

REQUEST FOR PROPOSALS

BID NO. 21-03-2451LE

PROPOSAL DUE DATE : April 15, 2021

DESCRIPTION : EMS electronic patient care reporting (ePCR) software

CONTACT PERSON : Mr. Chris Kescoli
THE NAVAJO NATION
DEPARTMENT OF EMERGENCY MEDICAL
SERVICE
DIVISION OF PUBLIC SAFETY
TELEPHONE NO. (928) 871-6410
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RETURN ALL RESPONSES TO :

DELIVER TO : THE NAVAJO NATION
PURCHASING SERVICES DEPARTMENT
1st Floor, Administration Building #1
WINDOW ROCK, ARIZONA 86515
ATTN: Ms. Lorita Etsitty
TELEPHONE NO. (928) 871-6316

MAIL TO : THE NAVAJO NATION
PURCHASING SERVICE DEPARTMENT
POST OFFICE BOX 9000
WINDOW ROCK, ARIZONA 86515
ATTN: Ms. Lorita Etsitty
TELEPHONE NO. (928) 871-6316
*NOTE: THE BID NUMBER AND THE VENDOR
MUST BE INDICATED ON THE OUTSIDE OF THE
PACKAGE.

SECTION I

INFORMATION ONLY NO RESPONSE TO THIS SECTION IS REQUIRED

A. ISSUING OFFICE: This request for Proposals (RFP) is issued by the Purchasing Services Department of the Navajo Nation, P.O. Box 9000, Window Rock, Arizona 86515

B. PURPOSE: This RFP provides prospective respondents with sufficient information to enable them to prepare and submit proposals for consideration.

C. SCOPE: This RFP contains the instructions governing the proposals to be submitted and material to be included therein; mandatory requirements which must be met to be eligible for consideration; and other requirements to be met by each proposal.

D. SCHEDULE OF ACTIVITIES:

DEADLINE:

- | | |
|--|--------------------------|
| 1. Public Advertisement | April 1, 8, 2021 |
| 2. Prospective respondents inquire deadline (No questions accepted after this date) Inquiries and questions will be answered at any time prior to this date. Questions to this RFP may be verbal or in writing. | April 13, 2021 @ 5:00 pm |
| 3. Due date for proposal | April 15, 2021 @ 5:00 pm |
| 4. Opening of proposals and evaluation | April 20, 2021 |
| 5. Award date for contract | April 20, 2021 |

E. INQUIRIES: Prospective respondents may make telephone or written inquiries concerning this RFP to obtain clarification of requirements. No inquiries will be accepted after the inquiry deadline listed in Section D. Mailed inquiries are to be addressed to:

**THE NAVAJO NATION
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POST OFFICE BOX 9000
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F. ADDENDUM OF SUPPLEMENT TO THIS REQUEST FOR PROPOSALS: In the event that it becomes necessary to revise any part of this RFP, an addendum will be issued.

- G. PROPOSALS SUBMISSION:** Bidders who are mailing their proposals should allow sufficient time for mail delivery to insure receipt by the time specified. It is recommended they be sent by certified mail to the address indicated on the cover sheet of this RFP.
- H. THREE (3) COPIES OF PROPOSALS ARE REQUIRED:** (including the original) and should be delivered in a sealed envelope; also include the name and address of the individual or firm submitting the proposal.
- I. LATE RECEIPT OF PROPOSALS:** Late proposals will not be accepted. It is the responsibility of the bidder to ensure the proposal arrives in the Purchasing Services department prior to the date and time specified.
- J. REJECTION OF PROPOSALS:** The Purchasing Services Department reserves the right to reject any or all proposals and to waive informalities and minor irregularities in proposals received.
- K. PROPRIETARY INFORMATION:** Any restriction on the use of data contained within any proposals must be clearly stated in the proposal itself. Proprietary information submitted in response to this RFP will be handled in accordance with applicable purchasing procedures. Each and every page of the proprietary material must be labeled or identified with the word "proprietary".
- L. RESPONSE MATERIAL OWNERSHIP:** All material submitted regarding this RFP shall become the property of the Navajo Nation and will not be returned to the bidder. Responses received will be retained in file and may be reviewed by any person after final selection has been made, subject to Paragraph K above. The Purchasing Services Department has the right to use any or all system ideas presented in reply to this RFP, subject to limitations outlined in paragraph K above. Disqualification or non-selection of a bidder or bid does not eliminate this right.
- M. INCURRING COSTS:** The Navajo Nation Purchasing Service Department is not liable for any cost incurred by the bidders prior to issuance of an agreement, contract and/or purchase order.
- N. ACCEPTANCE OF PROPOSAL CONTENT:** The contents of the proposal of the successful bidder will become contractual obligations if acquisition action ensues. Failure of the successful bidder to accept these obligations in a purchase agreement, purchase order, delivery order or similar acquisition instrument may result in cancellation of the award and such bidder may be removed from future solicitations. The Navajo Nation Purchasing Services Department reserves the right to pursue appropriate legal action in the above set of circumstances.
- O. EVALUATION PROCEDURES AND CRITERIA:**
1. General Procedures:
 - a. An ad hoc committee will judge the merit proposals received in accordance with the criteria defined herein.

- b. Failure of a bidder to provide any information requested in this RFP may result in disqualification of the proposal. All proposals must be endorsed with the signature of a responsible official having the authority to bind the offeror or to the execution of the proposal.
- c. The sole objective of the ad hoc committee will be to select the bidder whose proposal is most responsive to the Navajo Nation Purchasing Services Department. The specifications within this RFP represent the minimum performance necessary for response. On the basis of the evaluation criteria established in this RFP, the ad hoc committee will select and recommend the bidder who best meets this objective.
- d. Evaluation Criteria: The following criteria will be used by the ad hoc committee in the selecting process for contract award. The technical proposal factors will be rated on a scale of 10-100 with weight relations as stated below:

| <u>Technical Proposal Factors:</u> | <u>Points:</u> |
|--|----------------|
| <u>Completeness of the proposal</u> | 20 |
| <u>Respondent's demonstrated capabilities and qualifications</u> | 15 |
| <u>Respondent's past performance on similar Bid Proposals</u> | 15 |
| <u>Respondent's maintainability and recommendations</u> | 10 |
| <u>Respondent's logistical, service and training support</u> | 15 |
| <u>Cost</u> | 25 |

TOTAL: 100

- P. STANDARD CONTRACT:** The Navajo Nation reserves the right to incorporate standard contract provision into any contract negotiations as a result of a proposal submitted in response to this RFP.
- Q. RETURN OF PROPOSALS:** The Navajo Nation has no obligation to return any proposal received in response to this RFP.
- R. GOVERNING LAW:** This procurement and any agreement with offerors that may result shall be governed by the laws of the Navajo Nation.
- S. ALTERNATE PROPOSALS:** Alternate proposals will not be accepted and will be deemed non-responsive.

SECTION II

PROPOSAL FORMAT AND ORGANIZATION

A. NUMBER OF COPIES

Proposer shall provide three (3) identical copies of the proposal to the location specified for the submission of proposals in Section I, Paragraph H, on or before the closing date and time for receipt of proposal.

B. PROPOSAL FORMAT

All proposals must be typewritten on standard 8.5 x 11 paper (larger paper is permissible for charts, spreadsheets, etc.) and placed within a binder with tabs delineating each section, as necessary.

1. Proposal Organization

The proposal must be organized and indexed in the following format and must contain as minimum all list items in the sequence indicated.

- a. Table of Contents
- b. Letter of Transmittal
- c. Bid Proposal
- d. Exceptions & Clarifications
- e. Professional References
- f. Copy of certifications, insurance, W-9
- g. Appendix (if needed)

Any proposal that does not adhere to these requirements may be deemed non-responsive and rejected on that basis.

Proposer may attach other materials which they feel may improve the quality of their response. However, the material should be included as items in the appendix.

2. Letter of Transmittal

Each proposal must be accompanied by a letter of transmittal. The letter of transmittal must:

- a. Identify the submitting organization with a brief description;
- b. Identify the name and title of the person authorized to contractually obligate the organization;
- c. Identify the name, title and telephone number of the person authorized to negotiate the contract on behalf of the organization;
- d. Identify the names, title and telephone numbers of person to be contacted for clarification;

- e. Be signed by the person authorized to contractually obligate the organization; and
- f. Acknowledge receipt of any and all amendments to the RFP.

SECTION III

SCOPE OF SERVICES

EMS electronic patient care reporting (ePCR) software

1. General Scope

The Navajo Nation Department of Emergency Medical Service (EMS) invites highly qualified companies to submit sealed proposals for electronic patient care reporting (ePCR) software for the collection and management of patient information on a multi-year term. The software must improve the ability to monitor and improve management of information and reporting for EMS's estimated 25,000 call volume per year. The software will be used by EMT's, Paramedics and EMS administration to collect patient information at the point of contact and transmit data as needed, and must comply with the National Emergency Medical Services Information (NEMSIS) reporting requirements. EMS will utilize the collected data for administration, to enhance emergency medical reporting, streamline communication of patient care information to medical facilities and to prepare billing for the rendered services. The software must comply with all State guidelines (Arizona, New Mexico, Utah, Colorado) and HIPPA Requirements. EMS seeks a cloud-based system that can work on multiple browsers, is Windows 10 compatible and can operate with a minimum requirement for server 2008 R2 and without the need for an internet connection. The system will ensure complete and uninterrupted service and shall be equipped with a back-up plan and data recovery system. The system must be kept current with Federal, State and Navajo Nation standards.

Initial and continuous training and education of software shall be a combination of face to face and virtual due to the Navajo Nation land mass and limited connectivity of internet in some areas for the 200+ EMS employees. Employees may consist of administration, clinical and Medical Direction staff. A Train the Trainer program may be an option based on staffing availability under EMS.

2. Minimum System Requirements

- a. Meets or exceeds the Arizona, New Mexico, Utah and Colorado State's performance standards required data set for reporting (Gold level/NEMSIS 3 certification preferred)
- b. System is available 24 hours/day, 365 days a year.
- c. Customized data elements to meet the Navajo Nation and State-specific EMS needs
- d. Streamlined data capture process that minimizes key-strokes, with easy data input, including auto-save, multiple data input options, quick picks and navigation through drop down lists. The search functionality must be able to search by multiple record identifiers.
- e. Validation tools to ensure data is input as required.
- f. Electronic capture of patient signatures in the filed on both mobile and web applications.

- g. Ability to interface with future CAD (to be determined), cardiac monitors (Zoll X-series) and future billing software (to be determined).
- h. Customizable quick pick lists for cardiac arrest, medications and other functions, plus time stamping of vital signals and treatment.
- i. Ability to scan driver's license information and auto populate patient demographics
- j. Automatically calculate mileage on both mobile and web applications
- k. Assessment tools to document initial and ongoing assessments, including pertinent positives and negatives.
- l. Anatomical figures with 360-degree rotation and zoom-in capabilities.
- m. Advanced vital signs documentation to include BP, HR, Resp., MAP, SpO2, Capnometry and Glasgow coma Scale, Revised Trauma Score, and Pediatric Trauma Score.
- n. Separate forms for complete documentation of advanced airway, burns, stroke, STEMI, patient refusals, MVC, and cardiac arrest patients.
- o. Assigns Lat/Long coordinates to all addresses
- p. Automatic faxing of charts to the documented receiving hospital
- q. Ability to transfer data wirelessly from one mobile computer to another or one service to another.
- r. Customizable user roles, password management policies, validation routine, treatments.
- s. Easy-to-use method for administrator to send positive feedback, document errors, or request that information be added to an appended narrative.
- t. Authorized hospital users and Medical Director must be able to log in and download trips after permission has been granted by the Navajo Nation. The hospital only sees ePCR's on which they are identified as the receiving facility.
- u. Customize data searches for required quality improvements reports.
- v. A robust application security that prevents information breaches and unauthorized users from accessing patient data.
- w. Module to track EMS staff and EMT/Paramedic skills and training
- x. Bi-directional reporting system that enables EMS and hospitals to share patient information including EMS and ePCR data and hospital outcome and billing data. It also allows mobile users to transmit an alert while en route to the hospital providing the receiving facility with information for patients with suspected STEMI, stroke, cardiac, or trauma.
- y. Maintain history of previous incidents and auto-populate pertinent fields when EMS responds subsequent times to the same location or patient.
- z. The selected system may automatically submit all NEMSIS reporting to the Arizona, New Mexico, Utah and Colorado's State's at the permission of the Navajo Nation and retain all records.