



Request for Proposal Questions and Responses

Request for Proposal: Electronic Patient Care Reporting System

Proposal Due Date: Friday, August 28, 2020

All Prospective Proposers: In reference to the proposal solicitation, the following questions and inquiries were submitted, and have response from Boston Public Health Commission/Boston EMS below.

1. Section E. 6 Please provide additional clarify on TRAVEL.

RESPONSE: Any travel to Boston EMS for training and service, pre- and post-implementation, should be factored into the proposed fee and cannot be billed separately. Boston EMS requires all associated expenses, for up to two representatives from Boston EMS, to be covered by the vendor, if the vendor hosts annual conferences (as travel policies permit).

2. Section F.1.B Please identify the number of SafetyPad records that would require import, and the format in which they would be provided for consumption.

RESPONSE: Approximately 410,000 records.

3. Section F.1.G Is this a requirement for remote-hosted applications as well?

RESPONSE: Remote hosted applications must Boston EMS to extract necessary data to our MS SQL environment with all necessary and clear up-to-date schema documentation.

4. Would the vendor or Boston EMS be responsible for the creation and maintenance of this datastore?

RESPONSE: The vendor must be fully responsible for costs associated with hosting and backing up data, that said, Boston EMS will cover costs of our MS SQL environment/local hosting of data.

5. Section F.1.H Is this a requirement for remote-hosted applications as well?

RESPONSE: Vendor is responsible for having both a comprehensive data back-up and disaster recovery plans, including a routine database restore testing. Boston EMS will manage any local or cloud-based servers. The vendor will ensure real or near real time updates to Boston EMS' servers, at no additional cost to Boston EMS.

6. Would the vendor or Boston EMS be responsible for the creation and maintenance of this datastore?

RESPONSE: The vendor will be responsible for the creation and maintenance of the datastore hosted by the vendor. The vendor will not be responsible for Boston EMS' local datastore.

7. Section F.1.AT Please define what data is being transferred with the current API exchanges in each direction.

RESPONSE: All fields captured within the ePCR, excluding attachments such as EKG and AED data, would need to be exchanged with our hospitals via the API. Although not required, Boston EMS would be interested in a bidirectional feed allowing the ePCR system to receive data from hospitals, such as patient demographics, name, address, DOB, and insurance.

8. Section F.1.BA Please outline what this means.

RESPONSE: That your ePCR system must be HIPAA and NEMSIS compliant and will adapt to any future state or federal changes when required, for example: NEMSIS 3.5 compatibility and future requirements.

9. Will financial details be kept confidential?

RESPONSE: Anything submitted to the Boston Public Health Commission/Boston EMS will eventually become a public record after the contract has been awarded.

10. Is a browser-based ePCR a hardline requirement?

RESPONSE: No, as long as your system can work in a private cloud-based environment.

11. What mobile hardware do you currently use? And are you looking to upgrade those units with the new ePCR system? If so, what models are you looking at (e.g. Panasonic, Dell, iPads, etc.)?

RESPONSE: Boston EMS currently uses android tablets, although we are planning to upgrade our equipment. The new ePCR system will inform the equipment selected; we expect it will be some form of a ruggedized tablet.

12. Please provide direction on hardware.

RESPONSE: Boston EMS will purchase the hardware once a vendor is selected to ensure it is compatible with the proposed software. Vendors are not restricted to a specific operating system.

13. Would you consider amending instruction 1.1 to permit bids from Canadian based firms to be included in your RFP evaluation process.

RESPONSE: The condition that vendors must be based in the United States remains a requirement for this RFP.