



*Delaware Health  
And Social Services*

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**DIVISION OF MANAGEMENT SERVICES**

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PROCUREMENT

DATE: January 22, 2018

HSS 18 001

DELAWARE EMERGENCY MEDICAL REPORTING SYSTEM (DEMRS)  
AND DELAWARE PATIENT TRACKING (DE-Trac)

(Short title – Emergency Medical Reporting and Patient Tracking System)

FOR

DIVISION OF PUBLIC HEALTH

Date Due: February 20, 2018  
11:00AM

ADDENDUM # 2

Please Note:

THE ATTACHED SHEETS HEREBY BECOME A PART OF THE ABOVE  
MENTIONED BID.

Responses to questions received by the due date of December 19, 2017  
and asked at the pre-bid meeting on January 9, 2018 are attached.

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## RFP HSS 18 001

### DELAWARE EMERGENCY MEDICAL REPORTING SYSTEM (DEMRS) AND DELAWARE PATIENT TRACKING (DE-Trac)

#### Questions Received by the Due Date of December 19, 2017 and asked at the Pre-bid meeting January 9, 2018

1. What is the run volume of each unique agency in the system, or total run volume of the system?  
Answer: About 221,000 total 911 responses yearly.
2. How many unique agencies are in the system?  
Answer: 77 agencies submitting to NEMSIS.
3. What is the total number of apparatuses by type?  
Answer: At this time we do not have apparatuses in the system.
4. How many different CAD sources?  
Answer: 2 vendors, 5 dispatch centers.
5. Whether companies from Outside USA can apply for this? (like, from India or Canada)  
Answer: No, the state will not permit any project work to be performed offshore either by the prime vendor, subsidiary, subcontractor or by any third party. Offshore data storage and transmission is prohibited. See RFP Appendix C, Section 4.5.8 for "Offsite Project work", page 96 and Section 4.5.9 for "Offshore Project Work", page 97.
6. Whether we need to come over there for meetings?  
Answer: This would be determined by the Delaware Emergency Medical Services and Preparedness Section on an as needed basis.
7. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)  
Answer: No, the state will not permit any project work to be performed offshore either by the prime vendor, subsidiary, subcontractor or by any third party. Offshore data storage and transmission is prohibited. See RFP Appendix C, Section 4.5.8 for "Offsite Project work", page 96 and Section 4.5.9 for "Offshore Project Work", page 97.
8. Can we submit the proposals via email?  
Answer: No, 2 paper copies (1 marked original) and 6 electronic copies (CD, DVD or USB memory stick). Confidential information marked and sent in a separate envelope. See RFP Section IV.B.2, pages 17 and 18, and Section IV.B.11, pages 19 and 20.
9. Section Number: Section 3  
Paragraph Number: i, l, m  
Page Number: 7, 8  
What is your complete definition of System Maintenance?

Answer: Third party systems maintenance and support go hand in hand. The scope of this would include software bug fixes, technology version upgrades, and any updates and or enhancements developed by the vendor.

10. Section Number: 4

Paragraph Number: m, n, o, p

Page Number: 12, 13

Would the State be open to electronic versions of User Manuals only? In the past, the State has successfully implemented our system without hardcopy manuals.

Answer: Yes, but will need to discuss what format, i.e. online through the program or through website, etc. with the selected vendor.

11. Section Number: Monthly Usage Report

Paragraph Number: N/A

Page Number: 49

The State does not ask for a monthly usage report. What is the State's reason for requiring monthly usage reports going forward? Would the State be open to quarterly or semi-annual reports?

Answer: It is a requirement per Section IV.F. page 42. The template for the report is Attachment 7 on page 49. OMB standard is monthly, but understanding that IT have quarterly reports. Can be discussed further during contract negotiations.

12. Is NEMSIS 3.4 preferred over 3.5?

Answer: Delaware is currently using NEMSIS 3.4 and just changed to 3.4 on January 1<sup>st</sup>. This is a 1 year contract, with the ability to renew 6 years once awarded to bidder. Vendor needs to meet or exceed NEMSIS requirements as they change.

13. Are subcontractors allowed?

Answer: No, however, joint ventures are acceptable. Please see page 20 for more information regarding joint ventures.

14. How many specific agencies are current users of the system?

Answer: No more than 80, currently 77.

15. How many transports or what is the run volume?

Answer: For 911 system approximately 221,000 per year. Inter-facility responses last year were 53,191.

16. Who are the users?

Answer: ALS, BLS, and Air Transport, hospitals, and Delaware Office of Emergency Medical Services.

17. Is there a requirement to interface with fire?

Answer: Majority of 911 response is volunteer based response. There are no requirements for fire reports. State law requires every EMS patient contact to be reported.

18. Interface with hospitals?  
Answer: Yes, there must be the ability to transfer data between system and hospitals. State has overall oversight of system, hospitals see any patient that is coming to them and only that data, otherwise violation of HIPAA.
19. What are desired levels of organization in transparency?  
Answer: State is able to see and overview all system information. Individual agencies are able to see the patients they treat. State sets individual agency use within the system and that agency sets their users.
20. Cloud based vs. onsite hosting?  
Answer: Able to be vendor hosted system or cloud based, however must meet state standards.
21. Does state want customized or off the shelf product?  
Answer: The State would prefer a highly configurable off the shelf product. Needed customizations to meet business needs and requirements of the RFP should be identified and included in the scope of the proposal.
22. What systems are currently integrated with system?  
Answer: Hospital Emergency Departments currently use CERNER or EPIC for patient records, CARES system. Trauma system currently uses Digital Innovations.
23. If agencies want customization, would state allow?  
Answer: If specific agency would want to customize, it would have to be approved by the state and paid for by the agency.
24. On a technical level able or capable now to allow flexibility or consistent view for all levels?  
Answer: RFP can be responded to as is, if technology has other to offer they need to mention it in proposal.
25. Query system? Canned or flexible?  
Answer: Queries need to be "apples to apples" however state needs to have the ability to be flexible.
26. Does Delaware have community paramedics' initiative?  
Answer: Delaware is a year to 18 months before implementing. Implementation will be done on a pilot program, department by department. There is no legislation in place. It will be done through a hospital base program and basic report will be held at the hospital.
27. Vision for training?  
Answer: The state will host training at our facility. In the past it has been a train-the-trainer program with the vendor coming out to train the trainer. This is done in a week's time with classes being offered morning, afternoon, evening, and one weekend.
28. Ability to conduct e-learning?  
Answer: The vendor should have e-learning, but nothing will replace face-to-face training. Refreshers are done by the state office, unless it is a new roll-out.

29. How many users of the system?  
Answer: 3,000
30. Is 24/7 support necessary?  
Answer: Yes, it is necessary.
31. Is medical billing integration required?  
Answer: Module for billing available with the ability to turn on or off.
32. Integration with CAD required?  
Answer: Yes, required. There are no more than 5 dispatches within the state. Current CAD systems are New World and TriTech.
- a. What is the vendor's responsibility with the third party dependency?  
Answer: State is responsible to work with CAD (third party) and EPCR vendor.
- b. Cost for CAD with vendor or state?  
Answer: CAD is integrated with vendor billing.
33. Billing?  
Answer: There are currently 4-5 vendors, individual companies for billing, state does not have billing.
34. Why do you want to make the switch?  
Answer: Purchased off of Maryland contract. Requirement from OMB that anything over \$50,000.00 must go out to bid.
35. Are there additions to your current vendor that you are looking for? Wish list?  
Answer: Not at this time.
36. Are there private inter-facility companies?  
Answer: Three still have their own system and must download data by required date/time. 911 system has to use state system.
37. For finance, how are hold backs determined? How quickly are they released?  
Answer: Enclosure 4, Project Cost Forms includes a Deliverable & Milestone Cost Schedule on page 125 of the RFP. This schedule shows how the holdbacks are determined. Once the milestone is completed and approved the holdback can be paid.
38. Does bidder need to have Delaware business license to submit bid?  
Answer: No, not for proposal submission. Must submit Delaware business license before contract signed.
39. Requirement for criminal background checks?  
Answer: Criminal background checks are not required for submitting proposals. Anyone working with data would need to have a state and federal background check. See Attachment 1 to this document for details.
40. Where do we answer the questions on page 26?  
Answer: The answers to the Supplier Diversity and Inclusion questions need to be within the response and referenced within the table of contents.

41. Supply Diversity Certification certified with home state or in State of Delaware?  
Answer: Bidder must first be certified in their home state, before Delaware can certify.
42. Hosting choice, Cloud, Amazon, web service?  
Answer: Answer within RFP, Department of Technology and Information cloud hosting standards. Yes to all as long as you meet State of Delaware standards. See Enclosure 2 and 12 of this RFP for more details.
43. Do you need to have run state size systems to qualify?  
Answer: No, but something similar in size (220,000 runs, 53,191 inter-facility response last year, 8 hospitals, 80 or less agencies).
44. Integration with registries? What do we want?  
Answer: State needs to have integration with CARES, CAD, and the ability to share information with hospitals. Digital Innovations we have but are not currently integrated, nice to have the ability.
45. Particular details that are confidential?  
Answer: Any items bidder deem confidential must be submitted separately, as indicated in the solicitation. Pricing will not be considered confidential. The State attorneys shall make the final determination if documents are to be considered confidential or not.
46. Criteria for evaluating financial stability of the company?  
Answer: Evaluation Criteria is listed on page 25 of the RFP, Qualification of vendor (20%). Financials are not the only component, program management and technical ability are considered as well.
47. When would you expect services to start?  
Answer: The contract resulting from this RFP would start April 1, 2018. The vendor would have to have the system up and running with legacy data by July 1, 2018.

Remainder of page intentionally left blank

## Attachment 1

### DHSS IT Information Security Program Criminal Background Check Process

#### Background

Effective August 2008, all new hires and transfers into Information Technology (IT) positions require a satisfactory criminal background check (CBC) as a condition of hire. Additionally, the Delaware Information Security Policy (DISP) requires Data Stewards to be “a State employee with a cleared background check” and that “personnel have undergone a prescribed screening process/background check and completed appropriate non-disclosure agreements as relevant to their position and level of access.” This includes **contractors, vendors, and auditors who have access to non-public data.**

Effective February 2011, all criminal background checks that have been initiated within DHSS by the CBC requestor must provide the original receipt to John Pasquale. John will then log and file the original receipt. The applicant will bring their unopened State Police (SBI) and Federal (FBI) criminal background checks in to John Pasquale when the applicant receives them at their home in the U.S. Mail, and John will file them.

**Do Not Open These Two Documents When They Come To Your Home!!!**

**Please mark each envelope with the Division that you are working for before you drop them off to John Pasquale.**

John Pasquale will review each CBC. If a charge comes back on the CBC, John will set up a meeting with the applicant to ask about the charge. At his point John will ask the individual if he would like to write a statement or supply any records to be included for further review. John will send a letter explaining what the applicant stated about each charge, and include any documentation the individual has supplied. John makes no determination as to the candidate's suitability for hire. John will then send the IRM Director and the Deputy Director of DMS a letter for follow up. After some discussion between the IRM Director and the Deputy Director of DMS, a decision will be made to either hire or not hire the individual. If the decision is to hire the individual, then the Deputy Director of DMS sends the letter to the Department's Deputy Secretary for review. The Deputy Secretary will make the final decision to either hire the individual or not after looking at the letter and documentation along with some discussion with the Deputy Director of DMS, this also may include discussions with the IRM Director.

#### Frequently Asked Questions

*Why are security clearances now required?*

These measures have been taken to insure the security and privacy of State of Delaware information assets.

✚ *How long does it take to receive the results?*

The time frame for a complete background check is approximately 3-6 weeks, depending on the case load at State Bureau of Identification (SBI) and Federal Bureau of Investigation (FBI).

✚ *If we have to wait 6 weeks for the criminal history report, we may lose the candidate. What options do we have?*

You can proceed with the hiring process including starting employment as long as the employee understands that their continued employment is dependent on passing the background check.

✚ *I can receive immediate results from online services such as ChoicePoint and PeopleFinders. Is this OK?*

The results from data aggregation services are unpredictable. They depend on multiple public and private databases, and it is not unusual to report both false positives and false negatives. The only reliable way to verify criminal history is using fingerprints.

✚ *Are the results received from Delaware State Bureau of Identification all I need?*

The Delaware report will only report on incidents that occurred in Delaware. For completeness, both a Delaware and a FBI national fingerprint-based record check are required.

✚ *Are there convictions that automatically disqualify candidates?*

Management will review on a case-by-case basis anyone who has been convicted of a felony or Class A misdemeanor. Management retains discretion regarding expunged convictions and convictions for offenses other than felonies or Class A misdemeanors. Exceptions may be made upon review of extenuating circumstances, such as the length of time since the last conviction. In these instances, a case-by-case evaluation is made and must be approved by the head of the Organization.

✚ *What about employees that have IT responsibilities but do not have an IT job classification, such as a Management Analyst?*

This includes anyone who has IT responsibilities, regardless of their title.

✚ *Does DTI play a role in the review of the criminal history?*

No. In fact, organizations should limit the number of personnel who review the criminal history in order to protect the privacy of the candidates.

✚ *Where should I keep the criminal history reports and how long should I keep them on file?*



DHSS' policy states that all criminal histories must be maintained in a secure locked file cabinet access by the DHSS Security Manager.

**✚ *How do I handle applicants and contractors who do not live in Delaware?***

They can be either be fingerprinted on their next trip to Delaware or in their home state by their local police department and mail their prints to the Delaware State Bureau of Identification.

**✚ *Our contracting company has assured me that all of their employees have had a criminal background check. Is this OK?***

No. Each company may have different hiring standards; therefore each member of the project team should go through the standard SBI/FBI process described in this document.

**✚ *Our contracting company has assured me that the contractor assigned to the State of Delaware has a federal clearance. Is this OK?***

No. There are various levels of federal clearances and expiration schedules. Therefore each member of the project team should go through the standard SBI/FBI process described in this document.

**✚ *What if the employee/contractor is not United States citizens?***

The process the individual went through to obtain the approval from Immigration and Customs Enforcement (ICE) to legally work in the United States includes a criminal background check. For employees, this documentation is sufficient if it is less than a year old. Otherwise they should be directed to go through the standard SBI/FBI process described in this document. For contractors, the contractor's employer is responsible for requiring the ICE documentation.

**✚ *My organization already requires a successful background check as a condition of hire. Do I have to do anything different?***

No. State Law already requires the check for certain jobs, such as school employees, school bus drivers, employees working for the Lottery Office, State Police, Dept of Corrections, and anyone who has access to criminal justice systems. Past background checks more than a year old are not transferable.

**✚ *Our employees do not access criminal justice systems, so my HR office will be setting up a new process for new employees and contractors to comply with this new requirement. What process do you recommend?***

In this case the potential employee and/or contractor is required to request their own criminal history. For privacy reasons, the SBI and FBI will not mail the results to anyone except the

requestor, so the results should be delivered to their employer in a sealed envelope. See the suggested process below, adapted from the Department of Transportation process.

1. Visit a State Police location that processes fingerprints (locations, hours, and appointment detail below).
2. Complete a SBI personal Criminal History authorization form.
3. Present valid government-issued photo identification, such as a driver's license.
4. The state fee is \$45 and the Federal check fee is \$10, payable by cash or debit/credit card. (No personal checks). Some Departments have arranged for inter-department payment vouchers.
5. The State Police will require you to fill out an FBI fingerprint card, which they will return to you after you have completed the fingerprint process.
6. Complete and sign the FBI Applicant Information Form to request the national record check. The form can be found on-line at <http://www.fbi.gov/about-us/cjis/background-checks/applicant-information-form>
7. Mail the Cover Letter and fingerprint card, along with an \$18 processing fee, payable by money order, certified check, or credit card.
8. FBI turnaround time is 3-6 weeks. When you receive your reports at your home address, **DO NOT OPEN THE ENVELOPES**. If you break the seal on the envelopes, you will be responsible to go through the process again at your own expense.
9. Either hand deliver or mail the SEALED FBI and SBI envelopes to <John Pasquale>. Mark envelopes as CONFIDENTIAL.
10. The results of the criminal background check will be reviewed and kept completely confidential.

Total cost: \$73. New Castle County

**\*\*By appointment only**

State Police Troop 2

100 LaGrange Ave

Newark, DE 19702

(Between Route 72 and 896 on Rte 40)

For Scheduling an appointment:

Phone: 302-739-2528 or

Toll Free 1-800-464-4357

Kent County – Primary Facility

State Bureau of Identification

655 Bay Road

Blue Hen Mall and Corporate

Center Suite 1B

Dover, DE 19903

**Walk-ins accepted**

Customer Service:

302-739-5871

Hours of Operation

Monday: 9AM – 7PM

Tuesday – Friday 9AM – 3PM

Sussex County

**\*\*By Appointment only**

**(every other Wednesday)**

State Police Troop 4

S DuPont Hwy & Shortly Rd

Georgetown, DE 19947

(Across from DelDOT & State Service Center)

For Scheduling an appointment:

Phone: 302-739-2528 or

Toll Free 1-800-464-4357