	User Activity	Ability to have a pick-list show list of patients (Patient 1, Patient 2, Patient 3, etc.) for the incident. It must be clear at all times which patient is currently active and all information then entered will be associated with this active patient. A pull-down list or similar must be available to switch 'globally' between multiple patients.					
7.271	User Interface	User Activity	Ability to have the User receive a list of all open ePCRs assigned to him when logging in.					
7.272	User Interface	User Activity	Ability to have the user to easily record audio with an access tab available on all screens. This is used to record a verbal refusal from the patient or to document an unusually violent or threatening scene.					
7.273	User Interface	User Activity	Ability to make manual modifications to the list of crew members during any stage of the shift by picking from a list of all personnel of the City. This list of crew is broken down by last and first name, employee number, and skill level.					
7.274	User Interface	User Activity	Ability to manually enter times that are not sent via CAD through handwriting, a keyboard, or by pressing a "now" button.					
7.275	User Interface	User Activity	Ability to note signs and symptoms associated with body areas on a body area and body system diagram by tapping on the body area or in the system list and system will then display City-defined signs or symptoms associated with that respective area or system or to easily document traumatic injuries.					
7.276	User Interface	User Activity	Ability to quickly and easily add more patients to the same incident.					
7.277	User Interface	User Activity	Ability to select certain criteria based on impression, complaint, cause or treatment to automatically trigger routing a report to QA for review.					
7.278	User Interface	User Activity	Ability to select the active ePCR.					
7.279	User Interface	User Activity	Allow for readily distinguishing between two ePCRs entered by the same unit for the same alarm on different shifts. E.g. If Q4A is on an alarm at shift change and is relieved by Q4B, each officer must generate a separate report to document their assignment for the same unit on this same alarm.					
7.280	User Interface	User Activity	Mobile ePCR Software requires less than 5 seconds to setup for either printing or ePCR wireless transfer.					
7.281	User Interface	User Activity	Mobile ePCR Software takes minimal time (typically < 2 seconds) to perform actions including login, open report, move from screen to screen, enter data and save data.					
7.282	User Interface	User Activity	Provide a Chief Complaint lists displayed in a predefined order; filtered further by a body area; or found by using a search function.					

	Area	Sub-Area	Requirement	OTS (Yes)	Config	Custom	Not Avail (No)	Comments
7.283	User Interface	User Activity	Provide an "At patient side" time field to be manually entered, then modified via a list with one minute increments, tapping a 'now' button; or the time can be populated via the CAD interface.					
7.284	User Interface	User Activity	Provision for an ePCR faxing feature from the field as well as a web-based mechanism to define a fax number for each receiving facility, eliminating the need of the User to manually enter a hospital's fax number.					
7.285	User Interface	User Activity	Provision within the mobile ePCR system for a 'one touch' time entry, filling a data field (operational times, vitals, treatments) with the current system time without additional user action.					
7.286	User Interface	User Activity	The pre-populated dose entry can be easily edited by highlighting the field to display complete multiple choice lists to choose from. System requires active acknowledgement from the crew.					
7.287	User Interface	User Activity	The User must be able to separately define the 'role' of each respective crew member for that unit.					
7.288	User Interface	User Defined Fields	Ability of the City to configure the requirement of the patient's signature to complete the ePCR so that the refusal screen defaults to the patient's name as the signer but can be edited by the user if a family member is signing for the patient. If the patient refuses to sign or is unable to, an unable to sign field or button can be selected. This would result in an "unable to sign" reason to be captured (DOA, Cardiac Arrest, Trauma to hand, etc.). Selecting this field will by-pass the required signature.					
7.289	User Interface	User Defined Fields	Ability of the City to customize a treatment tree to be automatically opened for specific common Chief Complaint entries.					
7.290	User Interface	User Defined Fields	Ability of the ePCR System to allow for patient transport with no charge (City employee transported while on duty) by using a customizable billing pick list specifying this exception.					
7.291	User Interface	User Defined Fields	Ability to also keep track of whose seatbelt was fastened					
7.292	User Interface	User Defined Fields	Ability to manage patient refusals by allowing the User to 'check' canned refusal acknowledgements and statements. These statements appear in the ePCR on the same screen requiring the patient's signature.					

	Area	Sub-Area	Requirement	OTS (Yes)	Config	Custom	Not Avail (No)	Comments
7.293	User Interface	User Defined Fields	Provision for a narrative section that will include handwriting recognition, English and Medical spell-checking as well as allow for the capture of a minimum of 3,000 characters.					