

A

REQUEST FOR INFORMATION (RFI)

For:

An Emergency Medical Services Licensing System

RFI # DPH 01 08 DPH-JSS

Issued by:

THE STATE of WISCONSIN
DEPARTMENT of HEALTH and FAMILY SERVICES

January 24, 2008

Responses are requested by
February 21, 2008

For further information regarding this
RFI contact Brian Litza at (608) 261-6870

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1. INTRODUCTION and PURPOSE

1.1 Purpose of the Request for Information

The purpose of this document is to solicit information from vendors on available software for an Emergency Medical Services licensing system for the Department of Health and Family Services' (DHFS) Division of Public Health (DPH). DHFS is seeking information about the hardware and software required the performance capabilities, the range of costs associated with a system, and the functional capabilities of systems that encompass a secure Web-based communications system for use by DPH, Wisconsin emergency medical technicians and Wisconsin emergency medical services.

The Division of Public Health (DPH), Bureau of Local Health Support and Emergency Medical Services (BLHSEMS) has a responsibility to build partnerships and to provide leadership and support through the development and recommendations of statewide policy related to the Wisconsin Public Health System and pre-hospital emergency medical services community. The [Emergency Medical Services](#) Systems Section's responsibilities include overseeing all licensing, training, policy and practice issues related to emergency medical services in Wisconsin. There are over 450 ambulance services, approximately 120 hospitals with emergency departments, and over 18,000 FR/EMTs.

A primary responsibility of EMS is to ensure that all emergency medical technicians (EMT) are licensed and certified at the appropriate level. Medical First Responders (FR) is certified and Emergency Medical Technicians (EMT) are licensed in the State of Wisconsin. Certification or licensure verifies that the holder has met minimal competencies and, if affiliated with an emergency medical service (EMS) provider, it authorizes that individual to provide medical care under medical direction. Ambulance service providers are also licensed. All individual EMT and First Responder, ambulance service provider and first responder provider licenses expire on June 30 of even numbered years. Licenses must be renewed prior to the expiration date in order for the licensee to continue practicing and/or operating.

This is not a request for bid.

No purchases will be made based on responses to this Request for Information (RFI).

The State of Wisconsin, as represented by its DHFS, intends to use the results of this process to finalize specifications for a new EMT licensing system. The results of this information gathering process may also be used by the State to create and issue a Request for Bid or Request for Proposal that may result in the issuance of State contract(s).

1.2 Scope

The scope of this RFI is to establish a base of information that can be further reviewed to determine the feasibility and practicality of an automated Web-based system to support EMT licensing needs within the Department of Health and Family Services and with its partners throughout the State. DHFS is seeking information and cost estimates prior to preparing a detailed system design or specifications for a request for bid or proposal.

There is no intent to purchase any equipment and/or software at this time as a result of this RFI, but only to review and to make recommendations to DHFS management as to the future direction of the Department and whether such a system is cost-effective effective.

2. PROCEDURE and INSTRUCTIONS

2.1 Method and Response

Vendors should submit one (1) original copy of all materials by date specified in 2.2 to:

Brian Litza, Project Manager
EMS Section Head
BLHSEMS (Bureau of Local Health Services and Emergency Medical Services)
Division of Public Health
Department of Health and Family Services
1 W Wilson St. Room 131
Madison, WI 53703
Phone: (608) 261-6870
LitzaBD@dhfs.state.wi.us

DHFS recognizes that vendors may include proprietary information and trade secrets in their responses. The Department will treat all responses with the same level of content security as afforded bid documents. Therefore, all documents must be packaged, sealed and show the following information on the outside of the package:

Vendor's Name and Address
Request For Information Title
Request For Information Number
Request For Information Due Date

2.2 Calendar of Events

Listed below are important dates, and times by which actions related to this RFI must be completed. In the event that the State finds it necessary to change any of these dates and times it will do so by issuing a supplement to this RFI.

EVENT	DATE
RFI Published	January 24, 2008
Written questions due from vendors	February 6, 2008
Answers to questions posted to VendorNet	February 14, 2008
Responses requested from vendors due by:	February 21, 2008

2.3 Format of Response

Vendors responding to this RFI should comply with the following requirements:

(a) TAB 1 - VENDOR DATA SHEET/REFERENCE DATA SHEET:

Include here the Vendor Data Sheet (Attachment A) and the Reference Data Sheet (Attachment B) that have been included in this RFI. Each vendor is asked to furnish a list of a minimum of one (1) reference that will be capable of

verifying information supplied by the vendor in his or her response. Vendors may submit additional Reference Data Sheet forms. Include here the Designation of Confidential and Proprietary information if vendor chooses to complete the form.

The State reserves the right to contact and/or visit any party listed as a reference, which has previously utilized or is presently utilizing products(s) and/or services(s) identical or similar to those being proposed by the vendor. It may also utilize other sources of information about the product(s) and/or service(s) proposed by the vendor where these sources are publicly available and are equally available for all competing vendors.

(b) Tab 2 - MANAGEMENT SUMMARY:

Provide a narrative summary of the information being submitted. This summary should identify all product(s) and/or service(s) that are being discussed in the response. A brief description of the vendor's organization and its history may also be included.

(c) Tab 3 - RESPONSE TO REQUIREMENTS:

Provide a point-by-point response to each and every requirement specified in "Section 5.Requirements." Responses must indicate that either a vendor's response complies with specifications (i.e. "Yes") or that it does not (i.e., "No"). Responses that comply (i.e. "Yes") must include functionality that is available as a standard part of vendor's system and is currently in use at a production site. The response must differentiate between requested functionality that is available as a standard part of vendor's system and is currently in production at some site, and functionality that could be added to the vendor's system.

Responses must be in the same sequence with the same numbering as each appears in this RFI.

(d) Tab 4 - ADDITIONAL INFORMATION:

Include additional information, which will be essential to an understanding of the response. This might include diagrams, excerpts from manuals or other explanatory documentation, which would clarify and/or substantiate the response. Any material included here should be referenced elsewhere in the document.

(e) Tab 5 - COST INFORMATION:

Provide cost information on the product(s) and/or service(s) included in this RFI. The purpose of this cost information is to provide the State with an idea of how much return on investment a Real Time Communications System could deliver. List prices and estimated State discounts (if available) are satisfactory. Include costs related to software licensing, maintenance, hardware, implementation, conversion, documentation and training. Refer to section 6 for more detail.

2.4 Demonstrations

DHFS recognizes the cost and time commitment incurred by vendors in providing demonstrations of their products. Demonstrations are not specifically requested as a response to this RFI. DHFS may determine that it is desirable to view a demonstration of some products and may contact vendors at a later date to request a demonstration. Recognizing this is a Request for Information, vendors will not be penalized if demonstrations cannot be provided.

2.5 Incurring Costs

The State of Wisconsin is not liable for any cost incurred by the vendor in response to this RFI.

2.6 Questions

All questions must be in writing and directed to:

Brian Litza, Project Manager
EMS Section Head
BLHSEMS (Bureau of Local Health Services and Emergency Medical Services)
Division of Public Health
Department of Health and Family Services
1 W Wilson St. Room 131
Madison, WI 53703
Phone: (608) 261-6870
LitzaBD@dhfs.state.wi.us

Note: e-mail is the preferred method of submitting questions.

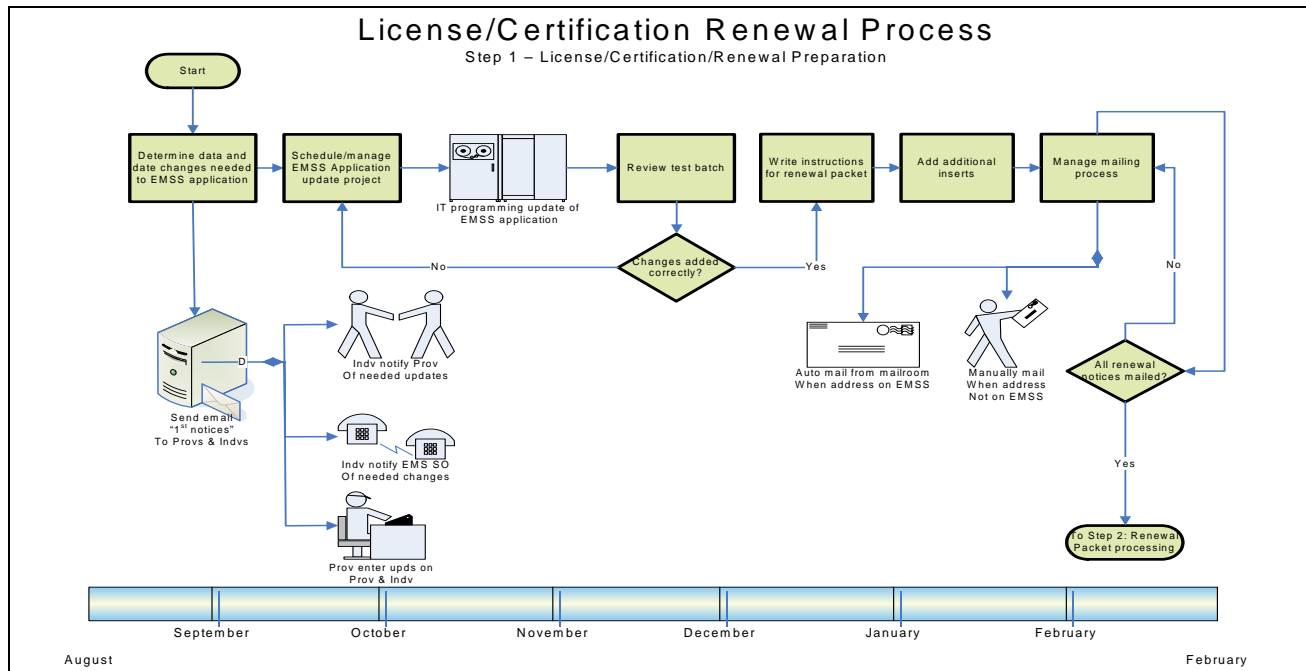
In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of this RFI, supplements or revisions will be provided to all recipients of this initial RFI.

3. BACKGROUND

The Division of Public Health (DPH), Bureau of Local Health Support and Emergency Medical Services (BLHSEMS) has a responsibility to build partnerships and to provide leadership and support through the development and recommendations of statewide policy related to the Wisconsin Public Health System and pre-hospital emergency medical services community. The [Emergency Medical Services](#) Systems Section’s responsibilities include overseeing all licensing, training, policy and practice issues related to emergency medical services in Wisconsin. There are over 450 ambulance services, approximately 120 hospitals with emergency departments, and over 18,000 FR/EMTs.

A primary responsibility of EMS is to ensure that all emergency medical technicians (EMT) are licensed and certified at the appropriate level. Medical First Responders (FR) are certified and Emergency Medical Technicians (EMT) are licensed in the State of Wisconsin. Certification or licensure verifies that the holder has met minimal competencies and, if affiliated with an emergency medical service (EMS) provider, it authorizes that individual to provide medical care under medical direction. Ambulance service providers are also licensed.

All individual EMT and First Responder, ambulance service provider and first responder provider licenses expire on June 30 of even numbered years. Licenses must be renewed prior to the expiration date in order for the licensee to continue practicing and/or operating.



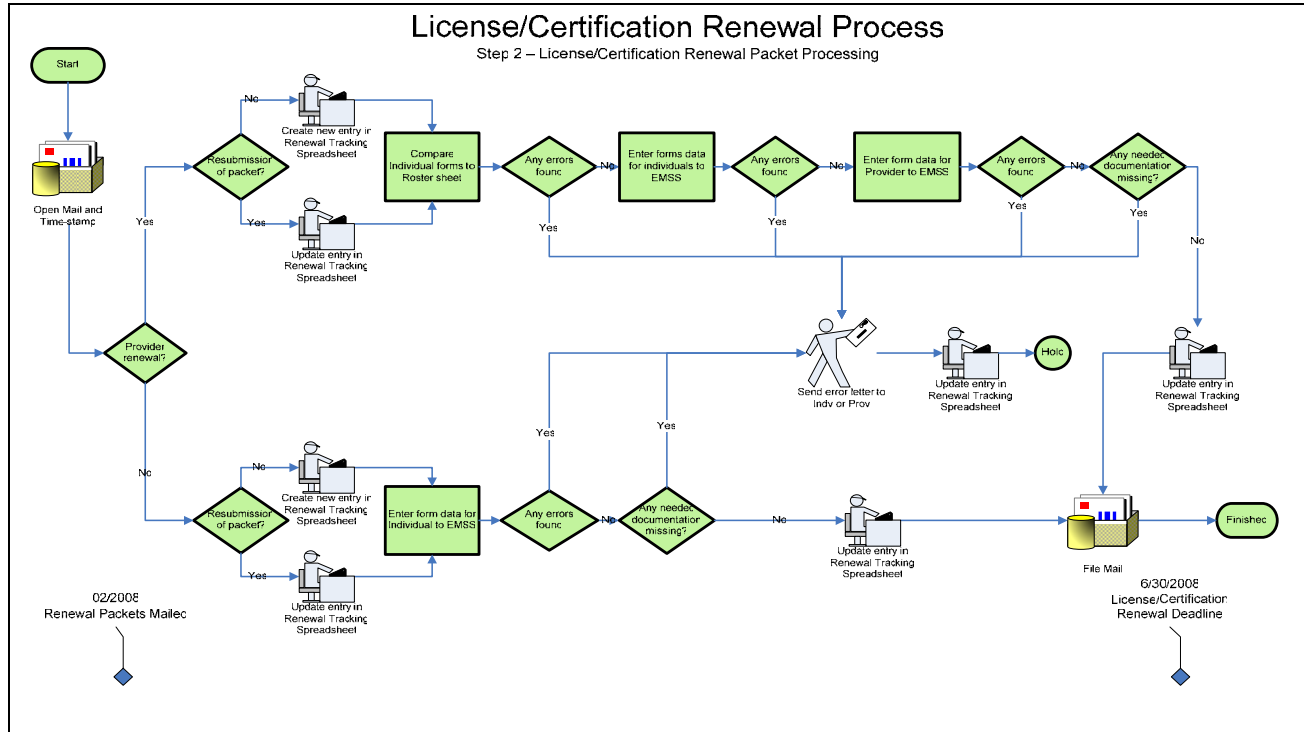
Updating EMSS and mailing the renewal packet

Work on license renewals starts in the fall of the year prior to the renewal year. EMS central office staff determines all needed updates. Changes include things such as new administrative rules that need to be followed, updates to code and data fields, new information that needs to be collected and even things like updating date and fee information. These modifications require programmatic changes to the EMSS application code and are treated as an enhancement project, with BITS programming staff time charged back to EMS.

At the same time, an email notification is sent to all service provider and individual license holders reminding them to update information in EMSS. Service providers have system accounts and can update their rosters and contact

information as needed. Individual license holders can either contact the EMS central office staff or service providers with whom they are affiliated to have their information updated.

In February of the renewal year, a packet of information is mailed to each individual and service provider license holder. The mailing contains all materials needed for renewals, including the renewal form, current information from the EMSS application, and instructions written by EMS central office staff.



Processing received renewal packets

All renewal information is returned, via mail, to the central office for processing. Central office staff maintains a stand-alone spreadsheet to track each received packet. Mail is opened, time-stamped and reviewed to determine if the packet is being processed for the first time or is a resubmission.

Received packets are checked first to determine that all needed information has been included. Service providers must submit a copy of their roster and information on their director and medical director. Individual license holders must submit current name and address information, criminal history information, training confirmations, and additional information if they are re-instating a license or if they have a criminal history.

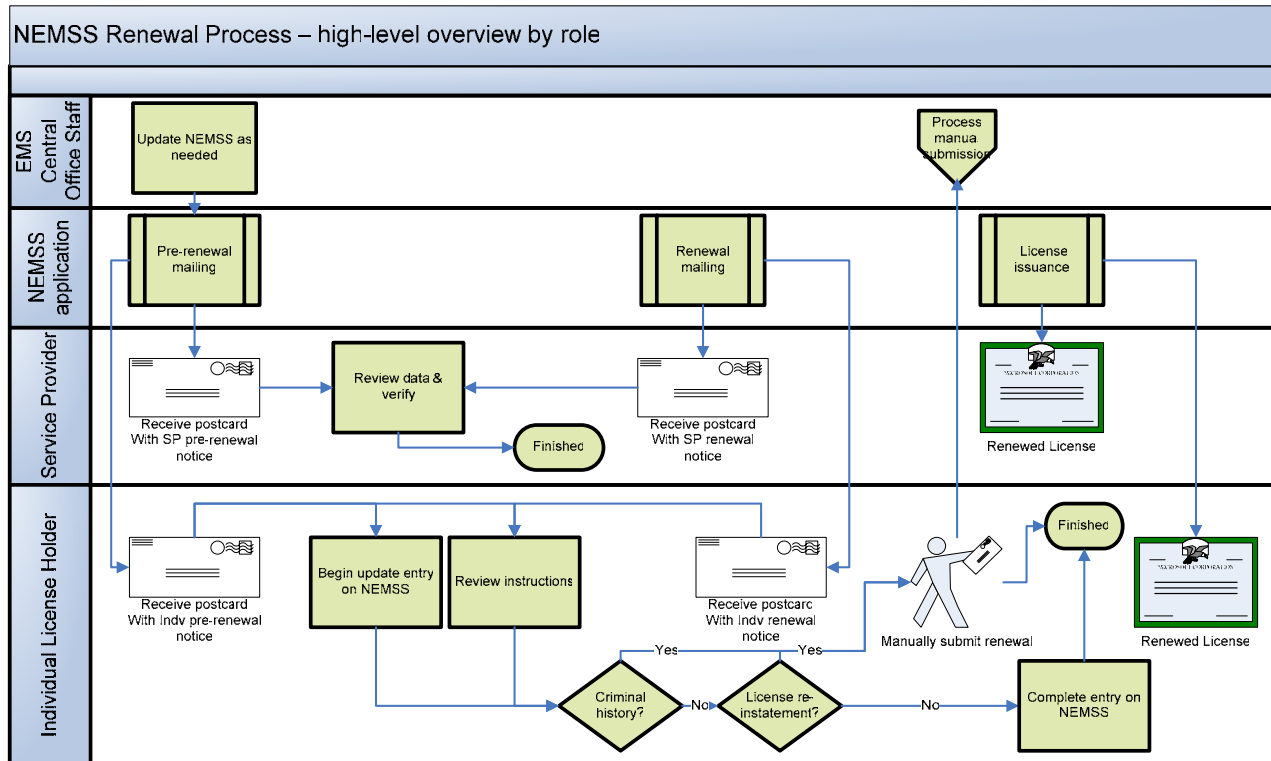
If the packet is missing any required information, or any forms are incorrectly filled out, the renewal process is halted. This requires that EMS central office staff updates the tracking spreadsheet, file all received materials and mail a letter to the license applicant detailing what needs to be fixed.

All received information is entered to or verified against the EMSS application. If there are any inconsistencies or issues with the information received, once again the process is halted, with the same requirements to update the tracking spreadsheet, file all received information, and mail the applicant a letter explaining the problem.

Once completed, all received documentation is filed. A batch program runs nightly to determine which records have been successfully updated.

4. VISION

Revise EMS licensing operations to: 1) Produce a single physical license for individual license holders; 2) Ensure license renewal processing is completed in a timely manner; 3) Empower license holders to manage their own records for normal activities; 4) Manage anticipated changes to standard reference items without programmatic intervention.

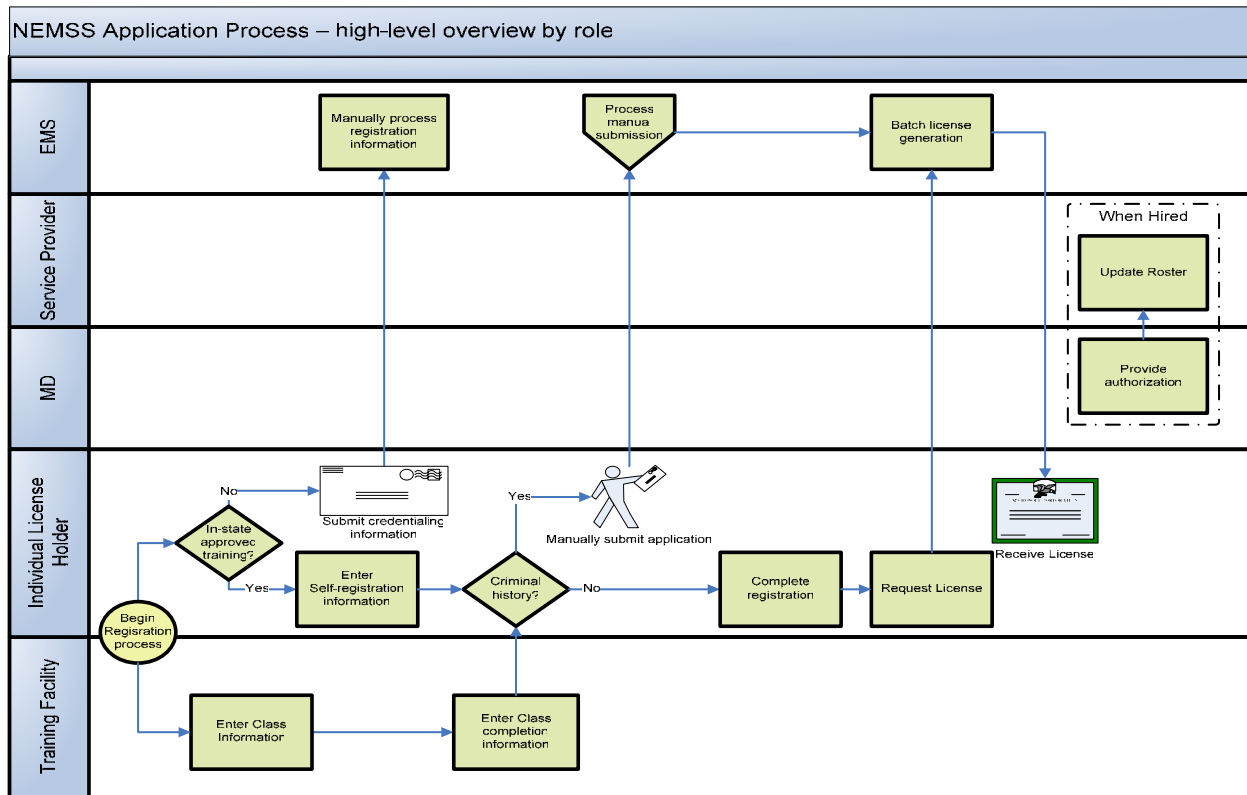


The vision for a new emergency medical services system (NEMSS) includes changes to the application system used to manage licensing, the processes used by staff, and the products produced through the system.

As shown in this overview, license renewals will be treated much differently in the new system. A mandatory requirement of the new system will be it is configurable for normal, anticipated changes. Updates to stored data items such as due dates, fee amounts, code numbers, will be accomplished without having to programmatically alter application source code. A configurable system will save time and money.

The renewal mailing will be considerably simpler, as the expectation in the new system is that all individual license holders will have accounts on the system and be responsible for maintaining those accounts. Both the pre-renewal reminder and the renewal mailing will point the recipient to the web-enabled NEMSS application. The individual license holder will be able to review their information and update training, criminal history, affiliation, and contact information as needed. The majority of individual license holders will be able to complete their license renewal online with no direct involvement of EMS central office staff. Ambulance service providers will be able to renew their licenses online by reviewing and verifying their information.

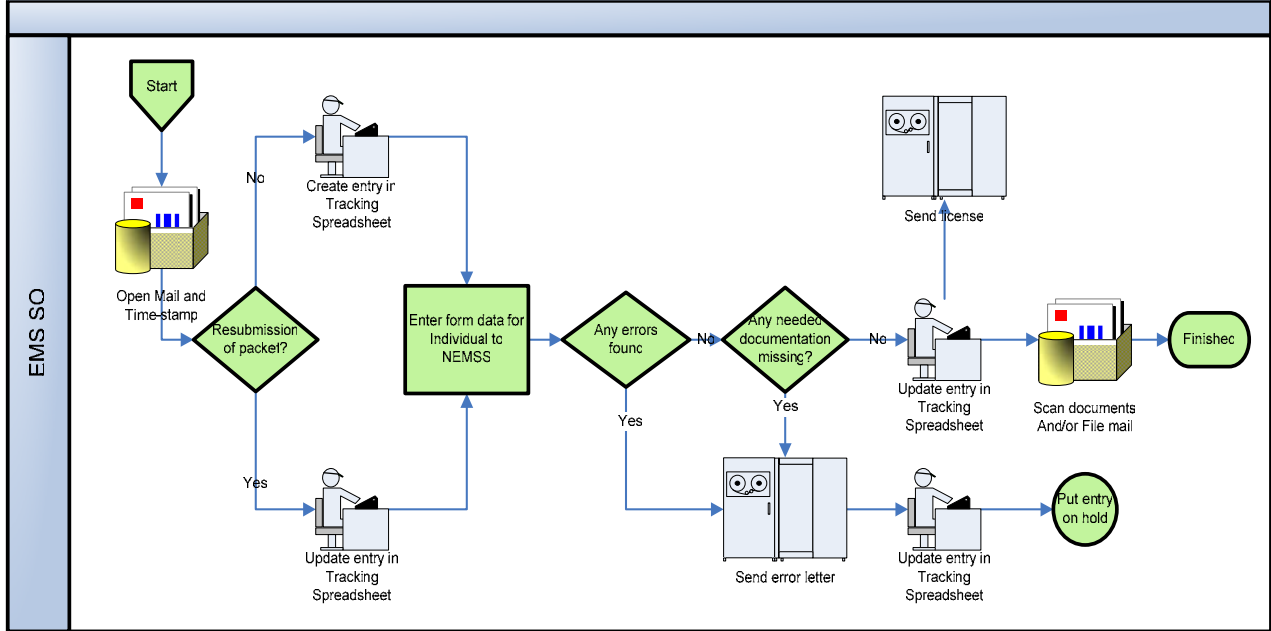
Perhaps the single greatest change is that an individual EMT or FR will be issued a single license, regardless of how many affiliations they may have with different service providers.



The initial license application process will also be changed. Training facilities that offer recognized classes are already on the EMS application, and this will continue with NEMSS. Student information will be entered to NEMSS by the training facility. Training information will be updated by the training facility on completion of the class.

Individuals will be able to establish an account on NEMSS during training. After completion of a training class, an individual can submit their credentialing information to the EMS central office and complete the remainder of their license application online.

NEMSS Licensing Process – Manual submission work flow



EMS central office staff will only be required to process those license applications and renewals that are exceptions. Individuals who have a criminal history, who are submitting a request for reinstatement, or who have received training unrecognized by the State will need to submit their application materials directly to the EMS central office. EMS processing of registration and renewal materials

5. REQUIREMENTS

The Requirements portion of this RFI has been divided into several sections. While each section is intended to cover a specific and related set of required and optional functions, there may be some duplication. The order of the sections and the order of requirements within sections do not in any way imply priority of need or desirability. In some cases, there will be no specific requirement but just a broad request for information regarding a given function. These requests will generally be in the following form: Please describe any ability to *do one thing or another*.

5.1 Application Functionality Requirements

- 1) Individuals can create and renew their own records
- 2) System to provide on-line status checks of license renewal or registration status
- 3) System provides address verification and standardization functionality. Address verification edit checks can be set to warnings vs errors by system administrator
- 4) System to contain forms needed by end-users. Forms can be filled out and submitted in system, or printed for mailing.
- 5) System to provide full online review of individual license holder record including license history, disciplinary actions, training, SP affiliations
- 6) System to allow for easy updating/reconfiguration for managing reference data and changes to renewal rules
- 7) Indv receives a single license for their highest level of licensing/certification.
- 8) System to provide means for indv or service provider to verify acceptance of information; the acceptance needs to be saved with time/date of acceptance
- 9) Service provider can view all indv licensing information (including seeing ALL license/certs indv holds)
- 10) Service provider can modify roster to add or remove association to individual license holder
- 11) Ability to search "archival" data on individual license holder
- 12) Ability to track and manage disciplinary actions on individual license holder
- 13) Automated review/change of license status - such as - mark individual license as "expired" if renewal not processed by due date
- 14) Sys Admin ability to manage automated status - such as - can reset date to July 15 for expiration date - can turn off automated review/change - or over-ride for indv
- 15) Ability to mark a license application or renewal as "on hold".
- 16) Ability to capture information on training classes and then associate individual license holders to those classes
- 17) Ability to support compliance audits - reporting/views to select candidates, track results of audit and know who was
- 18) Ability to track complaints - when made, against whom, to both indv and SP
- 19) Ability to create form letters with information added from database
- 20) Online verification of licensure
- 21) System does not delete data when indv removed from rosters or license/certs revoked or not renewed

5.2 Usability Requirements

- 1) System to allow a user to submit, clear, or cancel changes they make to data on a screen.
- 2) System to generate understandable error messages.
- 3) Contractor to deliver a full set of documentation in electronic format at the conclusion of deployment of the system.
- 4) Contractor to conduct onsite training sufficient to ensure key users of the system are familiar with application functionality. Contractor will leave copy of training materials with Agency at the conclusion of training.
- 5) System to contain on-line help, field and page level prompts
- 6) System designed with simple navigation paths for most common activities. Navigation on license application and renewals modifiable based on entered data. For example, indv with criminal record must supply information not requested of indv without criminal history

- 7) System designed to be easy-to-use for individuals who are infrequent and/or not formally trained in using the system.
- 8) System must provide ability for end-users to manage their own profiles and enter changes to demographic data such as address and contact information.

5.3 Reporting Requirements

- 1) System database to be accessible for reporting. Please describe reporting functionality provided with system.
- 2) Reporting functionality provided includes: standard reports/views provided with system; ability to create new standard reports; ability for expert end-users to create ad-hoc reports
- 3) All reports to be viewable online, printable, or exportable in XML, CSV or other formats.
- 4) Identified reports needed include:
- 5) User contact lists. Lists to allow for telephone, email and mailing contact information.
- 6) Disciplinary actions - ability to report by number and location at aggregate level w/out any personally identifying information
- 7) Detailed view of individual licensing/certification showing current status and history (able to select for specific individuals or group)
- 8) Mailing label format with selected information, such as, labels for all people with license x in region Y
- 9) Lists of personnel by location, facility, role, skills, etc.
- 10) Ability to create reporting database for use for public access

5.4 Technical Requirements

- 1) System to be Web-based with no client component installation required. All modules of system, including reporting and administrative, must be web-based. No special software installation on the local machine should be required with the possible rare exception of supporting functions that would be used by a very small subset of the user base.
- 2) System to have a centralized ODBC compliant database from a vendor with a proven market place presence such as Microsoft, Oracle, or IBM. Vendors to indicate which DBMS and version number in bid response.
- 3) Describe your system's technical architecture.
- 4) End-user interface must be ADA compliant.
- 5) System to support a user community of at least 20,000 registered users including 50 users with administrative rights.
- 6) System to be able to support up to 500 concurrent users.
- 7) System to be available 7 x 24 x 365 with allowance for periodic, announced maintenance and enhancement windows. Please describe how maintenance and enhancements are managed.
- 8) System to be LDAP compatible and capable of directory synchronization .
- 9) Describe any disaster recovery functionality provided by system.
- 10) System to provide ability for end-users to manage their own profiles and reset/recover their own usernames and passwords.
- 11) System to provide means of auditing end-user logins and system use
- 12) System Administration functionality is provided through normal system module that is accessible to end-users through same on-line system access as the rest of the system.
- 13) The system must be capable of exporting a file of contact information, based on user-defined criteria, for import into a commercial broadcast communications system. The state anticipates that the file will be in XML format.
- 14) System to generate electronic data files (CSV, XML) in a secure format for download or interfaces.
- 15) System to be compatible with all popular browsers such as Internet Explorer, Mozilla, Firefox, Opera and Safari.
- 16) The system to allow for records to be added, updated, or deleted through on-line and batch processes. Posting of data to occur in real-time.
- 17) System to have data dictionary provided by contractor to Agency in electronic format.
- 18) System to accept scanned images and documents that can be associated to individual or service provider record.

5.5 Security/Administrative Requirements

- 1) System to allow for secured access to data and functionality. Security levels within the system to provide the ability to allow/disallow access to specific areas such as screens, windows, or logical data groupings by appropriate staff. Roles needed for All-access, Individual license holders, Service Providers, Training Facilities and Medical Directors.
- 2) Users to be constrained in their ability to add, update, delete, or view records and fields based on 'rights' assigned to the users role and jurisdiction/organization within the system.
- 3) Users to have a unique login ID and password for each registered end-user of the application.
- 4) Authentication and access control are to be independent of the application.
- 5) System must have lockout capability to allow quick response when needed at individual user or system level.
- 6) Define any data encryption functionality system incorporates.
- 7) The system must provide routine auditing (who updated what when) and an audit information retrieval function. The retrieval function can be handled through the AVR functions described elsewhere in this RFI. Audit capabilities that can be used for read and update access that include capture of:
 - 8) System user.
 - 9) Process ID.
 - 10) Time/date stamp of change.
 - 11) Field-level identification of data.
 - 12) Snapshot of old and new data.
 - 13) Record action (read, insert, and update).
- 14) System should provide a Systems Administration module or functionality that will:
 - 15) Provide differing levels of access, e.g., "Super Administrator" for overall State authority, local administrators for county end-users, etc.
 - 16) Allow changes to field value data, e.g., maintain data on hospitals, capacity, equipment, etc.
 - 17) Support maintainable lists of personnel that can be viewable by location, facility, etc.

6. COST INFORMATION

Vendors are asked to submit current cost and licensing information for systems and components referenced in their response to this RFI. Response should include but not be limited to:

- ... Approximate up-front licensing costs.
- ... Licensing options available.
- ... Approximate implementation cost.
- ... Costs and plan associated with phased implementation (if modules purchased over time).
- ... Approximate training costs.
- ... Annual support / maintenance cost.
- ... Up-front hardware costs.
- ... Cost structure for future expansion and enhancements.
- ... Cost structure for customization.
- ... Describe customization process.

Appendix 1 – Glossary & Acronyms

The following is a list of definitions and terms used throughout this Request For Information.

Term or Acronym	Definition
DHFS	Wisconsin Department of Health and Family Services.
DPH	Division of Public Health
EMSS	The Emergency Medical Services Systems Section of DPH. Their responsibilities include overseeing all licensing, training, policy and practice issues related to emergency medical services in Wisconsin.
Public Health	Organized efforts of society to protect, promote, and restore peoples' health. It is the combination of science, skill, and beliefs that is directed to the maintenance and improvement of the health of all the people through collective or social actions.

ATTACHMENT A

RFI # DPH 01 08 JSS

VENDOR DATA SHEET

This form must be completed and submitted with each response to this solicitation document. This form is intended to provide the State with information on the vendor's name and address, and the specific persons who are responsible for preparation of the vendor's response. Each vendor must also designate a specific contact person who will be responsible for responding to the State if any clarification of the vendor's response should become necessary.

Vendor Name: _____

Address: _____

Prepared By: _____

Title: _____

Contact Person: _____

Title: _____

Phone Number: _____

e-mail Address: _____

ATTACHMENT B

RFI # DPH 01 08 JSS

REFERENCE DATA SHEET

FOR VENDOR: _____

Provide at least one (1) reference including company name, address, contact person, telephone number, and appropriate information on the product(s) and/or service(s) used for client installation with usage and requirements similar to those included in this solicitation document. If vendor is proposing any arrangement involving a third party, the named references should also be involved in a similar arrangement.

Company Name: _____

City: _____ State: _____ Zip+4: _____

Contact Person: _____ Phone No.: _____

Product(s) and/or Service(s) Used: _____

ATTACHMENT C

RFI # DPH 01 08 JSS: DESIGNATION OF CONFIDENTIAL AND PROPRIETARY INFORMATION

The attached material submitted in response to Request for Information (RFI) includes proprietary and confidential information which qualifies as a trade secret, as provided in Section 19.36(5), Wis. Statutes, or is otherwise material that can be kept confidential under the Wisconsin Open Records Law. As such, we ask that certain pages, as indicated below, of this RFI response be treated as confidential material and not be released without our written approval.

Prices always become public information when RFIs are opened and, therefore, cannot be kept confidential.

Other information cannot be kept confidential unless it is a trade secret. Trade secret is defined in Section 134.90(1)(c), Wis. Statutes, as follows: "Trade secret" means information, including a formula, pattern, compilation, program, device, method, technique or process to which all of the following apply: 1. The information derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use. 2. The information is the subject of efforts to maintain its secrecy that are reasonable under the circumstances.

We request that the following pages not be released:

Section	Page #	Topic

IN THE EVENT THE DESIGNATION OF CONFIDENTIALITY OF THIS INFORMATION IS CHALLENGED, THE UNDERSIGNED HEREBY AGREES TO PROVIDE LEGAL COUNSEL OR OTHER NECESSARY ASSISTANCE TO DEFEND THE DESIGNATION OF CONFIDENTIALITY.

Failure to include this form in the RFI response may mean that all information provided as part of the RFI response will be open to examination and copying. The state considers other markings of confidential in the RFI document to be insufficient. The undersigned agrees to hold the state harmless for any damages arising out of the release of any materials unless they are specifically identified above.

Company Name: _____

Authorized Representative: _____
Signature

Authorized Representative: _____
Printed

Date: _____