

EMERGENCY MEDICAL SERVICES AUTHORITY

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**Request for Information****California Disaster Healthcare Volunteer System Replacement**

Date: February 9, 2018

The Emergency Medical Services Authority (EMSA) is seeking information from prospective vendors as it plans for the replacement of the California Disaster Healthcare Volunteer System. Prospective vendors are invited to review and respond to this RFI. In submitting a response to this RFI, you must comply with the instructions contained in this document.

Read the attached document carefully. **The RFI due date is February 22, 2018 at 3:00 PM Pacific Standard Time.** Responses to this RFI and any required copies must be submitted to the department contact noted below by mail, in person, or email.

Department Contact:

Emergency Medical Services Authority
10901 Gold Center Drive
Rancho Cordova, CA 95670
Attn: Lisa Vigil, Contracts Analyst

Direct any questions regarding this RFI to Lisa Vigil, Contracts Analyst at lisa.vigil@emsa.ca.gov.

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I. Introduction

The intent of this Request for Information (RFI) is not to select a proposed solution or a vendor, but to perform market research. The information provided by vendors will be used to estimate costs related to system replacement. The Emergency Medical Services Authority (EMSA) understands that the information provided to vendors in this RFI is not sufficient to enable detailed analysis and costing by vendors. Please provide your best efforts based on your experience with other states and information management systems of this kind.

This document should not be considered a request or authorization to perform work at the State's expense. Any work performed by the vendor to respond to this RFI will be at the vendor's own discretion/expense and does not represent a commitment to purchase or lease. No costs may be charged, to the State, in responding to this RFI. A response to this RFI will not preclude or provide an advantage to any vendor from future bidding opportunities with the State.

II. Background

The Disaster Healthcare Volunteers (DHV) program is California's model of the federally mandated and funded Emergency System for Advance Registration of Volunteer Health Professionals ESAR-VHP. Established in 2007, DHV is a statewide program administered by the EMSA to recruit, register, credential, track, identify, deploy, and maintain currently licensed volunteer healthcare professionals for response to emergencies, disasters, and terrorist incidents in California and throughout the nation.

III. Current Environment

1. Satisfies the Federal Guidelines for the ESAR-VHP Program

The DHV system supports the registration of volunteer health professionals, verification of license information, and allows the assignment of emergency credentialing levels.

2. Provide Web-Based Registration to Gather Volunteer Information

The registration process is a web application hosted through an application service provider (ASP). It provides a means of gathering volunteer information from the internet at any time. The application was designed to be quick and highly configurable while presenting the prospective volunteer with questions appropriate to their occupation and license type.

The starting point for registration is the DHV portal page. The portal page is designed to fit seamlessly into the State of California's template websites. The design of the portal and the DHV system utilizes a contemporary and professional user interface design paradigms

appropriate to web-based applications. The portal page includes links that allow users to engage the web-based registration process, to access FAQs and to download supporting program materials.

It is possible for other organizations to link their websites to the DHV website to facilitate collaborative volunteer solicitation and registration.

All information gathered on volunteers is transmitted and stored securely in the DHV database and not on a local machine. California must retain ownership of the data that resides on the system's servers at all times. The system data must reside in a Tier 3 or Tier 4 data center.

3. Provide a Tool for Searching for Volunteers Based on Criteria

The DHV system has a search tool that allows the administrator to find volunteers in both simple and complex ways utilizing any data element stored in a volunteer's account. Included but not limited to license or resource type, California county, and license status.

The DHV system administrator can then perform several tasks, either on an individual or a selected group of volunteers. These tasks include initiating communication, verifying credentials, adding to a group or exporting the volunteer's information.

4. Have a Means to Deploy, Track and Manage Volunteers on Missions

The DHV system provides a tool for the creation and management of missions. Within these missions, volunteers are invited to join deployments.

DHV allows volunteers to accept or reject missions online through its messaging system. Once a mission is accepted, volunteers can print out their travel orders, deployment information, and other personal information stored in the system for the mission.

DHV supports the tracking of deployed volunteers, missions, deployment status, and service hours.

5. Provide a means for the Creation and Management of New Groups

The DHV system allows an administrator to create, manage, and save for later use new groups. The purpose is to provide a means of creating custom lists of responders based on any criteria desired.

When first created the administrator must select the visibility role of the group to determine if the group is viewable by all administrators, the unit administrators or just the creator of the group. Once created, volunteers can be searched for and placed into the group.

Completed groups are displayed on the group management page which provides a brief look at the number of volunteers, group name, access rights, group owner, and description.

6. Provide a Tool to Manage Unit Affiliation

The DHV system provides the state and local administrator the ability to view and change the unit affiliation choices of their volunteers. The local administrator is limited to their particular unit, but the state administrator may view any volunteer's affiliation.

The administrator can determine quickly the number of volunteers accepted into a unit, how many are pending review, and how many have been either rejected or in the process of being researched from a unit

7. Provide a Tool to Track Incomplete Registration

The DHV system provides the system administrator a tool for tracking incomplete registration. The administrator can see at a glance all incomplete volunteer registrations, their contact information and where the registration process stopped.

System administrators can use the DHV system to easily interact with volunteers to assist them in completing their volunteer profile.

8. Establish a Method to Recruit Responders

The DHV system gives the system administrator the ability to send invitations to join via an email distribution list. The message is predefined but can be customized to meet the needs of a varying audience.

9. Provide a Tool to register a Responder via Data Entry

In addition to the self-registration process, the DHV System enables volunteers to register at a variety of venues using a data entry clerk. The data entry method is used when the kiosk system is impractical or undesirable.

The system comes in two modes Quick Registration and Full Registration. The Quick Registration presents the data entry clerk with the minimum set of data required to create an account. The volunteer would need to go back and complete some information.

10. Provide a Means of Communication with Volunteers

The DHV system provides multiple means of communication. Volunteers can be notified by email, internal messaging, phone, and SMS.

The goal is to have two-way communication capability between EMSA and our volunteers in nearly any operational environment. To this end, CFI included in the DHV system a powerful real-time priority messaging

system for use in the event of a disaster. It must provide automated external notifications and track the results of these notifications.

11. Creation of Reports and Logs

The DHV system comes with a list of standard queries and reports that can be used to track system activity and utilization based on gathered data elements. These reports and logs help the administrator by providing status on the volunteers, the system, and the mission. Examples of system status would include Counts by Unit, Site Access History, Mission Reports, and Expired or Expiring Licenses.

12. Establish a Method to Track Volunteer Training

The DHV system provides a means for the administrator to track training classes for the volunteers. When entered into the system, the state administrator can limit the viewing audience that sees the classes. The state administrator can enter classes which can be made available to the volunteers by affiliation, by the volunteer's role in the DHV system (responder or administrator) or by the volunteer's occupation. As the volunteers complete their training, they can record their accomplishments on the system.

13. Provide Tools to Verify Volunteer Credential Information

The DHV system provides a tool for the automated checking of volunteer credentials, for the assignment of emergency credential levels and the initiation of a credential check. The system checks over 40 different license types daily. The results of these checks are available to an administrator via an administrative report. The administrator is also able to submit a request for credentialing on a volunteer at any time. A receiving entity is then able to verify the volunteer's information and emergency credentialing level quickly.

14. Provide Indicators for Licensing Integration Status

The DHV system provides a display page for the latest integration status. All the licensing agencies are represented, including the Office of the Inspector General List of Excluded Individuals/Entities (OIG LEIE) database.

15. Provide a Tool to Export Data from Database

The DHV system can export data to the administrator in a predefined format (CSV, text, pdf.) and to import volunteer data from existing databases.

16. Provide a Means for Online/Live Help

DHV provides volunteers access to online help in the form of an online user guide and local administrator email. The local system administrator

has access to an online administrator guide and the state level administrator, via email and phone.

EMSA, during normal business hours, provides the first level help desk service. The contractor should provide help desk services (24x7x365).

17. Provide Required Documentation

The contractor shall provide copies of the following documentation to EMSA on time. The documents were as follows: Operational Recovery Plan, Comprehensive System Administrator Instructions, System documentation including graphics and narrative overviews, Glossary of system terms & acronyms, System Administrator quick reference guides, Available Reports and associated Report Descriptions.

The required documentation shall include the following operational procedures specifically customized for EMSA; Operational Support, Solution and Data Migration, Test Procedures, Disaster Recovery, Business Continuity and Resumption Planning.

All documents provided were in both electronic and hardcopy formats.

18. Single sign on to the Patient Unified Lookup System for Emergencies (PULSE)

In 2017, the DHV software system added connection capability to give specific healthcare volunteers the ability to sign on to the PULSE by signing on to their DHV system profile. PULSE is a separate system for requesting patient health information. The intent is for DHV Program registered volunteers to be able to access PULSE during a declared emergency and access patient health records via a Health Information Exchange (HIE).

19. Establish a Method to print Volunteer Badges

The DHV system should be able to print color badges with photo of the volunteer according to the existing template.

20. Parent-Child Organization Tree

The system should provide an organization tree structure with unlimited number of organizations.

21. Offline Access

The system should allow EMSA personnel to take a snapshot of their data to location where internet access is not possible. An offline module should be able to install in a laptop creating a self-contained system that periodically synchronizes data with the active system via the Internet. In an emergency, the laptop can be switched to offline mode so that it can be used to look up important data on volunteers

IV. Key Action Dates

It is recognized that time is of the essence. All respondents are hereby advised of the following schedule and shall be expected to adhere to the required dates and times. All times are Pacific Standard Time (PST)/Daylight Savings Time (DST).

Event	Date	Time
RFI available to prospective proposers	2/9/2018	9:00 AM
Written Questions Submittal Deadline	2/14/2018	2:00 PM
Response to Written Questions	2/16/2018	2:00 PM
Deadline to Submit Response	2/22/2018	3:00 PM

A. Questions

Proposers requiring clarification of the intent or content of this RFI may request clarification by sending an email to Lisa Vigil, Contracts Analyst, at lisa.vigil@emsa.ca.gov.

B. Response Requirements

Responses to this RFI should be submitted using the format requested. All responses shall be concise, straightforward, and contain completed Attachments 1-3 of this RFI. It is the sole responsibility of the Respondent to verify receipt of the submitted proposal.

Format	<ul style="list-style-type: none"> • Font: 12-point, Arial (excluding Excel files, original template headers and footers, and commitment or support letters) • Margins: One inch on all sides (excluding headers and footers) • Spacing: Single-spaced, with a blank line between each paragraph • Pages: Numbered and printed • Signatures: Manual (i.e., not electronic) • Labeling: Tabbed and labeled
Number of Copies of the Application	<ul style="list-style-type: none"> • One (1) hard copy mailed (including one copy with original signatures). • Email one electronic version of the response.

Attachment 1 – Respondent’s Information

Company Name:	
Address:	
State/Zip Code:	
Contact:	
Phone:	
Email:	
Alternate Contact:	
Phone:	
Email:	

Attachment 2 – System Requirements

Please select one of the following eight (8) options to complete Column #2 in the Requirements Table below.

1. Currently provided within the COT Software.
2. Can be provided through configuration to Standard Service at No Additional Cost.
3. Can be provided through configuration through Standard Service with Additional Costs.
4. Not currently provided, but will be added through customization at No Additional Cost.
5. Not currently provided, but will be added through customization at Additional Costs.
6. Functionality not included but vendor will seek partner and integrate a third-party solution (costs included).
7. Functionality not included but vendor will need to find a third-party solution (additional cost incurred for interfaces).
8. Service will not be provided.

1	2	3	4
	Technical Requirement	1-8	Describe how the solution meets or will meet this requirement?
1.	Does your system provide Web-based Registration to gather volunteer Information?		
2.	Does your system provide a tool for searching for volunteers based on criteria?		
3.	Does your system have the means to deploy, track and manage volunteers on missions?		
4.	Does your system provide the means for the creation and management of new groups?		
5.	Does your system provide a tool to manage unit affiliation?		
6.	Does your system provide a tool to track incomplete registrations?		
7.	Does your system establish a method to recruit responders?		
8.	Does your system provide a tool to register responders via Data Entry?		
9.	Does your system provide the means for communication with volunteers?		
10.	In your system can reports and logs be created?		
11.	Does your system have a method of tracking volunteer training?		
12.	Does your system provide tools to verify volunteer credential information?		

Attachment 3 – Cost Worksheet

Cost Worksheet

List the estimated total costs associated with the completion all tasks and deliverables as described in this RFI.

Cost of Completion of Tasks and Responsibilities	
Additional Unanticipated Cost(s) Associated with Tasks and Responsibilities	
Total	

The estimated services, to be provided by the Contractor, indicated above are not binding on the contracting agency.

However, the rates quoted above by the Respondent shall be binding ***and shall include*** the cost of insurance, state sales tax, and every other item of expense, direct or indirect, incidental to the Agreement total.

Company Name (Printed)	
Signature of Person Authorizing Pricing	
Printed Name and Title of Person Signing	
Date	