**STATE OF MAINE**

**Department of Public Safety**

*Bureau of Emergency Medical Services*



**REQUEST FOR INFORMATION**

**RFI# 202106081**

**Emergency Medical Services Records Demonstration**

|  |  |
| --- | --- |
| **RFI Coordinator** | *All communication regarding this RFI must be made through the RFI Coordinator identified below*.  **Name:** Darren Davis **Title:** Busines Systems Administrator  **Contact Information:** [Darren.W.Davis@Maine.Gov](mailto:Darren.W.Davis@Maine.Gov) |
| **Submitted Questions Due** | *All questions must be submitted to the RFI Coordinator identified above by:*  **Date:** June 30, 2021 |
| **Response Submission** | **Submission Deadline:** July 16, 2021 no later than 5:00 p.m., local time  **Submit to:** [Maine.EMS@Maine.gov](mailto:Maine.EMS@Maine.gov) |

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# **PUBLIC NOTICE**

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**State of Maine**

**Department of Public Safety**

**Bureau of Emergency Medical Services**

**RFI# 202106081**

**Emergency Medical Services Records Demonstration**

The State of Maine, Department of Department of Public Safety, Bureau of Emergency Medical Services, is seeking information regarding software vendor offerings of Emergency Medical Licensure, patient care reporting systems, and State EMS repositories.

A copy of the RFI, as well as the Question & Answer Summary and all other related documents to this RFI, can be obtained at the following website: http://www.maine.gov/dafs/bbm/procurementservices/vendors/rfis

Responses must be submitted to: [Maine.EMS@Maine.gov](mailto:Maine.EMS@Maine.gov) and be submitted by 5:00 pm, local time, on July 16, 2021.

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

**RFI DEFINITIONS/ACRONYMS**

The following terms and acronyms shall have the meaning indicated below as referenced in this Request for Information:

|  |  |
| --- | --- |
| **Term/Acronym** | **Definition** |
| **CAD** | Computer Aided Dispatch |
| **CARES** | Cardiac Arrest Registry to Enhance Survival |
| **CEHs** | Continuing Education Hours |
| **Department** | Department of Public Safety, Emergency Medical Services Bureau |
| **EMS** | Emergency Medical Services |
| **FOAA** | Maine Freedom of Access Act |
| **NEMSIS** | National Emergency Medical Services Information System |
| **Respondent** | Any individual or organization submitting a response to this RFI. |
| **RFI** | Request for Information |
| **RFP** | Request for Proposal |
| **State** | State of Maine |

**State of Maine - Department of Public Safety**

**Bureau of Emergency Medical Services**

**RFI# 202106081**

**Emergency Medical Services Records Demonstration**

# **PART I INTRODUCTION**

## A. Purpose and Background

This Request for Information (RFI) is an information gathering and market research tool, not a formal solicitation of a specific requirement (such as in a “Request for Proposals” document). The Department of Public Safety, Bureau of Emergency Medical Services (“Department”) is seeking demonstrations of vendor’s emergency medical software from interested parties as defined in this RFI document. This is an opportunity for interested parties to help the Department better understand a marketplace and/or specific subject matter.

Maine EMS is interested in providing an opportunity for public safety software vendors to provide a demonstration of the emergency medical data systems. It is the intent of Maine EMS to begin the development of an RFP to update and potentially replace the existing EMS records system. The purpose of the demonstration is to inform Maine EMS staff and committee members as to various features and functions of such systems and to expose staff and committee members to the different technologies available in a modern data system.

The demonstration will be held by a video conference hosted by Maine EMS where the vendor will be provided an opportunity to present their software systems. Each respondent will be limited to presenting up to three (3) hours of content.

## B. Current Conditions

Maine EMS is currently using ImageTrend Elite and ImageTrend Licensure to track EMS data.

**C. Challenge Statement**

The RFI is intended to inform Maine EMS staff and committee members as to various features, functions, technical capabilities, and capacity of such systems and to expose staff and committee members to the different technologies available in a modern data system.

## D. General Provisions

1. All contact with the State regarding this RFI must be made through the aforementioned RFI Coordinator. No other person/ State employee is empowered to make binding statements regarding this RFI.
2. This is a non-binding Request for Information. Therefore, no award shall be made as a result of the RFI process.
3. Issuance of this RFI does not commit the Department to pay any expenses incurred by a Respondent in the preparation of their response to this RFI. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
4. Issuance of this RFI in no way constitutes a commitment by the State of Maine to issue a Request for Proposal (RFP).
5. All responses should adhere to the instructions and format requests outlined in this RFI and all written supplements and amendments, such as the Summary of Questions and Answers, issued by the Department.
6. All submissions in response to this RFI will be considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) (1 M.R.S. §§ 401 et seq.): [State of Maine Freedom of Access Act](http://www.mainelegislature.org/legis/statutes/1/title1sec401.html)
7. All applicable laws, whether or not herein contained, shall be included by this reference. It shall be Proposer’s/Vendor’s responsibility to determine the applicability and requirements of any such laws and to abide by them.

# **PART II INFORMATION SOUGHT**

The Department seeks information regarding modern emergency medical data systems and welcomes responses to this RFI, including creative suggestions and feedback to enhance and expedite all future processes while providing efficient, reliable, and high-quality outcomes. Respondents are not required to submit responses pertaining to every question, but the Department encourages interested parties to respond to any or all relevant aspects of the RFI.

The Department seeks detailed yet succinct responses that demonstrate the Respondent’s experience and/or familiarity with the subject matter. **As this is not a competitive RFP process,** **Respondents must not provide any specific cost or customized pricing documentation in their response.**

1. **General Information**

Provide a brief overview of yourself and your organization, if applicable.

* 1. Please identify yourself and any organization you represent in this RFI.
     1. Name of respondent
     2. Organization and affiliation
     3. Address (organizational, if responding on behalf of an entity)
     4. Contact information (phone number(s) and email address)
  2. Please identify your experiences in providing Emergency Medical Data systems to include Patient Care Reporting Systems, State Repositories, License Management Systems, and integrations with CAD, Medical Facilities, and 3rd party data systems.

1. **Feedback Requested**

It is the intent of Maine EMS to begin the development of an RFP for selection of a vendor for provision of Maine’s EMS records systems. The purpose of the demonstration is to inform Maine EMS staff and committee members as to various features and functions of such systems and to expose staff and committee members to the different technologies available in a modern data system. In addition to general features, functions and technology Maine EMS is interested in learning about;

* Clinician, Service and Vehicle Licensure and tracking
* Continuing education (courses, approval, exams, CEHs, attendance)
* EMS Investigations documentation and tracking
* Patient Care Reporting
* CAD Integrations, Data integrations and exchanges (CARES, Trauma Registry, Billing, NEMSIS, Hospital Data Exchange)
* Reporting and analysis

Note: If your requirements are primarily for information technology related goods and/or services, you may be required to obtain approval from the Office of Information Technology (OIT) prior to releasing this RFI.)

# **PART III KEY RFI EVENTS AND PROCESSES**

## Questions

**1. General Instructions**

1. It is the responsibility of each interested party to examine the entire RFI and to seek clarification, in writing, if they do not understand any information or instructions.
2. Interested parties should use **Appendix B** – Submitted Questions Form – for submission of questions.
3. The Submitted Questions Form must be submitted by e-mail and received by the RFI Coordinator, identified on the cover page of this RFI, as soon as possible but no later than the date and time specified on the RFI cover page.
4. Submitted Questions must include the RFI Number and Title in the subject line of the e-mail. The Department assumes no liability for assuring accurate/complete/on time e-mail transmission and receipt.

**2. Question & Answer Summary**

Responses to all questions will be compiled in writing and posted on the following website: http://www.maine.gov/dafs/bbm/procurementservices/vendors/rfis. It is the responsibility of all interested parties to go to this website to obtain a copy of the Question & Answer Summary. Only those answers issued in writing on this website will be considered binding.

## Submitting the Response

1. **Responses Due**

Responses must be received no later than the date and time listed in the timeline above.

1. **Delivery Instructions**

Responses must be submitted to the RFI Coordinator, via e-mail, listed on the cover page of this RFI document.

1. **Response Format**

Responses to this RFI may be developed in a manner that suits the respondent. A list of key questions is included within the RFI and all submissions, regardless of format will be reviewed. Respondents are asked to be brief and to respond to as many questions as possible within the RFI. Number each response to correspond to the relevant question or instruction of the RFI to allow comparison and clarity.

# **PART IV REVIEW OF RESPONSES RECEIVED**

# **General Information**

1. The Department will review responses received for the purpose of gathering information and market research only. The Department will not score or rate responses received.
2. The Department intends to schedule interviews/presentations with Respondents, to view the offered solutions, to obtain clarification of information contained in the responses received and/or request additional information to enhance marketing research efforts.

**APPENDIX A**

**STATE OF MAINE**

**Department of Public Safety**

**Bureau of Emergency Medical Services**

## RESPONSE COVER PAGE

**RFI# 202106081**

**Emergency Medical Services Records Demonstration**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Lead Point of Contact - Name/Title:** | | |  | | |
| **Organization Name (if applicable):** | | |  | | |
| **Tel:** |  | | **Fax:** |  | |
| **E-Mail:** |  | | **Website:** | |  |
| **Street Address:** | |  | | | |
| **City/State/Zip:** | |  | | | |

**APPENDIX B**

**State of Maine**

**Department of Public Safety**

**Bureau of Emergency Medical Services**

**SUBMITTED QUESTIONS FORM**

**RFI# 202106081**

**Emergency Medical Services Records Demonstration**

|  |  |
| --- | --- |
| **Organization/Responder’s Name:** |  |

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| **RFI Section & Page Number** | **Question** |
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*\* If a question is not related to any section of the RFI, state “N/A” under “RFI Section & Page Number”.*

*\*\* Add additional rows, if necessary.*