



April 7, 2014

## REQUEST FOR INFORMATION

City of Springfield  
Fire and Life Safety

### RFI#1177 Ambulance Billing System Software and Electronic Patient Care Reporting

#### ADDENDUM #1

The City of Springfield is hereby amending the above mentioned RFI. The original document can be found on the City's website at [www.springfield-or.gov](http://www.springfield-or.gov). By selecting the hyperlink *Purchasing/Contracts* from the menu on the left side of the home page, interested parties will be linked to the RFP/ITB page.

1. **Question:** Do you require the selected vendor to interface with any specific electronic billing clearing houses, or is the expectation that you will utilize whatever e-filing vendor the selected billing system vendor suggests?

**City Response:** We are under contract with our current Clearinghouse until January 2015. At that time, a 60-day notice of termination is required prior to extending the agreement.

2. **Question:** Do you already have a FireHouse (or similar fire system) interface in place with your ZOLL RescueNet system?

**City Response:** We do not currently have an interface between FireHouse (cloud) and our ePCR system.

3. **Question:** The RFI states the need to track incidents by fire district, sub-district, census tract, etc. Is the assumption that the crews entering the ePCR field data input these values in fields in the software, or is it that the software will be able to automatically figure that out based on the incident location?

**City Response:** Our current CAD to PCR interface passes this geo data into each PCR record.

4. **Question:** The RFI asks about data integration with an optical storage system (Docuware). Our billing system already has a document storage system. Is it acceptable to use our built-in system instead?

**City Response:** It would be acceptable & possibly preferred to utilize a built-in optical storage system.

5. **Question:** With regard to your current ePCR solution:
  - a. Is data imported directly from the CAD? Is that for every agency served? What CADs are currently interfaced?

**City Response:** Our current OSSI SunGard CAD to PCR interface passes data directly into our PCR system (one PCR per medic unit dispatch per incident). This interface is shared between the cities of Springfield and Eugene, as was customized in-house, utilizing a SQL View. Our dispatch center contracts with other agencies, but their data is not contained in our CAD to PCR interface. We currently do not interface CAD information for our other contracted Billing clients.

- b. **Question:** You mentioned that you perform billing for 25 municipalities in Oregon. Will all 25 use the ePCR product, or is it just Springfield itself that will be using the ePCR product (and remaining entities stick to whatever they are currently using?) If the other municipalities will stay with whatever they are currently using, can you please tell us what ePCR software they use?

**City Response:** Currently, Eugene & Springfield uses the ePCR system. Other municipalities utilize & will remain with various systems, such as (iPCR, Image Trend, FireHouse, & Emergency Reporting).

- c. **Question:** Is there an approximate count of how many field devices and what type (model and SKU# if available) are currently in use? Also, would all or some of these be expected to be replaced, if so, how many? When were they purchased?

**City Response:** Eugene & Springfield currently use approximately 20 Panasonic CF-19 Toughbook computers, and also runs PCR software on various station and administration desktop computers. Our replacement cycle on mobile computers is 3 years. A small quantity of new Toughbooks will be purchased in April & July 2014 respectively.

6. **Question:** The RFI does not mention the factors to be considered in rating submitted proposals. Are there weighted rating criteria? If so, what percent will be applied to price or, is this a bid where lowest price is the determining factor?

**City Response:** This is a Request for Information only. If it appears there are vendors that could meet our needs better than our existing system, a Request for Proposal process may be conducted to select a new vendor. In an RFP process, price could be a significant factor.

In the event that it is necessary to further amend, revise or supplement any part this RFI, additional addenda will be posted on the City's website at <http://www.springfield-or.gov> (select the **Purchase Contracts** hyperlink and RFI#1177 Ambulance Billing Software System and Electronic Patient Care Reporting). As stated in the original RFI, City will make a reasonable effort to provide the addenda to all vendors to whom City provided the initial RF. This addendum shall be considered part of the original RFI. The City is not responsible for any explanation, clarification, interpretation or approval made or given in any manner except by written addenda issued by City.

**ALL RESPONDERS SHOULD ACKNOWLEDGE AND INCLUDE THIS ADDENDA #1 AS PART OF THEIR SUBMITTAL PACKAGE.**