REQUEST FOR INFORMATION FOR:
EMS AND FIRE DEPARTMENT USER MANAGEMENT SYSTEM

ISSUED: September 1, 2015
1. GENERAL INFORMATION

1.1 Purpose

This Request for Information (RFI) is issued by the State of New Hampshire Department of Safety (DOS) Division of Fire Standards and Training and Emergency Medical Services (FST/EMS) to solicit information regarding solutions for license management and verification and comprehensive training record management.

The purpose of this RFI is to replace our Access databases with a single system that is a more fully integrated system with TEMSIS while improving our ability to process, issue, maintain, and control licenses and training records, as well as process payments for licenses and courses.

1.2 Current Licensing and Education System

The purpose of the current system is to accurately, efficiently and securely collect and manage licensing information and education transcripts for fire fighters and EMS personnel. The current configuration, including equipment, manages and scans all documentation used during the course of a transaction to include receiving and scanning of applications, certification cards and supporting documentation. Personnel manually verify and enter data regardless of how it was submitted, such as application by mail.

All information processed during licensing and educational transactions are retained in our Legacy environment. The interface between the environments happens at the point of data entry.

FST/EMS subcontracts with ImageTrend for the EMS State Bridge product, currently called TEMSIS (Trauma and EMS Information System), to manage our electronic patient care reports. TEMSIS uses the NEMSIS v2.2.1 data set through the end of 2015, and after 2016 will be called Elite, using NEMSIS v3.4. TEMSIS licensing information is imported through a secure API linkage from the licensing database to TEMSIS on a 10 minute cycle triggered by records updates.

We have three main Microsoft Access 2010 databases, an SQL database and an Excel document to maintain records that support TEMSIS; they include:

- The Transcript database manages user education and certification records that are also tied into maintaining an EMS provider’s license in NH.
  - This database is not linked electronically to the following database, and is only viewable internally. No external customer can view or update the information.

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The EMS Licensing database manages licensing for providers, services, ambulances, and instructors, and houses vehicle inspection information.

- This licensing database is linked via a secure homegrown interface to the ImageTrend EMS State Bridge system. This link updates active information for user accounts, including provider and service information, so that only authorized persons have access and EMS records can be entered. This database is SQL on the backend with an Access front end, but was originally created in Access before the backend was migrated to SQL.
- The EMS Licensing database was created in 2001 and has had very few upgrades, improvements or automation added since. Furthermore, it relies on data in the education and certification database, to which it is not directly linked, to remain accurate and current.

The Scheduling database manages information received during the licensing process before it is moved into the Licensing database. It provides a means to track and confirm the necessary information for license renewal.

At this time there is no common data linkage between these databases. There are fields that capture the same information, which is manually entered and confirmed.

Legacy data from each of the three current databases described above will be required to be migrated to the new solution.

To access our Microsoft Access databases the State uses workstations located throughout the State, including the peripherals identified below:

- Desktops and laptops including but not limited to systems running Windows XP or 7 with between 2 - 4 gigabites of RAM
- 15-17” monitors
- Documentation Scanning – Fujitsu ScanSnap S1500

TEMSIS access is a web-based hosted environment with the following minimum system requirements found at http://www.imagetrend.com/resources-system-requirements/

The current financial model allows charging for courses, licenses, and fees. Funds are received through credit card transactions or receiving checks. Financial processing is done by the supervisor and information is secured in her office. There is no ability to accept funding through an internet means.

1.3 Future System

In combination with TEMSIS, FST/EMS desires to enhance functionality with the procurement of a new solution to have more of a real time interactive interface than the
current systems allow, which we will define as the User Management System. The State plans to have the new system include the following key functionality:

1. Web-hosted interface with offsite back-up capabilities and public portals for self-service management of records.
2. Secure and compliant public portal to accept payment for services or fees.
3. Interface with the State of New Hampshire financial system Infor BI for Lawson, NH First.
4. Web self-service portal that enables customers to manage their licensing and course enrollment process.
5. Web self-service access to personal license and training records, with the ability to view or print certifications and licenses.
6. User ability to view certification or license on a mobile device.
7. Public web portal for certification and license verification
   a. To provide applicants to pay fees
   b. For check license status.
8. Initial and future customizable workflow management by the State.
10. Data reporting and analysis ability for licensing, transcripts, and finances.
11. User administration of defined information, such as demographic update.
12. Access privilege control management with multiple user permissions capability.
13. Logging/auditing function.
14. Single user login that allows access to both TEMSIS and User Management System.
15. User self-service password reset with 2-step verification process.
16. Service leader self-service ability to add or inactivate user associations or service information.
17. Line item control of data flow between TEMSIS and proposed User Management System that controls what data can flow in which direction based on which system it is entered into.
18. Mandatory reporting data set is customizable.
19. Integration to the National Registry of Emergency Medical Technicians.
20. Integration with Moodle platform.
21. System administration to track an applicant’s progress through the system with the ability to automatically update a licensee or student on their application’s progress.
22. Manual and automated correspondence to all users, including notification of incomplete applications, reminders for license renewal, and manually generated messages to individual users, groups, or all system users.
23. Training record data collection and management, including course registration by attendees, confirmation of prerequisites, topics, scores and roster collection.
24. Instructor management of course paperwork, including submission of course request for state approval, assigning users/students to course roster, entering test and final grades and course pass/no pass.
25. Investigations records management with linkage to users and public facing display of certain investigation findings.
26. Public web portal to file complaints and concerns regarding any licensee.
27. Record field inspection results for EMS vehicles and wheelchair vans.

2. RESPONSE INSTRUCTIONS

2.1 Response Submission and Due Date

Vendors are requested to submit their response by October 7, 2015. Please provide an original and four copies of your response to:

Nick Mercuri, Bureau Chief
33 Hazen Drive
Concord, NH 03305
Email: nick.mercuri@dos.nh.gov

2.2 Schedule of Events

<table>
<thead>
<tr>
<th>DATE</th>
<th>EVENT</th>
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<tbody>
<tr>
<td>September 1, 2015</td>
<td>RFI Issued</td>
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<tr>
<td>October 13, 2015</td>
<td>Vendor Responses Due</td>
</tr>
<tr>
<td>October/November 2015</td>
<td>Possible Vendor Presentations</td>
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</tbody>
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- Vendors may or may not be contacted to provide an oral presentation of their solution.

2.3 RFI Inquiries

For inquiries regarding this RFI, please e-mail:

Nick Mercuri
Telephone: (603) 223-4200
E-mail: nick.mercuri@dos.nh.gov

2.4 Requested Information

The State is seeking a better understanding in the areas listed below. Please respond concisely and completely. Base responses on current not planned capabilities.

2.4.1 Briefly describe the vendor’s organization, client base, financial stability and history. Please keep generalized marketing material to a minimum.

2.4.2 Describe any experience/expertise specific to FST/EMS User Management Systems requirements.
2.4.3 Describe the product history of the proposed solution and how it would meet the needs of FST/EMS.

2.4.4 Please identify any of the functionality described in Section 1.3 that your product DOES NOT PROVIDE.

2.4.5 Is your system vendor-hosted or client-hosted?

2.4.6 If vendor-hosted how many minutes of scheduled and un-scheduled downtime were there last year?

2.4.7 Describe the approach to testing that your firm recommends to ensure all user requirements are satisfied prior to implementation.

2.4.8 Describe the technology architecture required to host the system.

2.4.9 Describe the technology required to implement your solution to include any devices and peripherals.

2.4.10 Please provide an overview of the security model in your product. Include a description of HIPAA compliance, HITECH compliance, level of PCI compliance, user management and privilege delegation, audit and logging approaches and security of web enabled customer self-service functionality. List any variances or exceptions you have to HIPAA, HITECH, and PCI compliance.

2.4.11 Does your solution have the capacity to support a mobile access configuration?

2.4.12 Please describe your system’s ability to capture data during mobile (away from the office environment) inspections of licensing requirements.

2.4.13 Please describe your system’s ability to capture and track compliance issues with all licenses, including web-based complaint reporting.

2.4.14 Describe your system’s capability for a public portal.

2.4.15 Describe your system’s ability to generate manual and automated correspondence to a single user, groups of users, and all users. Describe the method to send the message (e.g. phone number, email, etc.).

2.4.16 Describe your system’s ability to capture NEMSIS version 3.4 and higher data elements.

2.4.17 Describe your system’s ability for the State to update future licensure and certification prerequisites (e.g. Cardiopulmonary Resuscitation for licensure, Incident Command Systems IS-300 for course entrance, etc.).

2.4.18 Describe your system’s interface with the National Registry of Emergency Medical Technicians.

2.4.19 Describe your system’s interface with Moodle.

2.4.20 Describe how your solution would interface with TEMSIS through ImageTrend’s EMS State Bridge or Elite system. Describe the general costs associated with the interface.
2.4.21 Does your system provide an unlimited number of user accounts? If not, please describe limitations.

2.4.22 Can your fields be customized by the State or units? Can the customization be different, for the different users or groups using the system?

2.4.23 Does your system allow for a training mode? Does the system allow for custom fields under the training portion?

2.4.24 Does your system automatically assign unique numbers to courses after approval? If so, is the course number scheme customizable?

2.4.25 Does your system allow for customizable applications that feed data directly into the training and certification section?

2.4.26 Describe how your system transfers data from the field to the state? Describe your systems wireless data communications functionality and requirements (if any).

2.4.27 How does your system maintain an audit trail of who has logged on, from where and when, and which records were viewed?

2.4.28 How does your system maintain an audit trail of changes to data, including date, time, computer, and user who makes the change?

2.4.29 Do you engage in any form of data sharing or sales with third parties?

2.4.30 Does your system interface with any other systems or databases from national organizations?

2.4.31 Describe any server data security measures, such as database encryption.

2.4.32 What level of customer support do you offer? Define the levels.

2.4.33 What restrictions apply to customer support (hours of operation, geographic, etc.)?

2.4.34 Describe the options for continuity of operations that your solution offers.

2.4.35 Describe you system’s ability to download/export data for analysis, via XML, SQL, or other formats.

2.4.36 What canned aggregate reports or pre-defined reports come with the system?

2.4.37 Can reports be run automatically and emailed/posted to users?

2.4.38 Can reports be drilled into? (e.g. can you click on data and drill into it, eventually ending up at individual charts if desired?).

2.4.39 Can adhoc/custom reports be created by the user?

2.4.40 Describe your system’s ability to use multiple parameters (e.g. search all providers, search providers with certain credentials, show all providers from a geographic area).

2.4.41 Which web browsers (including version) does your system support? What web-enabled devices does your system support? (e.g. tablets, iPhone, Android, etc.)?
2.4.42 Describe the recommended level of I.T. and staff required skills/knowledge to support the system.

2.4.43 Any new system implemented must migrate data that exists in the current FST/EMS environment. Please describe your firm’s recommended approach to data conversion and migration.

2.4.44 As part of implementation, have you successfully migrated databases from Access or SQL? Describe past obstacles in the data migration and your general solution.

2.4.45 Describe the pricing model for the solution that would be proposed. Please include a description of support, maintenance and ongoing licensing costs associated with the product.

2.4.46 Please include any additional comments or suggested alternatives as deemed appropriate based on your industry knowledge and expertise that you feel would be beneficial to the State of New Hampshire.

2.5 Vendor Contact

Each response needs to contain a main contact name, address, e-mail address, and telephone number.

3. VENDOR PRESENTATION

Based on the review of the responses and the review of responses to this RFI, vendors may be invited to present an overview of their company and services to representatives of the State. There is no guarantee that a vendor may be asked to provide a presentation. All presentation costs incurred by the vendor shall be borne by the vendor.

4. LIABILITY

This RFI has been issued to obtain information only and is not intended to result in a contract or vendor agreement with any respondent. This solicitation for information does not commit the State to publish an RFP or award a contract. The State shall not be held liable for any costs incurred by the Vendor in the preparation of its response. The RFI is not a pre-qualification process for any further purchasing process.

5. CLOSING

The NH Division of Fire Standards and Training and Emergency Medical Services thanks you for your efforts in preparing a response. Although this Request for Information does not require the State to issue a Request for Proposal or to award a contract, it is anticipated that the information gathered in this project will be highly beneficial and will inform the State’s decision-making process.
6. **STATISTICS**

As of the end of June, 2015 total licenses issued:

Provider/Instructors  5,176  
Units/Services        317  
Vehicles             611

The current TEMSIS system has 9,097 user accounts with varying levels of permissions.

Our transcript database has approximately 65,000 individual persons’ records. These records include both active and inactive or historical information.