



REQUEST FOR PROPOSALS

#495

FireMed Website and Database Redevelopment

City of Springfield
Department of Fire & Life Safety
Springfield, Oregon 97477

March 18, 2011

**CITY OF SPRINGFIELD
OREGON**

**Request for Proposal
Fire and Life Safety Department
FireMed Website and Database Redevelopment #495**

Sealed proposals will be received by the Finance Department, City of Springfield, 225 Fifth St. Springfield OR, 97477, Attn: Jayne McMahan until 2:00 p.m. local time, the 27th of April, 2011 and opened at 2:00 p.m. local time the same day, for proposals regarding a Fire and Life Safety FireMed Website and Database Redevelopment. Sealed bids must be marked **"RFP: FireMed Website and Database Redevelopment #495"**.

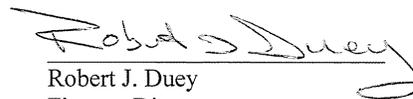
The City of Springfield is seeking a software developer or developers to design and implement a new website and new membership database for the FireMed ambulance membership program. The website, <http://www.firemed.org>, will be a high-performance ecommerce site and be integrated with the new database. The database will be designed to maximize efficiency of labor and provide high value of management reporting. The FireMed program will remake its internal processes to achieve maximum productivity in the newly developed system. The program currently enrolls about 36,000 member households with about 75,000 total members, and expects steady growth for many years.

Proposal packets and all addenda are available on the City's website at www.springfield-or.gov (select the hyperlink from the left menu titled *Purchasing/Contracts* then *FireMed Website and Database Redevelopment #495* or by contacting Jayne McMahan at (541)726-3708 or by email: jmcmahan@springfield-or.gov.

There will be a mandatory pre-Proposal meeting/conference call Friday March 25, 2011 11:00am PDT. The pre-Proposal meeting will be held at the Springfield Library Meeting Room 225 Fifth St. Springfield, OR 97477. Conference call dial-in information 541-736-7128. Proposals will only be accepted from attendees of this meeting/conference call.

Statements Not Binding: Statements made by the City of Springfield at the pre-Proposal meeting/conference call do not change the proposal document unless the City of Springfield confirms such statements with a written addendum to the proposal documents.

The City of Springfield reserves the right to accept or reject any or all proposals or to waive any specifications or requirements, or to negotiate with any vendor submitting a proposal regarding any aspect of this Request for Proposal when doing so is deemed to be in the best interest of the City.


Robert J. Duey
Finance Director
City of Springfield, OR

Publication Schedule:

The Register Guard: March 18, 2011
Daily Journal of Commerce: March 18, 2011

I. Project Overview

A. Current Situation

The City of Eugene and City of Springfield fire departments created FireMed™, an ambulance membership program, in 1986 as a partnership of the two ambulance providers for central Lane County at the time. In 2002, Lane Rural Fire/Rescue District was created and joined the partnership. In 2008, an air ambulance provider in a nearby city joined the program, and was later replaced by [Life Flight Network](#) with a helicopter base in Eugene, making them the fourth partner in the program.

This partnership markets and administers ambulance memberships that entitle all members of a household to emergency ambulance transport with no out-of-pocket expense, covering all uninsured portions of ambulance bills. The purpose of the program is to prevent those in life- or health-threatening situations from refusing or avoiding ambulance transport for fear of the cost. Today FireMed enrolls over 33,000 member households in the local area.

The City of Springfield fire department, Springfield Fire & Life Safety, is the administrative partner, acting under Intergovernmental Agreements with City of Eugene and Lane Rural Fire/Rescue District, and an Independent Contractor Agreement with Life Flight Network, LLC. Springfield also contracts with other fire departments in Oregon to operate their membership programs, including marketing and administration. Currently Springfield has three such clients, enrolling about 3,000 members.

Springfield built and maintains a website, firedmed.org, to inform visitors and enroll members. The content of the site gives a nearly complete picture of the benefits offered to FireMed members. The enrollment process is cumbersome and does not process credit card and debit card payments. Instead, the system notifies FireMed personnel of new enrollments and someone then accesses a database to retrieve the enrollee's information and manually enters data and processes the payment.

Eugene Fire (Eugene) and Life Flight Network (LFN) do their own ambulance billing. Springfield Fire (Springfield) bills for itself and, by contract, for Lane Rural Fire/Rescue (Lane Rural) and for 20 other public ambulance providers in Oregon. Eugene and Springfield both use separate instances of the same billing application, RescueNet™ by Zoll Data Systems.

The Eugene and Springfield fire departments are in the process of combining, with the eventual goal of becoming one fire department. Fire and EMS operations and Fire Marshal functions (prevention) are now functionally consolidated. All administration functions other than ambulance membership, including billing, are still separate. There is no timeline for consolidating the billing function.

Eugene contracts with a private ambulance company, Rural/Metro Ambulance (RMA, <http://www.ruralmetro.com/>) to provide some non-emergency transport in the two

ambulance service areas. Springfield plans to do the same. RMA does its own billing and honors FireMed memberships.

Springfield manages membership data using two databases. Springfield uses an application called The Raiser's Edge™, by Blackbaud. This is a stand-alone database not connected to the website or the department's ambulance billing software. The Raiser's Edge™ is a high-quality application seemingly intended for fundraising organizations. Most of its capabilities are unneeded by FireMed, and the complexity involved in using it for our smaller needs makes it an inefficient application. Attachment B, FireMed Sample Data, shows two records of sample data, modified for privacy.

Eugene owns and maintains a custom membership database application and grants Springfield limited access for data entry purposes. Attachment C, Eugene Membership Application Data Model, illustrates the current implementation of this application. The application as built is unsatisfactory as the database application for FireMed, but has the benefit for Eugene of interaction with Eugene's billing system. It alerts billing technicians when a patient record has an apparent match in the membership database. This interaction is accomplished through the membership module of the RescueNet™ billing system that Eugene owns. The interaction is accomplished with three components: RescueNet™ Billing, RescueNet™ Membership and Eugene Membership. The Eugene Membership application serves as the front end for entering and maintaining data for RescueNet™ Membership. The RescueNet™ Membership module then shares common "customer" data with the RescueNet™ Billing module allowing alerts when customers present in the Membership module are accessed by the Billing module. Springfield uses an identical billing system, but chose not to purchase the RescueNet™ membership module. Springfield could purchase this module today for about \$20,000. Attachment D, Eugene RescueNet™ Membership Notation, shows how this information is displayed in the RescueNet™ application.

The Eugene and Springfield Fire Departments maintain separate local area networks under a common wide area network within a regional IT infrastructure. Attachment E, FireMed IT Architecture, shows and explains the current information technology environment at the Eugene fire department and Springfield fire department where these membership and billing activities occur.

All memberships expire on June 30 each year, the end of each fire department's fiscal year. Springfield mounts a marketing campaign April through July of each year to renew memberships and sell new ones. Springfield hires a group of temporary clerks to answer phones and do data entry during the campaign season. The permanent Program Technician trains and oversees the work of these temps.

Memberships come in on hard-copy application forms via hand delivery, fax, or mail, as well as with no form via phone and electronically through the website. Attachment F, FireMed Renewal Form, and Attachment G, FireMed New Membership Form, show two of the versions of hardcopy applications available. Other versions exist, but contain a subset of the information included on these forms.

Attachment H, FireMed Membership Application Processing Summary, is a summary version of the steps currently used to process renewals and new applications.

A component of the FireMed program is an employer-based membership called JobCare. JobCare employers get a small discount from FireMed for their employees, and may pay an additional part, or the entire remaining fee, on behalf of employees. The amount that employers may pay is fully variable. Attachment I, JobCare Data List, shows the information gathered from employers.

FireMed members also have coverage in other parts of Oregon through a membership reciprocal agreement. To achieve this, Springfield administers a multilateral contract with public and private ambulance providers with membership programs, whereby participants offer the benefits of their program to members of the other programs, should the member use their ambulance service. Attachment J, Reciprocal Agreement Data List, shows the data collected from participants to this agreement.

B. Desired Situation

1. FireMed Website

Firemed.org is used primarily for the four FireMed partners: Eugene fire department, Springfield fire department, Lane Rural fire department, and Life Flight Network. Springfield owns and maintains the domain name and website. Springfield desires to have a best-of-type website that persuasively and easily leads visitors from their entry to the website to successfully purchase a FireMed membership through an online process. The desired developer produces high-performance e-commerce websites.

FireMed staff should be able to make content changes and additions to the website quickly and easily, rather than having a programmer implement content changes. We currently use Adobe Contribute CS5 to update the Springfield fire department web pages within the City of Springfield website, which we find acceptable.

The website should also integrate, as appropriate, with the membership database.

We would also like to sell web presence to other FireMed and non-FireMed ambulance membership programs, including the check out process; manage email and other electronic marketing communications with members; and allow patients to pay for ambulance bills through the website.

2. Membership Database

The desired membership management system is a single database application that serves all of Springfield's partners and clients. Springfield desires to replace its current system, The Raiser's Edge. The replacement may be an upgraded version of Eugene's custom application, another commercial application that more closely

matches Springfield's needs, or a new custom application. The new application must provide the following:

- high efficiency of labor in all modes of use, especially data entry,
- digital retention of paper application forms received,
- a function to reveal memberships to Eugene's billing system, and
- integration with the FireMed website.

Depending on the cost relative to available funds, Springfield also wishes the database to allow access to membership lists to outside parties, provide the same interaction with the billing system that Eugene has for Springfield, manage other components of the program such as JobCare (employer-based memberships for employees) and the Ambulance Reciprocal network, incorporate labor-saving and data-integrity functions such as auto-fill or auto-suggestion for field info, integration of National Change of Address (NCOA, <http://www.usps.com/ncsc/addressservices/moveupdate/changeaddress.htm> ,) and lookup of data in other databases, such as the Lane Council of Governments' Regional Land Information Database (RLID.) See Attachment M, Regional Land Information Database (RLID) Information, for an example of how FireMed staff determines which of the three partners a membership belongs to.

II. Overall Project Description and Scope of Work

This Request for Proposals is limited in specifications to allow Proposers to use their expertise in developing the best solutions for Springfield. Use the requirements and suggestions in this document as a starting point to create an excellent information technology environment for a growing ambulance membership organization. If you create a superior functionality, even for a specified requirement, please submit it as an option to be considered.

Springfield will take advantage of this redevelopment project to remake our internal operations into a high-performance and ultra-efficient model. We are looking for a skilled and enthusiastic partner or partners to help us find technology and processes we don't use, and may not be aware of. We will consider any recommendations that will help achieve that goal.

Proposers are welcome to submit proposals for only website redevelopment or only database redevelopment, understanding that they must cooperate with another contractor to complete their part of the project.

A. Website Redevelopment

1. General Description

FireMed's website, FireMed.org, is moving to its next stage of evolution, which will make it a highly persuasive e-commerce website with improved functionality for members, potential members, FireMed partners, membership program clients, and

Springfield administration. With this redevelopment we desire to remake the design, copy, and images to accomplish a site that moves visitors efficiently and effectively to click the “submit” button on a membership enrollment.

Springfield contracts with other membership programs (clients) to provide various membership services. The scope of service ranges from full operation of membership program and ambulance billing to offering a single service, such as website presence through firemed.org, or advertising planning and execution. For website presence, as a sole service or part of a broader scope of service, the current intention is that each client website will be a clone of the FireMed website, but branded with the client’s name and images and reflect specific differences such as pricing and benefits. Incremental changes and improvements made to the FireMed website should flow automatically to the client sites. Proposers should recommend any superior alternatives they have.

Springfield staff must have a means of creating and updating content quickly and easily rather than relying on programmers to do this.

We are looking for a web developer to work collaboratively with Springfield staff to identify and implement the optimum system for FireMed.

Following this redevelopment Springfield wants the contractor to provide a one-year program of analytic monitoring and analysis of website traffic, with specific recommendations for improvements targeted at improving conversion, including implementation of approved recommendations.

2. Objectives

Springfield desires that firemed.org:

- a. Represent state-of-the-science in e-commerce, web-based marketing, and persuasion, in use of copy, images, navigation, and all other aspects of the implementation. The redeveloped site should result in substantial improvement in conversion rate over the current site. Springfield will grant access to our current Google Analytics account upon request to view historical traffic data. Attachment L includes the number of online applications processed over the past four years.
- b. Exist in a hosted environment outside Springfield’s network.
- c. Provide full enrollment, including submission of member data and payment with automated processing to Springfield’s FireMed merchant account.
- d. Provide an easy-to-use interface for members, allowing them to edit selected personal information, renew memberships, change membership level, get password reminders, and any other functions that will make the user’s experience easy and positive.
- e. Provide members with a variety of payment types (credit card, debit card, e-check, etc.) and plans (monthly, quarterly, annual, biannual, etc.) Provide for

- automated processing, follow up, and reporting on renewing and lapsed memberships.
- f. Allow visitors or members to join through JobCare. The visitor or member should be able to identify their employer, view their corresponding price for each level of membership based on that employer's plan, and select their desired level of membership.
 - g. Track and report on JobCare memberships to facilitate collection of employer portions of fees.
 - h. Automatically adjust the prices for each membership type (regular or JobCare) and level (Basic or Plus) on the first day of each month to account for the time remaining in the membership year (prorated amount.) All memberships expire on June 30.
 - i. Allow Springfield personnel to add and edit site content quickly and easily without knowledge of code or complicated tools.
 - i. Allow individuals in FireMed administration to have role-based levels of permission to make different levels or types of changes.
 - ii. Ability to add navigation menu items and pages from templates, and link to the pages from new navigation menu items or links in the body of other pages.
 - iii. Ability to change the copy, images, links, and other content of the body of any page.
 - iv. Ability to add "products" to the selection available for purchase through the website, including description, images, price, etc. (For instance, the ability to add a new membership type, or to sell first-aid kits.)
 - j. Facilitate use of social media for marketing and public relations, and be capable of working with emerging media outlets.
 - k. Be compliant with all Federal and State laws and regulations regarding security of personal and financial information, including, yet not limited to Health Insurance Portability and Accountability Act (HIPAA, <http://www.hhs.gov/ocr/privacy/hipaa/understanding/coverentities/index.html>), Red Flags rules (<http://www.ftc.gov/redflagrule>), Federal Financial Privacy Law (<http://www.ftc.gov/privacy/>), Payment Card Industry Data Security Standards (PCI DSS) requirements (<https://www.pcisecuritystandards.org/>), and U. S. Bank (http://www.usbank.com/cgi_w/cfm/about/privacy/online_privacy.cfm.) Links are for convenience and may not contain or lead to all necessary information.
 - l. Be reliable and stable. State the promised uptime, method of measurement, and considerations for meeting or not meeting this standard.
 - m. Be fully operational and debugged within five months of contract signing. Implementation between April 1 and July 31, 2011 must not interfere with the annual membership campaign that operates during that period. Proposers should include a proposed development timeline with their proposal. FireMed's project manager will be available to this project as needed throughout the campaign.
 - n. Following implementation, contractor should monitor traffic and conversion and provide periodic reports of recommended changes for the site. Recommendations should include justification for the changes, citing analytic or other data.

Proposals should specify report interval, types of recommendations to be made, data sources, and the rate for implementing changes.

- o. Include proposals for other functions, processes, or operations, from the proposer that will increase the productivity of the website and administration of the program.
- p. Springfield must retain full ownership of the website and all improvements made over the course of any contract period with the proposer. Proposers should state how source code and data will be safeguarded and made available to Springfield immediately upon contractor's cessation of business or termination of this agreement for any reason, and how quickly that will happen.

3. Optional Items:

- a. Allow employers to enroll in FireMed's employer-sponsored plan called JobCare that gives member employees a discounted rate for membership. The information currently gathered from JobCare employers is listed in Attachment I. This functionality should integrate with the Database Redevelopment Option described in II. B. 3. b. below.
- b. Allow ambulance membership programs anywhere to contract with FireMed to have presence at FireMed.org. Currently the site serves six FireMed programs of about 55 total FireMed-branded (reserved for public Fire Department-based ambulance services) programs in Oregon. We would also like to enable other membership programs with different trademarks and trade names (private or non-fire department-based programs) to exist on the site as well. Variable data elements include: ambulance provider name, membership program name, photos (similar scenes with uniformed personnel from the client department,) artwork (including logos,) types and levels of membership, prices, contact information, and terms of agreement. It should allow Springfield personnel to create client-specific content quickly and easily.

Possibly, each client would get a clone of the existing FireMed site with its own branding. Preferably, client sites will automatically change as FireMed.org changes. The site should identify the proper membership program for the visitor (based on location of residence) and provide the proper information. Other solutions are invited.

- c. Allow Springfield personnel to manage, track, and analyze email and other electronic media communications with members and other opt-in correspondents.
- d. Allow ambulance patients to make a payment against their bill online through firemed.org. This functionality would be just a process for making a payment in an amount specified by the user, with no access to bill information through the website.
- e. Allow ambulance patients to review billing information through the website and to make a payment against that bill.
- f. Other features or functionality recommended by the Proposer.

B. Membership Database Redevelopment

1. General Description

Database redevelopment may take place before, concurrent with, or after website redevelopment. Springfield wants to replace The Raiser's Edge™ with an application better matched to the need. This can be an upgraded Eugene membership application, a new commercial database application, or a new custom database application. Springfield would like to have its membership database integrated, in certain aspects, with the website. The timeframe for this phase of the redevelopment is flexible, but should be fully implemented within six months of contract signing. Proposers should include a proposed development timeline with their proposal.

NOTE: A desirable possibility for the membership database is to upgrade the existing Eugene database, since this database already has the billing system interaction in place. Springfield can secure full access to this database. We are uncertain how to extend this interaction to the Springfield billing system without purchasing the membership module (cost: approximately \$20,000.) Springfield asks proposers to determine this, and the price.

2. Objectives

Springfield desires that the FireMed membership database:

- a. Establish a single database containing information for all FireMed members of the partners and Springfield's clients.
- b. Preserve the membership database interaction with Eugene's billing system.
- c. Preserve all existing data in both existing database applications and transfer that data to the new database.
- d. Optimize efficiency of labor and accuracy of data in managing membership information.
- e. Exist in a hosted environment, outside Springfield's network.
- f. Integrate with the website in all desirable aspects, including allowing members to access a subset of fields in their own membership to update with current information.
- g. Prevent duplicate members and memberships.
- h. Manage membership (household) records with multiple members (individuals) and allow movement of members among memberships, leaving a data trail to allow retracing of this movement. (Example: a member that is a dependent moves to his or her own residence and starts a new membership.) Both membership records should note such events.
- i. Allow data entry personnel to process credit and debit card charges in real time as they process a membership over the phone.
- j. Provide a method for retaining a digital image of each paper application form, link the image to the appropriate membership and member records and make it easily accessible to FireMed administration personnel from that record. Springfield currently uses Docuware 5 to store scanned, digital records (www.docuware.com.)

- k. Efficiently function at the current scale of about 35,000 memberships with potential for large growth.
- l. Provide a flexible reporting function. Useful reports include those listed in Attachment K, FireMed Membership Database Reports.
- m. Be compliant with all Federal and State laws and regulations regarding security of personal information, including, yet not limited to, HIPAA, Red Flags rules, Federal Financial Privacy Law, PCI DSS, and the requirements of U. S. Bank. See the Website Redevelopment section, II. A. 2. 1., for links to further information.
- n. Be reliable and stable. State the promised uptime, method of measurement, and consideration for meeting or not meeting this standard.
- o. Provide a secure means for other parties, who bill ambulance patients that may include FireMed members, to consult the database for possible matches, e.g., FireMed client programs that do their own billing or RMA, to allow them to search for memberships from among all contributors to this database.
- q. Provide the ability to assign levels of access to data and editing rights to different individuals in FireMed administration.
- r. Springfield must retain full ownership of the database system and all improvements made over the course of any contract period with the proposer. Proposers should state how source code and data will be safeguarded and made available to Springfield immediately upon contractor's cessation of business or termination of this agreement for any reason, and how quickly that will happen.

3. Optional Items:

- a. Interact with the Springfield billing system to make the Springfield billing system aware of memberships that match patients as the Eugene database does for the Eugene billing system. Information need flow only one direction, from the membership database (outside the Springfield network) to the billing system (inside the Springfield network.) To Springfield's knowledge this must be done through the Zoll Membership module, which Springfield does not possess, but Eugene does. Alternative strategies to purchase of the retail product are invited. Springfield is willing to negotiate a timeline for this option different from other work associated with this project.
- b. Manage employer information for the employer program called JobCare (See Attachment I.) This information should be available to the website and membership database for those members who join through their employer.
- c. Manage Ambulance Membership Reciprocal Agreement (Recip) information. Parties to this agreement comprise the network of providers in Oregon from which FireMed members are eligible to receive benefits (see Attachment J.) This information should integrate with the Reciprocal Coverage web page(s), e.g. provide information for a list of reciprocal providers shown on the web page.
- d. Allow importing of membership lists from other membership programs to create a master list that all master list participants can consult to identify and verify memberships.

- e. Have auto-fill or selection lists for some fields that suggest completion values, such as when entering JobCare employers.
- f. Automatically select ASA and Fire District, based on membership physical address, from Regional Land Information Database (RLID) a public database maintained by Lane Council of Governments (LCOG) in Lane County, Oregon.
- g. Facilitate National Change of Address (NCOA) processing as required by the United States Postal Service for bulk mailers. Produce a file of mailing addresses, submit for NCOA processing, receive file with address changes, and make changes in the database. Provide means to prevent temporary Changes of Address from applying to snowbirds or other seasonal or temporary travelers, and to prevent changes to mailing addresses of substitute administrators, such as adult children of members.
- h. Suggest Postal Service-approved addresses as addresses are keyed in. Allow selection of address by keystroke or keystroke combination.
- i. Other productivity features recommended by the Proposer.

C. Qualifications

The successful proposer for website development will have a successful record of producing high-performance e-commerce websites. Proposers must submit a list of recommended changes, with justifications or explanations, to the existing FireMed.org website and actual “before” and “after” sales results of three redevelopment projects. Springfield will evaluate these submissions in judging skills in e-commerce website design. Springfield will ask the owners of the submitted redeveloped sites to vouch for claims of improved sales or conversion.

The successful proposer for the database development will have a documented record of producing efficient and effective database applications. Proposers must submit recommended functions for the FireMed database and three projects currently in use by clients that Springfield can investigate.

III. Proposal Submissions

Note: It is the City’s intention to establish an agreement with qualified supplier(s) for the FireMed website and database. It is conceivable that the agreement may become a multi-supplier agreement. Proposers are encouraged to bid on all or part of the sections included in this Request for Proposal (RFP).

Please provide separate responses to each of the following items:

- a. A completed Attachment A, Authorization to Legally Bind Proposer.
- b. Description of the proposed website. Include all aspects of the site and describe how the site will function for public users and administrative users. Specifically include the items listed in II, A, 2 – Objectives.
- c. Description of the cost of the system, including all one-time and ongoing costs.

- d. Descriptions of all website redevelopment options submitted.
- e. Description of the performance metrics that the site will meet, including response times for users and administrators (up-time, page loading, response times, etc.)
- f. Descriptions of five improvements to the current FireMed.org, that you recommend, and the reasoning and expected benefits of making the changes. Please include a variety of the aspects of the site so that we can evaluate your full portfolio of skills.
- g. Descriptions of three previous e-commerce redevelopment projects with descriptions of five specific improvements to each site with reasoning for making them. Include a comparison of financial performance of the sites before and after the redevelopment. Please include a variety of the aspects of the site so that we can evaluate your full portfolio of skills. Springfield will contact the owners of these sites to verify proposer's claims and for reference checks.
- h. A timeline of the proposed website redevelopment work, with appropriate milestones and dates of completion.
- i. Description and cost of one year of periodic analysis of traffic and conversion with accompanying recommendations for improvements, and the rate for making changes where programming is necessary.
- j. Description of proposed database. Include all aspects and describe how the application will function for users. Specifically include the items listed in II, B, 2 – Objectives.
- k. Description of the performance metrics that the database will meet for users and administrators (up-time, page loading, response times, etc.)
- l. Descriptions of all database options submitted.
- m. Descriptions of three previous database application projects with descriptions of five specific features applicable to the FireMed database and the benefit of having them.
- n. A timeline of the proposed database redevelopment work, with appropriate milestones and dates of completion.
- o. A list of the individuals in your firm who will be performing work on this project, their role(s), and their qualifications.
- p. A list of subcontractors, the individuals who work for them on this project, the work each will do, and their qualifications.
- q. A description of your project management approach.

IV. Evaluation and Selection Criteria

The following criteria will be applied and weighted according to the indicated importance:

Website Redevelopment

Acceptable Timeline	Y / N
Acceptable Project Management Approach	Y / N
Acceptable HIPAA and Other Legal, Regulatory, and Contractual Compliance	Y / N

Proposed Website & Performance	30.0%
Three Previous Projects	10.0%
Five FireMed.org Changes	10.0%
Cost, Up Front and Ongoing	35.0%
Other Factors	15.0%
Periodic Analysis and Recommendations	
Personnel and Subcontractor Qualifications	
Reliability and Stability	
Data and Source Code Safeguards	
Web Redevelopment Options and Costs	
Others	

Database Redevelopment

Acceptable Timeline	Y / N
Acceptable Project Management Approach	Y / N
Acceptable HIPAA and Other Legal, Regulatory, and Contractual Compliance	Y / N
Proposed Database & Performance	30.0%
Three Previous Projects	20.0%
Cost, Up Front and Ongoing	35.0%
Other Factors	15.0%
Database Redevelopment options	
Reliability and Stability	
Data and Source Code Safeguards	
Database Redevelopment Options and Costs	
Others	

V. Pre-Proposal Meeting

There will be a mandatory pre-Proposal meeting/conference call Friday March 25, 2011 11:00am PDT. The pre-Proposal meeting will be held at the Springfield Library Meeting Room 225 Fifth St. Springfield, OR 97477. Conference call dial-in information 541-736-7128. Proposals will only be accepted from attendees of this meeting/conference call.

Statements Not Binding: Statements made by the City of Springfield at the pre-Proposal meeting/conference call do not change the proposal document unless the City of Springfield confirms such statements with a written addendum to the proposal documents.

VI. Proof of Concept Presentations

The City of Springfield may hold in-person or webinar proof-of-concept interviews with one or more of the firms submitting proposals, after written proposals have been received and evaluated. These proofs of concept will be held the week of May 16-19, 2011. The purpose is to verify that the proposed solution(s) satisfy the RFP requirements. The issuing office will schedule the time, place, and medium for the proof of concept. Each proposer should be prepared to demonstrate the details set forth in their proposal and defend it.

Proofs of concept will serve to help evaluators validate and refine their scores for the written proposals. There is no separate scorecard.

VII. RFP Questions

Prospective proposers may contact Jayne McMahan by email at jmcmahan@springfield-or.gov for further information regarding this Request for Proposals. All requests for interpretation or questions must be sent by email no later than April 8, 2011 at 2:00pm PDT and must clearly include the subject line “RFP #495: FireMed Website and Database Redevelopment.”

Contact with other City officials may be grounds for disqualification.

VIII. Schedule for Selection Process

Request for Proposal package available	March 18, 2011
RFP Advertised	March 18, 2011
Mandatory Pre-Proposal Meeting (Conference Call)	March 25, 2011 11:00am PDT
Question cut off	April 8, 2011 2:00pm PDT
Answers to questions posted	April 13, 2011
Proposals Due by	April 27, 2011 2:00pm PDT
Invitation to Proof of Concept	May 10, 2011
Proof of Concept Interviews (if applicable)	May 16-19, 2011
Intent to Award Notice (approximate)	May 20, 2011
Award (approximate)	June 6, 2011

VIII. Instructions to Proposers

The Request for Proposals may be downloaded from the City of Springfield website at www.springfield-or.gov (select the hyperlink from the left menu titled *Purchasing/Contracts* then, *RFP#495 FireMed Website and Database Redevelopment*).

Minimum Mandatory requirements include the following:

1. Proposals must be submitted Jayne McMahan Five (5) copies - one marked “original” and four (4) copies clearly marked “RFP #495 FireMed Website and Database Redevelopment” and contained in a sealed envelope or box shall be received no later than April 27, 2011 at 2:00PM local time at the following address:

City of Springfield
Finance Department
Attn: Jayne McMahan

225 Fifth Street
Springfield, OR 97477

Please bind your proposals as simply as possible. Stapled at the upper left corner is preferred. If the presentation of the original requires special binding, please submit the copies in flat, stapled format.

2. Each proposal must include a fully executed copy of Attachment A, signed by the person legally authorized to bind the Proposing firm to said Proposal.
3. All proposals shall be valid through 60 days after the RFP closing date.

IX. Late Proposals Not Considered

Proposals must be received by the time specified at the address listed above. Any proposals received after the deadline may not be considered.

X. Addenda to RFP

In the event that it is necessary to amend, revise, or supplement any part of the RFP, Springfield will post addenda on the City's website at www.springfield-or.gov (select the hyperlink from the left menu titled *Purchasing/Contracts* then, RFP #495 Addenda FireMed Website and Database Redevelopment). City will make a reasonable effort to provide the addenda to all Proposers to whom City provided the initial RFP. This includes the amendment of dates in the Schedule for Selection Process. Any addenda so issued are considered part of the specifications of the RFP. City is not responsible for any explanation, clarification, interpretation, or approval made or given in any manner except by written addenda issued by City.

In case of any doubt or differences of opinion as to the services to be furnished hereunder, or the interpretation of the provisions of the RFP, the decision of City shall be final and binding upon all parties.

XI. Contract

The successful proposer will be expected to enter into a contract with the City. (See Attachment 1 – Sample Contract)

XII. Negotiation of Agreement

City reserves the right to negotiate a final contract, which is in the best interest of City considering the evaluation and selection criteria, cost effectiveness, and quality control. Once a tentative selection has been made by the evaluation committee, staff will attempt to negotiate a contract with the preferred candidate. If the negotiations are not successful, staff will negotiate with other qualified consultants in the order of their respective qualifications until an agreement is reached or staff decides to terminate the selection process. If contract

negotiations are successful, the contract will be forwarded to the appropriate City authority for approval.

XIII. City Selection Discretion

City reserves the right to reject any or all proposals and to waive irregularities and informalities in the selection process. The City further reserves the right to negotiate, amend, and refine proposals in consultation with one or more of the prospective Proposers.

XIV. Proposal Ownership

All material submitted by the Proposers shall be considered property of City, and City shall not be required to return same to any Proposer. The material submitted by Proposer will be treated in the same manner as City's own records.

After opening, all proposals become part of the public record and are available for public review unless exempt under Oregon Public Records Law. Proposers wishing to exempt appropriate portions of their proposals from disclosure as public records are encouraged to discuss their concerns with City's Finance Director (address listed below) prior to the submissions of their proposals.

Bob Duey, Finance Director
City of Springfield Finance Department
225 Fifth Street
Springfield, OR 97477

XV. Exceptions to RFP

If, for any reason, a Proposer should desire an interpretation of a term or condition of this RFP, find fault with the structure of this RFP or with the evaluation process, concerns may be submitted in writing to:

jmcMahon@springfield-or.gov
Jayne McMahan
City of Springfield
225 Fifth Street
Springfield, OR 97477
Phone: (541) 726-3708
Fax: (541) 726-3782

Emailed questions must use the subject line, "**Request for Interpretation – RFP #495: FireMed Website and Database Redevelopment**". Such request shall be delivered at least five working days prior to the RFP closing date. City will make every effort to answer questions and, if warranted, to amend the RFP. Responses to questions and amendments to the RFP will be posted on the City of Springfield website (www.springfield-or.gov, click on the *Purchase/Contracts* page). (select the hyperlink *Purchase/Contracts* and then "**RFP**

#495 FireMed Website and Database Redevelopment” no later than three business days prior to bid close.

Proposers who are unable or unwilling to meet any of the requirements of this RFP should include, as part of their response, written exceptions to those requirements. If you wish to change a term or condition of this RFP, see XVII below.

XVI. Comments and Protest Procedures

A prospective Proposer may deliver to Jayne McMahan, Management Analyst, via email to jmcmahan@springfield-or.gov, a written request for change to any of the specifications listed in this Request for Proposals. Such request shall be delivered at least five working days prior to the RFP closing date. A written request for change shall include:

- A detailed description of the legal and factual grounds for the request,
- A description of the resulting prejudice to the prospective Proposer,
- A statement of the form of relief requested or any bid changes to the specifications.

The City will review the specification change request and notify the prospective Proposers of the decision in writing prior to the RFP closing date. To the extent possible, the City will notify other prospective Proposers of any changes or modifications to the Request for Proposals.

XVII. Complaints

Any Proposer who has submitted a proposal to the City of Springfield and who is adversely affected by the City’s award of the Contract to another Proposer and who desires to protest said award shall submit within 7 days after issuance of the Notice of Intent to Award the Contract, to submit a written protest of the award to the City of Springfield. Such right to protest shall conform to the requirements of OAR 137-047-0740 and specify the grounds upon which the protest is based.

Failure to file a protest as specified herein waives proposer’s right to protest or contest the award. An adversely affected Proposer must exhaust all avenues of administrative relief and review before seeking judicial review of the City’s Contract award. Concerns must be submitted to:

Robert Duey
Finance Director
City of Springfield
225 Fifth Street
Springfield, OR 97477

XVIII. Cost of Proposal

The City of Springfield is not liable for any costs incurred by vendors for the preparation and presentation of their bids. This includes any costs in the submission of a proposal or in making necessary studies or designs for the preparation thereof.

ATTACHMENT 1

CITY OF SPRINGFIELD
INDEPENDENT CONTRACTOR AGREEMENT

Contract # _____

(Type 3: For Personal Services Contracts Requiring Professional Liability Insurance)

Dated:

Parties:

(“CITY”)

and

(“Independent Contractor”)

Additional Independent Contractor Information:

- A. Type of Entity: [] Sole Proprietorship [] Partners [] Limited Liability Company [] Corporation
B. Address:
C. Telephone:
D. Fax No:
E. SSN or Fed. I.D. No:
F. Professional License(s) No:
G. Oregon Agency Issuing License:
H. Foreign Contractor [] Yes [] No
(Foreign means not domiciled in or registered to do business in Oregon) See Exhibit B (11).

CITY Account Number(s) To Be Charged (Include Percentages):

Table with 2 columns: Account Number, Percentage

In consideration of the mutual covenants contained herein, the parties agree to the following terms, provisions and conditions:

- 1. Payment by CITY. CITY shall pay Independent Contractor according to the sum and schedule described on Attachment “1” attached hereto and incorporated herein by this reference and in an amount not to exceed \$_____.
2. Services to be Performed by Independent Contractor. Independent Contractor shall perform the services described on Attachment 1.
3. Term. This Agreement is effective as of the date first set forth above and shall continue until _____, unless earlier terminated in accordance with the provisions of this Agreement or by mutual consent of the parties.

4. **Independent Contractor Status.** By its execution of this Agreement, Independent Contractor certifies its status as an “Independent Contractor” as that term is used under the laws of the State of Oregon, and that all performance of any labor or services required to be performed by Independent Contractor under the terms of this Agreement shall be performed in accordance with the standards set forth in ORS 670.600, and as more specifically set forth on Exhibit “A” attached hereto and incorporated herein by this reference.
5. **Conformance with Oregon Public Contracts Law (ORS Chapter 279).** Independent Contractor shall comply with all applicable provisions of Oregon law for public contracts, including, but not limited to ORS 279B.220, ORS 279B.225, ORS 279B.230, and ORS 279B.235, and as more fully set forth on Exhibits “A” and “B” attached hereto and incorporated herein by this reference.
6. **Work Performed.** The work to be performed by Independent Contractor includes services generally performed by Independent Contractor in his/her/its usual line of business.
7. **Tax duties and Liabilities.** Independent Contractor shall be responsible for all federal, state and local taxes, if any, applicable to any payments received pursuant to this Agreement, including but not limited to income tax, payroll tax, social security, and self-employment tax. CITY shall not withhold, pay, or in any other manner be responsible for payment of any taxes on behalf of Independent Contractor.
8. **Reimbursement Of Expenses.** Independent Contractor shall not be entitled to reimbursement by CITY for any expenses incurred by Independent Contractor unless otherwise agreed in writing.
9. **Materials and Supplies.** Independent Contractor shall supply all materials and supplies needed to perform the services required unless otherwise agreed in writing.
10. **No Authority To Bind CITY.** Independent Contractor shall have no authority to enter into contracts on behalf of CITY, its officers, agents and employees. This Agreement shall not create a partnership or joint venture of any sort between the parties.
11. **Federal Employment Status.** In the event payment made pursuant to this Agreement is to be charged against federal funds, Independent Contractor hereby certifies that it is not currently employed by the Federal Government and the amount charged does not exceed Independent Contractor’s normal charge for the type of services provided
12. **Indemnification and Hold Harmless.** The Independent Contractor shall assume all responsibilities for the work, and bear all losses and damages directly or indirectly resulting to the Independent Contractor, the City, or to others on account of the character or performance of the work, unforeseen difficulties, accidents, or any other cause whatsoever. The Independent Contractor shall assume defense of, indemnify

and save harmless the City, its officials, agents, and employees from all claims, liability, loss, damage and injury of every kind, nature and description, directly or indirectly resulting from activities in the performance of the Contract, the ownership, maintenance or use of motor vehicles in connection therewith, or the acts, omissions, operations, or conduct of the Independent Contractor or any Subcontractor under the Contract or any way arising out of the Contract, irrespective of whether any act, omission or conduct of the City connected with the Contract is a condition or contributory cause of the claim, liability loss, damage or injury and irrespective of whether act, omission, or conduct of the Independent Contractor or Subcontractor is merely a condition rather than a cause of a claim, liability, loss damage or injury. The Independent Contractor shall not be liable for nor be required to defend or indemnify, the City relative to claims for damage or damages resulting solely from acts or omissions of the City, its officials, agents or employees. The absence of or inadequacy of the liability insurance required in section 13 below shall not negate Independent Contractor's obligations in this paragraph.

13. Insurance.

13.1. General Insurance. The Independent Contractor shall maintain in force for the duration of this agreement a Commercial General Liability insurance policy written on an occurrence basis with limits not less than \$1,000,000 per occurrence and \$2,000,000 in the aggregate for bodily injury or property damage. The policy will contain a "per project" aggregate endorsement. Automobile Liability (owned, non-owned and hired) insurance with limits not less than \$1,000,000 per occurrence shall be maintained. The City, its employees, officials and agents will be named as an Additional Insured where operations are being conducted related to this contract, on the General Liability policy as respects to work or services performed under this agreement to the extent that the death or bodily injury to persons or damage to property arises out of the fault of the Independent Contractor or the fault of the Independent Contractor's agents, representatives or subcontractors. This insurance will be primary over any insurance the City may carry on its own.

13.2. Professional Liability. Independent Contractor shall maintain in force during the duration of this Agreement (and, if it is a claims made policy, for a year following completion of the project) a professional liability policy, approved by the City's Risk Manager as to terms, conditions and limits.

13.3. Asbestos Abatement. (Only applicable to Asbestos Contracts) The Commercial General Liability policy shall be written on a form that meets the following criteria and must be ASBESTOS SPECIFIC as follows:

- a. A full occurrence form, or
- b. A limited occurrence form with at least a three-year (3) tail, or
- c. A claim made form with a three-year (3) tail.

13.4. Workers' Compensation. Independent Contractor shall provide and maintain workers' compensation coverage for its employees, officers, agents, or partners, as required by applicable workers' compensation laws. If Independent Contractor is exempt from coverage, a written statement signed by Contractor so stating the reason for the exemption shall be provided to the City.

- 13.5. Evidence of Insurance Coverage.** Evidence of the required insurance coverages issued by an insurance company satisfactory to the City shall be provided to the City by way of a City approved certificate of insurance before any work or services commence.
- 13.6. Notice of Cancellation or Material Change in Coverage.** The certificate of insurance shall contain a requirement that the Insurance company notify the City 30 days prior to any cancellation or material change in coverage. If the approved insurance company will not provide this 30 day notice, the Contractor shall provide written notice to the City contract manager within 2 days after the Contractor becomes aware that their coverage has been canceled or has been materially changed. The Contractor shall either fax 541-726-3782 said notice or email it directly to Bob Duey (rduey@springfield-or.gov), Finance Director at the City. Regardless of what circumstances caused Contractors insurance coverage to cease or be modified, it is the contractor's responsibility to notify the City. Failure to maintain proper insurance or provide notice of cancellation or modification shall be grounds for immediate termination of this contract. _____ **(Contractor initials)**
- 13.7. Equipment and Material.** The Independent Contractor shall be responsible for any loss, damage, or destruction of its own property, equipment, and materials used in conjunction with the work.
- 13.8. Subcontractors.** The Independent Contractor shall require all subcontractors to provide and maintain general liability, auto liability, professional liability (as applicable), and workers' compensation insurance with coverage's equivalent to those required of the general contractor in this contract. The Independent Contractor shall require certificates of insurance from all subcontractors as evidence of coverage.
- 13.9. Exception or Waivers.** Any exception or waiver of these requirements shall be subject to review and approval from the City's Risk Manager.
- 13.10. Railroad Protective Liability Coverage.** If work being performed under this agreement is near railroad tracks or a railroad right of way and the Railroad requires special insurance (for example: Railroad Protective Liability Coverage) Independent Contractor will be responsible for meeting the Railroad insurance requirements before any work commences. Any insurance required to be purchased by the Railroad is in addition to the insurance required by the City.

14. Termination. The performance of work under this Agreement may be terminated by CITY, in whole or in part, whenever for any reason CITY shall determine that such termination is in the best interest of CITY. Any such termination shall be effected by delivery to the Independent Contractor of a Notice of Termination specifying the extent to which performance of the work under the Agreement is terminated and the date on which such termination is effective. Upon delivery to the Independent Contractor of a Notice of Termination under this paragraph, the Independent Contractor and CITY shall, by agreement, make an appropriate written modification to this Agreement governing completion of portions of the independent Contractor's work and payment therefore by CITY.

- 15. Rights In Data.** All original written material, including programs, card decks, tapes, listings, and other documentation originated and prepared for CITY pursuant to this Agreement, shall become exclusively the property of CITY. The ideas, concepts, know-how, or techniques developed during the course of this Agreement by Independent Contractor personnel can be used by either party in any way it may deem appropriate. Material already in Independent Contractor's possession, independently developed by Independent Contractor outside the scope of this Agreement, or rightfully obtained by Independent Contractor from third parties, shall belong Independent Contractor. This agreement shall not preclude Independent Contractor from developing materials which are competitive, irrespective of their similarity to materials which might be delivered to CITY pursuant to this Agreement. Independent Contractor shall not, however, use any written materials developed under this Agreement in developing materials for others, except as provided in this section.
- 16. Confidentiality.** During the course of performance hereunder, Independent Contractor or its agent, employees, or contractors, may receive confidential information. Independent Contractor agrees to use its best efforts to maintain the confidentiality of such information and to inform each agent and employee performing services of the confidentiality obligation that pertains to such information.
- 17. Assignment/Subcontract.** Independent Contractor shall not assign, sell, transfer, subcontract or sublet rights, or delegate responsibilities under this agreement, in whole or in part, without the prior written approval of CITY. No such written approval shall relieve Independent Contractor of any obligations of this Agreement, and any transferee or subcontractor shall be considered the agent of Independent Contractor. Independent Contractor shall remain liable as between the original parties to this Agreement as if no such assignment had occurred.
- 18. Successors In Interest.** The provisions of this Agreement shall be binding upon and shall inure to the benefit of the parties to this Agreement and their respective successors and assigns.
- 19. Compliance With All Government Regulations.** Independent Contractor shall comply with all Federal, State and local laws, codes, regulations and ordinances applicable to the work performed under this Agreement. Failure to comply with such requirements shall constitute a breach of contract and shall be grounds for termination of this Agreement. Damages or costs resulting from noncompliance shall be the sole responsibility of Independent Contractor.
- 20. Attorney Fees.** In the event a lawsuit of any kind is instituted on behalf of CITY to enforce any provision of this Agreement, Independent Contractor shall pay such additional sums as the Court may adjudge reasonable for attorney fees plus all costs and disbursements at trial and on any appeal.
- 21. Force Majeure.** Neither party to this Agreement shall be held responsible for delay or default caused by fire, riot, acts of God and/or war which is beyond that party's reasonable control. CITY may terminate this Agreement upon written notice after

determining such delay or default will unreasonably prevent successful performance of the Agreement.

- 22. Assistance Regarding Patent And Copyright Infringement.** In the event of any claim or suit against CITY on account of any alleged patent or copyright infringement arising out of the performance of this Agreement or out of the use of any material furnished or work or services performed hereunder, Independent Contractor shall defend CITY against any such suit or claim and hold CITY harmless from any and all expenses, court costs, and attorney's fees in connection with such claim or suit.
- 23. Severability.** If any provision of this Agreement is declared by a court to be illegal or in conflict with any law, the validity of the remaining terms and provisions shall not be affected; and the rights and obligations of the parties shall be construed and enforced as if the Agreement did not contain the particular provision held to be invalid.
- 24. Access To Records.** CITY and its duly authorized representatives shall have access to books, documents, papers and records of Independent Contractor which are directly pertinent to this Agreement for the purpose of making audit, examination, excerpts and transcripts.
- 25. Waiver.** Failure of CITY to enforce any provision of this Agreement shall not constitute a waiver or relinquishment by CITY of the right to such performance in the future nor of the right to enforce any other provision of this Agreement.
- 26. Amendments.** The terms of this Agreement shall not be waived, altered, modified, supplemented or amended in any manner whatsoever, without prior written approval of CITY, No modification of this Agreement shall bind either party unless reduced to writing and subscribed by both parties, or ordered by a Court.
- 27. Nondiscrimination.** Independent Contractor shall comply with all applicable requirements of Federal and State civil rights and rehabilitation statutes, rules and regulations.
- 28. Dual Payment.** Independent Contractor shall not be compensated for work performed under this contract from any CITY agency other than the agency which is a party to this contract.
- 29. Remedies.** This Agreement shall be governed by and construed in accordance with the laws of the State of Oregon, and any litigation arising out of this Agreement shall be conducted in the courts of the State of Oregon, County of Lane.
- 30. Entire Agreement.** This Agreement signed by both parties is the parties' final and entire Agreement and supersedes all prior and contemporaneous oral or written communications between the parties, their agents and representatives. There are no representations, promises, terms, conditions or obligations other than those contained herein.

IN WITNESS WHEREOF the parties have executed this Agreement to be effective the date first set forth above.

CITY OF SPRINGFIELD:

INDEPENDENT CONTRACTOR

By: _____
Name: _____
Title: _____
Date: _____

By: _____
Name: _____
Title: _____
Date: _____

EXHIBIT A

City of Springfield Independent Contractor Agreement

II. Independent Contractor Status

All performance of any labor or services required to be performed by Independent Contractor shall be performed in accordance with the standards set forth in ORS 670.600 (2005), and as follows:

A person is customarily engaged in an independently established business if any three of the following six requirements are met:

1. The person maintains a business location:
 - a. That is separate from the business or work location of the person for whom the services are provided; or,
 - b. That is in a portion of the person's residence and that portion is used primarily for the business.
2. The person bears the risk of loss related to the business or the provision of services as shown by factors such as:
 - a. The person enters into fixed-price contracts;
 - b. The person is required to correct defective work;
 - c. The person warrants the services provided; or,
 - d. The person negotiates indemnification agreements or purchases liability insurance, performance bonds or errors and omissions insurance.
4. The person provides contracted services for two or more different persons within a 12-month period, or the person routinely engages in business advertising, solicitation or other marketing efforts reasonably calculated to obtain new contracts to provide similar services.
5. The person makes a significant investment in the business, through means such as:
 - a. Purchasing tools or equipment necessary to provide the services;
 - b. Paying for the premises or facilities where the services are provided; or
 - c. Paying for licenses, certificates or specialized training required to provide the services.
6. The person has the authority to hire other persons to provide or to assist in providing the services and has the authority to fire those persons.

EXHIBIT B

City of Springfield Public Contracts Conformance with Oregon Public Contractors Laws

Pursuant to Oregon law, every public contract shall contain the following conditions:

- 1) Make payment promptly, as due, to all persons supplying to the contractor labor or material for the performance of the work provided for in the contract. ORS 279B.220 (1)
- 2) Pay all contributions or amounts due the Industrial Accident Fund from the contractor or subcontractor incurred in the performance of the contract. ORS 279B.220 (2).
- 3) Not permit any lien or claim to be filed or prosecuted against the state or a county, school district, municipality, municipal corporation or subdivision thereof, on account of any labor or material furnished. ORS 279B.220 (3).
- 4) Pay to the Department of Revenue all sums withheld from employees under ORS 316.167. ORS 279B.220 (4).
- 5) If the agreement is for lawn and landscape maintenance, it shall contain a condition requiring the contractor to salvage, recycle, compost or mulch yard waste material at an approved site, if feasible and cost-effective. ORS 279B.225.
- 6) Promptly, as due, make payment to any person, copartnership, association or corporation furnishing medical, surgical and hospital care services or other needed care and attention, incident to sickness or injury, to the employees of the contractor, of all sums that the contractor agrees to pay for the services and all moneys and sums that the contractor collected or deducted from the wages of employees under any law, contract or agreement for the purpose of providing or paying for the services. All employers shall comply with ORS 656.017. ORS 279B.230.
- 7) A person may not be employed for more than 10 hours in any one day, or 40 hours in any one week, except in cases of necessity, emergency or when the public policy absolutely requires it, and in such cases, except in cases of contracts for personal services designated under ORS 279A.055, the employee shall be paid at least time and a half pay:
 - a) For all overtime in excess of eight hours a day or 40 hours in any one week when the work week is five consecutive days; or
 - b) For all overtime in excess of 10 hours in any one day or 40 hours in any one week when the work week is four consecutive days, Monday through Friday; and
 - c) For all work performed on Saturday and on any legal holiday specified in ORS 279B.020.

An employer must give notice in writing to employees who work on a public contract, either at the time of hire or before commencement of work on the contract, or by posting a notice in a location frequented by employees, of the number of hours per day and days per week that the employees may be required to work. ORS 279B.235 (1)-(2).

- 8) If the agreement is for personal services, the contract shall contain a provision that the employee shall be paid at least time and a half for all overtime worked in excess of 40 hours in any one week, except for individuals under personal services contracts who are excluded under ORS 653.010 to 653.261 or under 29 U.S.C. 201-209 from receiving overtime. ORS 279B.235 (3).
- 9) Contracts for services must contain a provision that requires that persons employed under contracts shall receive at least time and half pay for work performed on the legal holidays specified in a collective bargaining agreement or in ORS 279B.020 (1)(b)(B)-(G) and for all time worked in excess of 10 hours in any one day or in excess of 40 hours in any one week, whichever is greater. Employer shall give notice in writing to employees who work on a contract for services, either at the time of hire or before commencement of work on the contract, or by posting a notice in a location frequented by employees, of the number hours per day and days per week that the employees may be required to work. ORS 279B.235 (5).

If this agreement is for a public improvement, the contract shall contain the following conditions:

- 10) Make payment promptly, as due, to all persons supplying to the contractor labor or material for the performance of the work provided for in the contract. ORS 279C.505 (1)(a).
- 11) Pay all contributions or amounts due the Industrial Accident Fund from the contractor or subcontractor incurred in the performance of the contract. ORS 279C.505 (1)(b).
- 12) Not permit any lien or claim to be filed or prosecuted against the state or a county, school district, municipality, municipal corporation or subdivision thereof, on account of any labor or material furnished. ORS 279C.505 (1)(c).
- 13) Pay to the Department of Revenue all sums withheld from employees under ORS 316.167. ORS 279C.505 (1)(d).
- 14) The contractor shall demonstrate that an employee drug testing program is in place. ORS 279C.505 (2).

- 15) If the contractor fails, neglects or refuses to make prompt payment of any claim for labor or services furnished to the contractor or subcontractor by any person in connection with the public improvement contract as the claim becomes due, the proper officer or officers representing the state or a county, school district, municipality, municipal corporation or subdivision thereof, as the case may be, may pay such claim to the person furnishing labor or services and charge the amount of the payment against the funds due or to become due the contract by reason of the contract. If the contractor or first-tier subcontractor fails, neglects or refuses to make payment to a person furnishing labor or materials in connection with the public improvement contract within 30 days after receipt of payment from the contracting agency or a contractor, the contractor or first-tier subcontractor shall owe the person the amount due plus interest charges commencing at the end of the 10-day period that payment is due under ORS 279C.580(4) and is subject to a good faith dispute as defined in ORS 279C.580. If the contractor or a subcontractor fails, neglects or refuses to make payment to a person furnishing labor or materials in connection with the public improvement contract, the person may file a complaint with the Construction Contractors Board, unless payment is subject to a good faith dispute as defined in ORS 279C.580. ORS 279C.515.
- 16) The payment of a claim does not relieve the contractor or the contractor's surety from obligation with respect to any unpaid claims. ORS 279C.515 (4).
- 17) A person may not be employed for more than 10 hours in any one day, or 40 hours in any one week, except in cases of necessity, emergency or when the public policy absolutely requires it, and in such cases, except in cases of contracts for personal services designated under ORS 279C.100, the employee shall be paid at least time and a half pay:
- a) For all overtime in excess of eight hours a day or 40 hours in any one week when the work week is five consecutive days; or,
 - b) For all overtime in excess of 10 hours in anyone day or 40 hours in any one week when the work week is four consecutive days, Monday through Friday; and,
 - c) For all work performed on Saturday and on any legal holiday specified in ORS 279B.020. ORS 279C.520 (1).

An employer shall give notice in writing to employees who work on a public contract either at the time of hire or before commencement of work on the contract, or by posting a notice in a location frequented by employees, of the number of hours per day and days per week that the employees may be required to work. ORS 279B.520 (2).

- 18) If the agreement is for personal services, the contract shall contain a provision that the employee shall be paid at least time and a half for all overtime worked in excess of 40 hours in any one week, except for individuals under personal services contracts who are excluded under ORS 653.010 to 653.261 or under 29 U.S.C. 201-209 from receiving overtime. ORS 279C.520 (3).
- 19) Contracts for services must contain a provision that requires that persons employed under contracts shall receive at least time and half pay for work performed on the legal holidays specified in a collective bargaining agreement or in ORS 279C.540 (1)(b)(B)-(G) and for all time worked in excess of 10 hours in any one day or in excess of 40 hours in any one week, whichever is greater. An employer shall give notice in writing to employees who work on a contract for services, either at the time of hire or before commencement of work on the contract, or by posting a notice in a location frequented by employees, of the number of hours per day and days per week that the employees may be required to work. ORS 279C.520 (5)
- 20) Solicitation documents for a public improvement contract shall make specific reference to federal, state and local agencies that have enacted ordinances, rules or regulations dealing with the prevention of environmental pollution and the preservation of natural resources that affect the performance of the contract. A solicitation document must also make special reference to known conditions at the construction site that may require the successful bidder to comply with the ordinances, rules or regulations identified under ORS 279C.525 (1). If the successful bidder encounters a condition not referred to in the solicitation documents, not caused by the successful bidder and not discoverable by a reasonable prebid visual site inspection, and the condition requires compliance with the ordinances, rules or regulations referred to under ORS 279C.525 (1), the successful bidder shall immediately give notice of the condition to the contracting agency. The successful bidder may not commence work nor incur any additional job site costs in regard to the condition encountered and described in ORS 279.525(3) without written direction from the contracting agency. ORS 279C.525.
- 21) Promptly, as due, make payment to any person, copartnership, association or corporation furnishing medical, surgical and hospital care services or other needed care and attention, incident to sickness or injury, to the employees of the contractor, of all sums that the contractor agrees to pay for the services and all moneys and sums that the contractor collected or deducted from the wages of employees under any law, contract or agreement for the purpose of providing or paying for the services. All employers shall comply with ORS 656.017. ORS 279C.530.
- 22) A contract for public works shall contain a provision stating the existing state prevailing rate and wage and, if applicable, the federal prevailing rate of wage required. Every contract and subcontract shall contain a provision that workers shall be paid not less than the specified minimum hourly rate of wage in accordance with ORS 279C.838. ORS 279C.830 (1).

If this agreement is for demolition, the contract shall also contain the following conditions:

- 23) Contractor must salvage or recycle construction and demolition debris, if feasible and cost-effective. ORS 279C.510 (1)

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ATTACHMENT B

FireMed Sample Data

<u>Field</u>	<u>Sample Data Record 1</u>	<u>Sample Data Record 2</u>
Bar Code	XXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXX
Member ID	XXXXXXXXXX	XXXXXXXXXX
Head of Household Name	JOHN A. DOE	ADAM A. DOE
Head of Household Suffix		
Last Name	DOE	DOE
First Name	JOHN	ADAM
MI	A	A
Date of Birth	MM/DD/YYYY	MM/DD/YYYY
Age	75	40
Deceased?	No	No
Deceased Date		
Nickname		
SSN	XXX-XX-XXXX	
Home Address 1	1000 SIMON CREEK RD SPC 100	900 MILL RD
Home Address 2		
Home City	SPRINGFIELD	Blue River
Home State	OR	OR
Home Zip	97478	97488
Send Mail to?	No	No
	CELL	Home
	296-3700	996-2000
		EMAIL
		HART9949@AOL.COM
Send Mail to?		
Alternate Address Type	Mailing Address	Job Care
Mailing Address	PO BOX 1000	C/O ACME GARAGE
Mailing Address 2		PO BOX 1000
Mailing City	MARCOLA	EUGENE
Mailing State	OR	OR
Mailing Zip	97454	97440
Send Mail to?2	Yes	No
Alternate Address Type2		Mailing Address
Mailing Address 2_line 1		PO BOX 123456
Mailing Address 2_line 2		
Mailing City 02 City		McKenzie Bridge

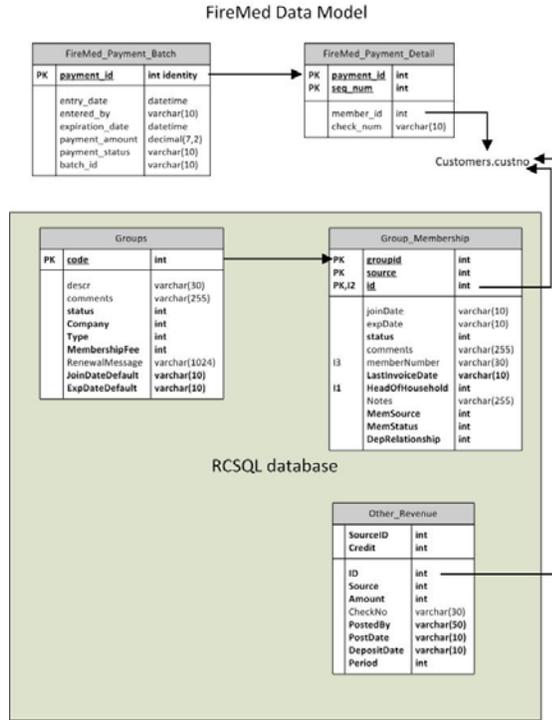
Mailing State 02 State		OR
Mailing Zip 02 ZIP		97413
Send Mail to?3		Yes
Date Joined	06/28/2002	06/23/2008
Current Member Standing	Lapsed	Active
Expires on	06/30/2009	06/30/2010
Constituency Code	FMD	JC
Member Category	FireMed Member	JobCare Plus Member
Date Current Membership Added	05/09/2008	07/28/2009
Membership Program		LIFEFLIGHT
Last Payment Amount	\$52.00	\$82.00
Pay Method	Cash	Business Check
GL Post Date	05/09/2008	07/13/2009
Appeal Description	RE-RENEWAL APP	JC-JOBCARE
Campaign Description	FIREMED RENEWS 08-09	FIREMED RENEWS 09-10
Fund	Springfield FireMed Address	Springfield FireMed Address
Fund 2		LIFEFLIGHT
Fund 3		
Fund 4		
Ambulance Provider Description	SPRINGFIELD	SPRINGFIELD
Total Number of Dependents	0	3
Dependent Name1		KATHY B. DOE
Dependent Suffix_1		
Dependent Last Name1		DOE
Dependent First Name1		KATHY
Dependent Middle Name1		B
Dependent Birth Date1		MM/DD/YYYY
Dependent SSN1		XXX-XX-XXXX
Dependent Name2		KERRI F. DOE
Dependent Suffix_2		
Dependent Last Name2		DOE
Dependent First Name2		KERRI
Dependent Middle Name2		F
Dependent Birth Date2		MM/DD/YYYY
Dependent SSN2		XXX-XX-XXXX

Repeated Through Dependent [Unlimited]

- .
- .
- .

ATTACHMENT C

Eugene Membership Application Data Model



In RCSQL Database:

Customers		
PK	custno	int
12,15	name	varchar(30)
11	soundex	varchar(10)
11	ssn	varchar(11)
11	sex	int
11	dob	varchar(10)
11	nfac	int
11	haddr	varchar(30)
11	haddr-2	varchar(30)
11	hcity	varchar(30)
11	hstate	varchar(2)
11	hzip	varchar(10)
11	hphone	varchar(24)
11	ht	int
11	hy	int
11	htone	int
11	lastsalbrk	int
11	efg1mcmyps	int
11	deadbeatcmyps	int
11	lastupdate	varchar(10)
11	priority	int
11	calltype	int
11	payor1	int
11	payor2	int
11	payor3	int
11	ofac	int
11	doctor	int
11	diag1	int
11	diag2	int
11	diag3	int
11	diagother	varchar(30)
11	comments	text
11	NumPCA	int
11	NumEscorts	int
11	NumServiceAnimal	int
11	cmay	int
11	doctorphone	varchar(24)
11	ofacaller	varchar(30)
11	ofacphone	varchar(24)
11	doctorname	varchar(30)
11	guarantor	varchar(30)
11	gaddr	varchar(30)
11	gaddr-2	varchar(30)
11	gcity	varchar(30)
11	gstate	varchar(2)
11	gzip	varchar(10)
11	gphone	varchar(24)
11	grelation	varchar(30)
11	permcomment	varchar(255)
11	psaddr	varchar(30)
11	psaddr-2	varchar(30)
11	pscity	varchar(30)
11	psstate	varchar(2)
11	pszip	varchar(10)
11	pphone	varchar(24)
11	billto name	varchar(30)
11	billtoaddr	varchar(30)
11	billtoaddr-2	varchar(30)
11	billtocty	varchar(30)
11	billto state	varchar(2)
11	billtozip	varchar(10)
11	billto phone	varchar(24)
11	billto relation	varchar(30)
11	billto deceasedDate	varchar(10)
11	rae	int
11	employer	int
11	guarantor-Custno	int
11	perme	int
11	permv	int
11	permzone	int
11	billto x	int
11	billto y	int
11	billto zone	int
11	assign	int
11	studentStatus	varchar(11)
11	maritalStatus	varchar(11)
11	infoRelease	int
11	sigSource	varchar(11)
11	certification	varchar(18)
11	employStatus	varchar(11)
11	generation	int
11	middleInitial	varchar(11)
11	language	int
11	rDoctor	int
11	rDoctorDescr	varchar(30)
11	rDoctorPhone	varchar(24)
11	transaction	int
11	transreosndescri	varchar(30)
11	diag4	int
11	diag5	int
11	odest	int
11	assigndate	varchar(10)
11	releasedate	varchar(10)
11	lastStatementDate	varchar(10)
11	statementDays	int
11	billcode	varchar(10)
11	ApponiasStatus	int
11	cross_street_1	varchar(50)
11	cross_street_2	varchar(50)
11	intersection_descr	varchar(50)
11	intersection_x	int
11	intersection_y	int
11	email	varchar(100)
11	legal_rep_email	varchar(100)
11	NOK_relatio	int
11	NOK_name	varchar(60)
11	NOK_middle_initial	varchar(11)
11	NOK_addr	varchar(50)
11	NOK_addr-2	varchar(30)
11	NOK_city	varchar(50)
11	NOK_state	varchar(2)
11	NOK_zip	varchar(10)
11	NOK_phone	varchar(24)
11	NOK_email	varchar(100)
11	weight	decimal(9,5)
11	InternationalAddress1	varchar(128)
11	InternationalAddress2	varchar(128)
11	InternationalAddress3	varchar(128)
11	InternationalAddress4	varchar(128)
11	InternationalAddress5	varchar(128)
11	InternationalAddress6	varchar(128)
11	InternationalAddress7	varchar(128)
11	InternationalAddress8	varchar(128)
11	InternationalAddress9	varchar(128)
11	useInternational	int
11	driversLicense	varchar(15)
11	driversState	varchar(2)

Data Model Tables, Expanded

Customers		
PK	custno	int
I5, I2	name	varchar(30)
I3	soundex	varchar(10)
I4	ssn	varchar(11)
	sex	int
	dob	varchar(10)
	hfac	int
	haddr	varchar(30)
	haddr2	varchar(30)
	hcity	varchar(30)
	hstate	varchar(2)
	hzip	varchar(10)
	hphone	varchar(24)
	hx	int
	hy	int
	hzone	int
	lastsublink	int
	eligiblecmpys	int
	deadbeatcmpys	int
	lasttripdate	varchar(10)
	priority	int
	calltype	int
	payor1	int
	payor2	int
	payor3	int
	ofac	int
	doctor	int
	diag1	int
	diag2	int
	diag3	int
	diagother	varchar(50)
	comments	text
	NumPCA	int
	NumEscorts	int
	NumServiceAnimal	int
	cmpy	int
	doctorphone	varchar(24)
	ofaccaller	varchar(30)
	ofacphone	varchar(24)
	doctorname	varchar(30)
	guarantor	varchar(30)
	gaddr	varchar(30)
	gaddr2	varchar(30)

FireMed_Payment_Batch		
PK	payment_id	int identity
	entry_date	Datetime
	entered_by	varchar(10)
	expiration_date	datetime
	payment_amount	decimal(7,2)
	payment_status)
	batch_id	varchar(10)
		varchar(10)

FireMed_Payment_Detail		
PK	payment_id	int
PK	seq_num	int
	member_id	int
	check_num	varchar(10)

gcity	varchar(30)
gstate	varchar(2)
gzip	varchar(10)
gphone	varchar(24)
grelation	varchar(30)
permcomment	varchar(255)
paddr	varchar(30)
paddr2	varchar(30)
pcity	varchar(30)
pstate	varchar(2)
pzip	varchar(10)
pphone	varchar(24)
billtoname	varchar(30)
billtoaddr	varchar(30)
billtoaddr2	varchar(30)
billtocity	varchar(30)
billtostate	varchar(2)
billtozip	varchar(10)
billtophone	varchar(24)
billtorelation	varchar(30)
deceasedDate	varchar(10)
race	int
employer	int
guarantorCustno	int
permx	int
permy	int
permzone	int
billtox	int
billtoy	int
billtozone	int
assign	int
studentStatus	varchar(1)
maritalStatus	varchar(1)
infoRelease	int
sigSource	varchar(1)
certification	varchar(15)
employStatus	varchar(1)
generation	int
midleInitial	varchar(1)
language	int
rDoctor	int
rDoctorDexc	varchar(30)
rDoctorPhone	varchar(24)
trashreason	int
transreasondescr	varchar(30)
diag4	int

diag5	int
adept	int
assigndate	varchar(10)
releasedate	varchar(10)
lastStatementDate	varchar(10)
statementDays	int
billcode	varchar(10)
ApprovalStatus	int
cross_street_1	varchar(50)
cross_street_2	varchar(50)
intersection_descr	varchar(50)
intersection_x	int
intersection_y	int
email	varchar(100)
legal_rep_initial	varchar(1)
legal_rep_email	varchar(100)
NOK_relation	int
NOK_name	varchar(60)
NOK_middle_initial	varchar(1)
NOK_addr	varchar(50)
NOK_addr2	varchar(30)
NOK_city	varchar(50)
NOK_state	varchar(2)
NOK_zip	varchar(10)
NOK_phone	varchar(24)
NOK_email	varchar(100)
weight	decimal(9,5)
InternationalAddress1	varchar(128)
InternationalAddress2	varchar(128)
InternationalAddress3	varchar(128)
InternationalAddress4	varchar(128)
InternationalAddress5	varchar(128)
InternationalAddress6	varchar(128)
InternationalAddress7	varchar(128)
InternationalAddress8	varchar(128)
InternationalAddress9	varchar(128)
useInternational	int
driversLicense	varchar(15)
driversState	varchar(2)

custMailingAddress	
custno	int
maddr	varchar(30)
maddr2	varchar(30)
mcity	varchar(30)
mstate	varchar(2)
mzip	varchar(5)

custDEP	
custno	int
honh	int
name	varchar(30)
haddr	varchar(30)
haddr2	varchar(30)
hcity	varchar(30)
hstate	varchar(2)
hzip	varchar(10)
paddr	varchar(30)
paddr2	varchar(30)
pcity	varchar(30)
pstate	varchar(2)
pzip	varchar(10)
expDate	varchar(10)
dob	varchar(10)
joinDate	varchar(10)

Groups		
PK	Code	Int
	descr	varchar(30)
	comments	varchar(255)
	status	int
	Company	int
	Type	int
	MembershipFee	int
	RenewalMessage	varchar(1024)
	JoinDateDefault	varchar(10)
	ExpDateDefault	varchar(10)

custHOH	
custno	int
hoh	int
name	varchar(30)
haddr	varchar(30)
haddr2	varchar(30)
hcity	varchar(30)
hstate	varchar(2)
szip	varchar(10)
paddr	varchar(30)
paddr2	varchar(30)
pcity	varchar(30)
pstate	varchar(2)
pzip	varchar(10)
expDate	varchar(10)
dob	varchar(10)
joinDate	varchar(10)
middleInitial	varchar(1)
hphone	varchar(24)

Group_Membership		
PK	<u>groupid</u>	int
PK	<u>source</u>	int
PK,12	<u>id</u>	int
	joinDate	varchar(10)
	expDate	varchar(10)
	status	int
	comments	varchar (255)
	memberNumber	varchar (30)
	lastInvoiceDate	varchar(10)
	HeadOfHousehold	int
	Notes	varchar (255)
	MemSource	int
	MemStatus	int
	DepRelationship	int

Other_Revenue		
	SourceID	int
	Credit	int
	ID	int
	Source	int
	Amount	int
	CheckNo	varchar(30)
	PostedBy	varchar(50)
	PostDate	varchar(10)
	DepositDate	varchar(10)
	Period	int

ATTACHMENT D

Eugene RescueNet™ Membership Notation

RescueNet™ displays the word “Groups” near the top of a record to indicate that the patient is a member of a defined “Group” within the database. “FireMed Member” is the only group defined. (Personal information has been obscured.)

The screenshot shows the 'RescueNet Billing - [Call Taking]' application window. The title bar includes standard window controls. The menu bar contains: Desktop, Edit, View, Module, Trip, Customer, Billing, Window, Help. The toolbar contains various icons for navigation and actions. The main interface is divided into several sections:

- Calendar:** Shows the date 01/15/2004 and a calendar grid for January 2004.
- Trip List:** A table with columns: Trip #, Pick-Up, Status, Pick-Up Address, Drop-Off Address. The first entry is Trip # 0023-A, Pick-Up 19:58:00, Status Closed, Pick-Up Address [obscured], Drop-Off Address 665 WINTER ST SE.
- Form Fields:** A detailed form for trip #0023-A. It includes fields for Pick-up and Residence (Facility, Address, Dept., Apt/Ste/Rm, City, Zone, Phone) and Drop-off (Facility, Address, Dept., Apt/Ste/Rm, City, Zone, Phone). The drop-off facility is SALEM HOSPITAL and address is 665 WINTER ST SE. Other fields include Company, Nature, Call type (ALS1 REG), Priority (EMERGENCY), Transport (EMERGENCY), Incident # (PD0466), and Companions (0).
- Right Panel:** Contains status information: Run Number (00000665), Dispatch Status (Complete), Billing Status (Closed), and This Leg (charges: +\$916.00, -\$916.00, =\$0.00).
- Bottom Bar:** Displays ADAI0909, CITY OF SPRINGFIELD, Dispatching, V4.2.1.886, NUM.

A black arrow points to the word "Group" in the top right corner of the form area, indicating the membership notation.

ATTACHMENT E

FireMed IT Architecture

Architecture Dictionary:

Data Architecture: All databases reside on Microsoft SQL Server.

- **RCSQL:** The RCSQL database is the central data repository for the family of applications provided by Zoll Data Systems. Datasets within the repository are activated based on the licensing purchased by the agency, and internal logic manages the communication between the licensed datasets. The “Billing” dataset contains the information used to manage Ambulance Billing functions. The “Membership” dataset contains an inventory of ambulance service members and shares its membership information with the “Billing” dataset.

Both Springfield and Eugene own licenses for the “Billing” dataset; however only Eugene owns a “Membership” license. Please note that Springfield and Eugene each license and maintain separate instances of RCSQL on separate Windows servers.

- **FireMed Membership:** City of Eugene database to extend the “Membership” dataset in RCSQL. The database works with the Eugene Membership application.
- **RE7FIREMED:** RE7FIREMED is the City of Springfield membership database provided by Blackbaud Inc. This database contains the FireMed membership records for the City of Springfield and for the agencies contracting with the City of Springfield for FireMed services.

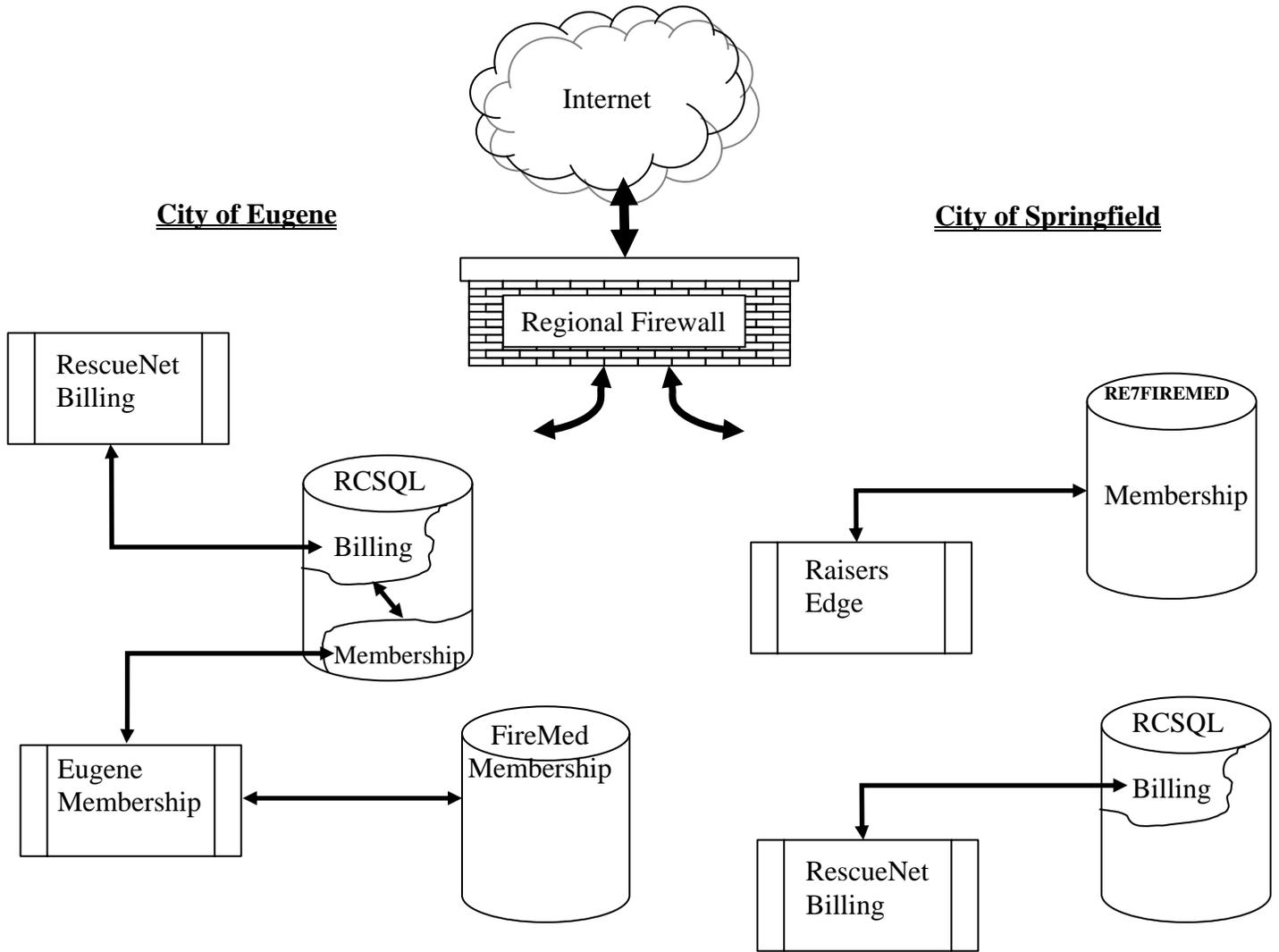
Application Architecture: All applications run on Windows workstations.

- **Eugene Membership:** This is a custom developed client server application (frequently referred to as the “Gary Henderson” application) that is used to maintain the City of Eugene’s FireMed “Membership” data in their RCSQL and FireMed Membership databases.
- **Raisers Edge:** This client server application, from Blackbaud Inc., works with the RE7FIREMED database to maintain the Springfield, and contracting agencies, FireMed membership records.
- **RescueNet Billing:** Both Springfield and Eugene use this client server application from Zoll Data Systems to manage their ambulance billing processes. The application manages data in the RCSQL database, “Billing” dataset.

Network Architecture:

The City of Springfield and City of Eugene share connectivity through a regional area network based on Microsoft Windows technology. Each agency resides in their own Windows domain. Connection to the Internet is managed through a shared, regional firewall.

Springfield and Eugene FireMed Membership and Ambulance Billing Architectures:



ATTACHMENT F

FireMed Renewal Application Form



FIREMED
City Hall
225 Fifth Street
Springfield, OR 97477-4600

Phone **541-726-3636**
Fax 541-726-2297
TDD 541-726-2247
www.firemed.org

Membership Options

FireMed Basic \$62/year
Ground Emergency Ambulance Only

OR

FireMed Plus \$97/year
Ground + Air Emergency Ambulance

MEMBERSHIP RENEWAL
MEMBERSHIP RENEWAL DUE BY JUNE 30th



Membership number is bar-coded here to speed accessing the membership record during data entry by using a scanner.


 LLOYD [REDACTED]

IMPORTANT NOTICE: PLEASE DETACH RECEIPT AT BOTTOM AND RETURN REMAINDER OF FORM.
 Your current membership will expire on June 30, 2010
 By renewing, members agree to the terms of agreement printed on the back of this renewal form.

Please verify member information below. Your information will be kept confidential.
 If the information printed below is incorrect, cross it out and write in the correct information.

HOUSEHOLD ID NUMBER: SP 1000237204 PHONE NUMBER: [REDACTED]
 HOME ADDRESS: [REDACTED]
 MAILING ADDRESS: [REDACTED]
 AMBULANCE PROVIDER: SPRINGFIELD

<u>MEMBER NAME:</u>	<u>DATE OF BIRTH:</u>	<u>MEMBER NAME:</u>	<u>DATE OF BIRTH:</u>
LLOYD [REDACTED]	05/15/1935	PATRICIA I. [REDACTED]	07/25/1935

Please help us save money by providing an accurate email address: _____

NEW Household Members: Please refer to the terms of agreement listed on the reverse side for eligibility.

Last Name	First Name	Middle Initial	Date of Birth			Social Security Number* (optional)
			Mo.	Day	Year	

*Under federal law you are not required to provide your Social Security Number. The disclosure of your Social Security Number is voluntary and is solely for the purpose of keeping relational computerized FireMed membership records.

To extend membership coverage to June 30, 2011, please return membership form and payment \$62 (FIREMED BASIC) or \$97 (FIREMED PLUS) (choose one only). If paying by check, please make payable to FIREMED. THANK YOU!

We accept Visa , MasterCard , American Express and Discover .

If paying by credit card, please enter information below:

Credit Card # _____ Expiration Date: _____ / _____ RE

(Charge will appear on your statement as "FIREMED/Ambulance Account Services")

Would you like to give a donation to the FireMed Membership Assistance Fund? \$ _____

For Office Use Only

Total Received \$62 (\$97)

Date Received: 4-12

Payment Method: Check # 2232 CC

Donation _____ CA

Other _____

ATTACHMENT G

FireMed New Membership Application

	<h3 style="margin: 0;">FIREMED MEMBERSHIP APPLICATION</h3> <p style="font-size: small; margin: 5px 0;">Should a member require emergency ambulance treatment or transport, FireMed will bill any insurance coverage and accept whatever it pays as payment-in-full. There is nothing left to pay.</p>	<p style="margin: 0;">FIREMED City Hall 225 Fifth Street Springfield, OR 97477-4600</p> <p style="margin: 0;">Phone (541) 726-3636 Fax (541) 726-2297 TDD (541) 726-2247 www.firemed.org/jobcare</p>																																																																																																																			
<p>CHOOSE ONE → <input type="checkbox"/> FireMed Basic  Emergency Ground Ambulance Only OR <input type="checkbox"/> FireMed Plus  +  Emergency Ground + Air Ambulance</p>																																																																																																																					
<p><i>Household Information (Please print or type.)</i></p> <p>Home Address _____ Apt _____ Telephone _____</p> <p>City _____ State _____ Zip _____</p> <p>Mailing Address (if different) _____</p> <p>City _____ State _____ Zip _____</p> <p><i>Please help FIREMED save money by providing your e-mail address</i></p> <p>E-Mail Address _____</p> <p style="font-size: x-small; margin-top: 5px;">You will receive emailed renewal notices and occasional information from the fire department regarding ambulance, membership, and safety issues. You may unsubscribe at any time.</p> <p style="font-size: x-small; margin-top: 5px;">FireMed membership includes all persons who are permanent residents of the same single family occupancy, non-commercial residence within the CITY and DISTRICT ambulance service areas, living together as part of a family unit, but not to include roomers or boarders. Membership is also extended to include household members living in substitute care.</p>																																																																																																																					
<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th rowspan="2" style="width: 25%;">Last Name</th> <th rowspan="2" style="width: 15%;">First Name</th> <th rowspan="2" style="width: 5%;">Middle Initial</th> <th colspan="3" style="width: 20%;">Date of Birth</th> <th rowspan="2" style="width: 32%;">Social Security Number (optional)*</th> </tr> <tr> <th style="width: 5%;">Mo.</th> <th style="width: 5%;">Day</th> <th style="width: 10%;">Year</th> </tr> </thead> <tbody> <tr> <td colspan="7" style="font-size: x-small;">PRIMARY MEMBER:</td> </tr> <tr> <td colspan="7" style="font-size: x-small;">ADDITIONAL HOUSEHOLD MEMBERS:</td> </tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table> <p style="text-align: center; font-weight: bold; font-size: small;">(Use an additional sheet if you need to add more members)</p>			Last Name	First Name	Middle Initial	Date of Birth			Social Security Number (optional)*	Mo.	Day	Year	PRIMARY MEMBER:							ADDITIONAL HOUSEHOLD MEMBERS:																																																																																																	
Last Name	First Name	Middle Initial				Date of Birth				Social Security Number (optional)*																																																																																																											
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ADDITIONAL HOUSEHOLD MEMBERS:																																																																																																																					
<p>Would you like to give a donation to the FireMed Membership Assistance Fund? \$ _____</p>																																																																																																																					
<p style="font-size: x-small;">Submission of this application with payment constitutes acceptance of the FireMed terms of agreement on the reverse side of this form. You will receive a copy of the terms of agreement with your membership acknowledgement.</p> <p style="text-align: center;">If paying by check, please make payable to FireMed.</p> <p style="text-align: center;">We accept Visa <input type="checkbox"/>, MasterCard <input type="checkbox"/>, American Express <input type="checkbox"/> and Discover <input type="checkbox"/>.</p> <p style="text-align: center;">If paying by credit card, please enter below:</p> <p>Credit Card # _____ Expiration Date: _____ / _____</p> <p style="font-size: x-small;">(Charge will appear on your statement as "FIREMED/Ambulance Account Services")</p> <p style="font-size: x-small;">*Under federal law you are not required to provide your Social Security Number. The disclosure of your Social Security Number is voluntary and is solely for the purpose of keeping relational computerized FireMed membership records.</p>		<p style="text-align: center; font-weight: bold; font-size: small;">For Office Use Only</p> <p>Total Received _____</p> <p>Date Received: _____</p> <p>Payment Method: _____</p> <p>Check # _____ CC</p> <p>Donation # _____ CA</p> <p>Other _____</p>																																																																																																																			
<p style="text-align: center; font-weight: bold; font-size: small;">Please complete this form and return along with your membership fee. THANK YOU!</p> <p style="font-size: x-small; margin-top: 5px;">©2010 FIREMED JC</p>																																																																																																																					

ATTACHMENT H

FireMed Membership Application Processing Summary

1. Renewal

1.1. Paper preprinted renewal form

1.1.1. Hand delivered

1.1.1.1. Payment information hand-recorded on app

1.1.1.1.1. Cash, card, or check

1.1.1.1.2. Check number

1.1.1.1.3. Amount

1.1.1.1.4. Donation amount

1.1.1.2. If cash, deposit in cash register

1.1.1.3. Preprinted barcode on renewal form scanned to open membership record

1.1.1.3.1. No changes needed to member information

1.1.1.3.1.1. Key in membership level

1.1.1.3.1.2. Key in payment amount

1.1.1.3.1.3. Key in donation amount

1.1.1.3.1.4. Save record

1.1.1.3.2. Changes needed to member information

1.1.1.3.2.1. Key in changes

1.1.1.3.2.2. Key in membership level

1.1.1.3.2.3. Key in payment amount

1.1.1.3.2.4. Key in donation amount

1.1.1.3.2.5. Save record

1.1.1.3.3. Process payment

1.1.1.3.3.1. Credit card: manual entry to keypad machine

1.1.1.3.3.2. Check: scan and destroy check

1.1.2. Mailed

1.1.2.1. App and payment removed from envelope and clipped together

1.1.2.2. Payment information recorded on app

1.1.2.2.1. Cash, card, or check

1.1.2.2.2. Check number

1.1.2.2.3. Amount

1.1.2.2.4. Donation amount

1.1.2.3. If cash, deposit to cash register

1.1.2.4. Preprinted barcode on renewal form scanned to open membership record

1.1.2.4.1. No changes needed to member information

1.1.2.4.1.1. Key in membership level

- 1.1.2.4.1.2. Key in payment amount
- 1.1.2.4.1.3. Key in donation amount
- 1.1.2.4.1.4. Save record
- 1.1.2.4.2. Changes needed to member information
 - 1.1.2.4.2.1. Key in changes
 - 1.1.2.4.2.2. Key in membership level
 - 1.1.2.4.2.3. Key in payment amount
 - 1.1.2.4.2.4. Key in donation amount
 - 1.1.2.4.2.5. Save record
- 1.1.2.4.3. Process payment
 - 1.1.2.4.3.1. Credit card: manual entry to keypad machine
 - 1.1.2.4.3.2. Check: scan and destroy check
- 1.2. Phone renewal**
 - 1.2.1. Search for membership record by first and last name
 - 1.2.1.1.1. No changes needed to member information
 - 1.2.1.1.1.1. Key in membership level
 - 1.2.1.1.1.2. Key in payment amount
 - 1.2.1.1.1.3. Key in donation amount
 - 1.2.1.1.1.4. Save record
 - 1.2.1.1.2. Changes needed to member information
 - 1.2.1.1.2.1. Key in changes
 - 1.2.1.1.2.2. Key in membership level
 - 1.2.1.1.2.3. Key in payment amount
 - 1.2.1.1.2.4. Key in donation amount
 - 1.2.1.1.2.5. Save record
 - 1.2.1.1.3. Process credit card payment: manual entry to keypad machine
- 1.3. Online renewal**
 - 1.3.1. Print downloaded membership information
 - 1.3.2. Search for membership record by first and last name
 - 1.3.2.1.1. No changes needed to member information
 - 1.3.2.1.1.1. Key in membership level
 - 1.3.2.1.1.2. Key in payment amount
 - 1.3.2.1.1.3. Key in donation amount
 - 1.3.2.1.1.4. Save record
 - 1.3.2.1.2. Changes needed to member information
 - 1.3.2.1.2.1. Key in changes
 - 1.3.2.1.2.2. Key in membership level
 - 1.3.2.1.2.3. Key in payment amount
 - 1.3.2.1.2.4. Key in donation amount
 - 1.3.2.1.2.5. Save record

1.3.2.1.3. Process credit card payment: manual entry to keypad machine

2. New application

2.1. Paper Application

2.1.1. Hand delivered

2.1.1.1. Payment information recorded on app

2.1.1.1.1. Cash, card, or check

2.1.1.1.2. Check number

2.1.1.1.3. Amount

2.1.1.1.4. Donation amount

2.1.1.1.5. If cash, deposit in cash register

2.1.1.2. Search for membership record by first and last name (verify new)

2.1.1.3. Key in new membership record information

2.1.1.3.1. Key in household and member information

2.1.1.3.2. Key in membership level

2.1.1.3.3. Key in payment amount

2.1.1.3.4. Key in donation amount

2.1.1.3.5. Save record

2.1.1.4. Process payment

2.1.1.4.1. Credit card: manual entry to keypad machine

2.1.1.4.2. Check: scan and destroy check

2.1.2. Mailed

2.1.2.1. App and payment removed from envelope and clipped together

2.1.2.2. Payment information recorded on app

2.1.2.2.1. Card or check

2.1.2.2.2. Check number

2.1.2.2.3. Amount

2.1.2.2.4. Donation amount

2.1.2.3. Search for membership record by first and last name (verify new)

2.1.2.4. Key in new membership record information

2.1.2.4.1. Key in household and member information

2.1.2.4.2. Key in membership level

2.1.2.4.3. Key in payment amount

2.1.2.4.4. Key in donation amount

2.1.2.4.5. Save record

2.1.2.5. Process payment

2.1.2.5.1. Credit card: manual entry to keypad machine

2.1.2.5.2. Check: scan and destroy check

2.2. Phone application

2.2.1. Search for membership record by first and last name (verify new)

2.2.2. Key in new membership record information

- 2.2.2.1. Key in household and member information
 - 2.2.2.2. Key in membership level
 - 2.2.2.3. Key in payment amount
 - 2.2.2.4. Key in donation amount
 - 2.2.2.5. Save record
 - 2.2.2.6. Process credit card payment: manual entry to keypad machine
- 2.3. Online application**
- 2.3.1. Print downloaded information
 - 2.3.2. Search for membership record by first and last name (verify new)
 - 2.3.3. Key in new membership record information
 - 2.3.3.1. Key in household and member information
 - 2.3.3.2. Key in membership level
 - 2.3.3.3. Key in payment amount
 - 2.3.3.4. Key in donation amount
 - 2.3.3.5. Save record
 - 2.3.4. Process credit card payment: manual entry to keypad machine

ATTACHMENT I

JobCare Data List

Organization Name	Editable by User , Available to Membership Enrollment Process
Primary Contact Name	Editable by User
Primary Contact Title	Editable by User
Primary Contact Phone	Editable by User
Primary Contact Phone-Mobile	Editable by User
Primary Contact Email	Editable by User
Secondary Contact Name	Editable by User
Secondary Contact Title	Editable by User
Secondary Contact Phone	Editable by User
Secondary Contact Phone-Mobile	Editable by User
Secondary Contact Email	Editable by User
Mailing Address	Editable by User
Mailing City	Editable by User
Mailing State	Editable by User
Mailing Zip	Editable by User
Physical Address	Editable by User
Physical City	Editable by User
Physical State	Editable by User
Physical Zip	Editable by User
Fax	Editable by User
Number of Employees	Editable by User
Employer Contribution – Basic	Editable by User
Employer Contribution – Plus	Editable by User
Employee Price – Basic	Readable by User
Employee Price – Plus	Readable by User
Date Joined	Readable by User
Number of Employees Enrolled Current Year	Readable by User
Total Employee Fees Current Year	Readable by User
Employer Liability Current Year	Readable by User
Amount Received from Employer Current Year	Readable by User
Employer Balance	Readable by User
Number Employees Enrolled (each previous year)	Readable by User

ATTACHMENT J

Reciprocal Agreement Data List

Organization Name	Editable by User
Primary Contact	Editable by User
Primary Contact Title	Editable by User
Primary Contact Phone	Editable by User
Primary Contact Phone-Mobile	Editable by User
Primary Contact Email	Editable by User
Secondary Contact	Editable by User
Secondary Contact Title	Editable by User
Secondary Contact Phone	Editable by User
Secondary Contact Phone-Mobile	Editable by User
Secondary Contact Email	Editable by User
Mailing Address	Editable by User
Mailing City	Editable by User
Mailing State	Editable by User
Mailing Zip	Editable by User
Fax	Editable by User
Ambulance Service Area (ASA)	Editable by User
ASA Area (Sq. Mi.)	Editable by User
Organization Type	Editable by User , List
Public or Private Organization	Editable by User , List
Service Type	Editable by User , List
Emergency Service	Editable by User , Y/N
Non-Emergency Service	Editable by User , Y/N
Number of Households in ASA	Editable by User
Number of Memberships Current Year	Editable by User
Ground Price In-District	Editable by User
Air Price In District	Editable by User
Ground + Air Price In District	Editable by User
Ground Price Out-of-District	Editable by User
Air Price Out-of-District	Editable by User
Ground + Air Price Out-of-District	Editable by User
Ground Price Lifetime	Editable by User
Air Price Lifetime	Editable by User
Ground + Air Price Lifetime	Editable by User
Ground Price Senior	Editable by User
Air Price Senior	Editable by User
Ground + Air Price Senior	Editable by User
Ground Price Single	Editable by User
Air Price Single	Editable by User
Ground + Air Price Single	Editable by User
[Historical data from above fields]	

Universal Reciprocity	Editable by User , Y/N
2-Year Price	Editable by User
Terms of Agreement	Editable by User , Uploaded file
ASA Map	Editable by User , Uploaded file
Date Information Updated	System Generated

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ATTACHMENT K

FireMed Membership Database Reports

1. Daily Production Report
 - a. Renewals
 - i. Paper apps entered
 - ii. Phone apps entered
 - iii. Online apps processed
 - b. New
 - i. Paper apps entered
 - ii. Phone apps entered
 - iii. Online apps processed
 - c. Count, by Partner or Client
 - i. Mail
 - ii. Online
 - iii. Phone
 - iv. Hand delivered
2. Weekly Report, by Partner or Client
 - a. User-specified date range.
 - b. Revenue this week
 - c. Revenue this week last year
 - d. Revenue year-to-date
 - e. Revenue year-to-date last year
 - f. Memberships by level this week
 - g. Memberships by level this week last year
 - h. Memberships by level year-to-date
 - i. Memberships by level year-to-date last year
3. Monthly Report, by Partner or Client
 - a. User specified date range.
 - b. Revenue this week
 - c. Revenue this week last year
 - d. Revenue year-to-date
 - e. Revenue year-to-date last year
 - f. Memberships by level this week
 - g. Memberships by level this week last year
 - h. Memberships by level year-to-date
 - i. Memberships by level year-to-date last year
4. Deposits and Payments, per Partner or Client
 - a. Record credit and debit card transactions, totals from check scanning batches, and total cash receipts, daily, by Partner and Client

- b. Record deposits to Springfield Finance Department
- c. Record payments to Partners and Clients
- d. Prepare membership list with all household members, for clients and partners, of those entered since last payment
- e. Amount of membership revenue and donations matched to Membership list.
- 5. Mailing labels, user-selectable and sortable for Partner, Level, Category, etc.
- 6. Historical Information – Multi-year comparisons of revenue, memberships, etc.
- 7. JobCare
 - a. Employer List with Employer Contributions and Employee Fees
 - b. Maintain balance due from employers for employee members who join and pay only employee portion of amount.
 - c. Employer List with Employer Liability, Payments, and Balance Due
 - d. Employer invoice with list of employee members, payments, and balance due.
 - e. Membership List by Employer
- 8. Post-Campaign and Annual Reports, By Partner or Client
 - a. Total memberships
 - b. Membership revenue, donation revenue, LFN revenue, total revenue
 - c. Memberships by level
 - d. New, renewed, lapsed, and rejoined (lapsed in previous years) memberships
 - e. Attrition (previous-year memberships not renewed)
 - f. Attrition by category
 - i. Deceased
 - ii. Moved away
 - iii. Lapsed, still in area
 - iv. Unknown
 - g. Memberships by age of head of household
 - h. Members (including all household members) by age, user-selected groupings.
 - i. Memberships by Zip Code
 - j. Memberships by Appeal (coded marketing efforts)
 - k. JobCare (Employer program) memberships by level
 - l. JobCare memberships switched from regular memberships (cannibalization)
 - m. Memberships by Fire District
 - n. Comparisons to previous year

ATTACHMENT L

FireMed Online Application History, 2007-2010

	Campaign Year				Total
	2007	2008	2009	2010	
April	91	182	180	284	737
May	262	303	310	354	1229
June	291	892	999	1067	3249
July	202	141	169	195	707
August-March	103	151	209	269	732
Total	949	1669	1867	2169	

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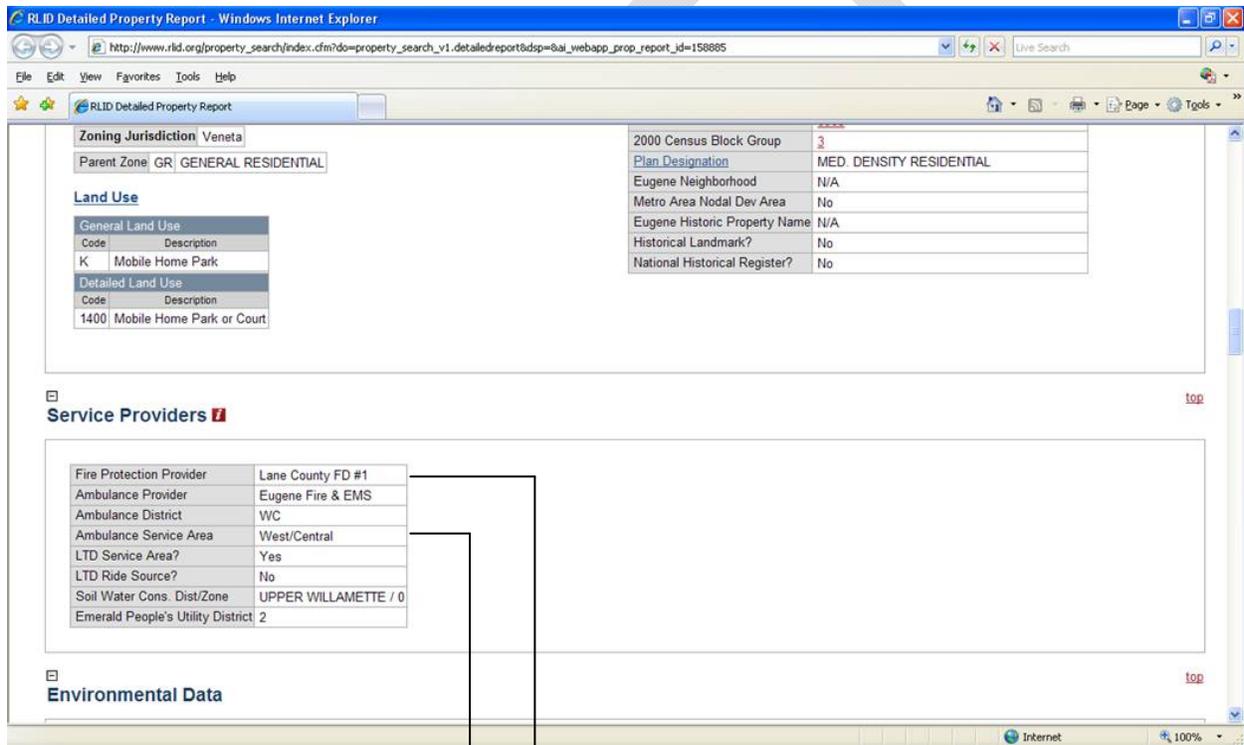
ATTACHMENT M

Regional Land Information Database (RLID) Information

RLID is a service of Lane Council of Governments (Lane County, Oregon,) of which The City of Springfield is a member. The database serves a number of purposes, but FireMed uses it mostly to establish which Ambulance Service Area (ASA) a member or potential member resides in. Similar databases are available in at least some other Oregon Counties.

URL: http://www.rlid.org/property_search/ ,then search for address, then select Detailed Property Report.

Screenshot of Data Used:



Fire Protection Provider indicates which department serves the area for fire suppression. Some are Districts, such as Lane County Fire District #1.

ASA. Eight total in Lane County, three of which are in the FireMed partnership.