



**Marion County Board of County Commissioners
Procurement Services Department
2631 SE Third St
Ocala, FL 34471**

(352) 671-8444 (main)

(352) 671-8451 (fax)

Procurement@MarionCountyFL.org (general e-mailbox)

18P-140: EMS Patient Care Software

SCOPE OF WORK: To replace our current Emergency Medical Services Patient Care Software.

LAST DAY FOR QUESTIONS: April 17, 2018, 12:00 PM

DUE DATE: April 26, 2018, 3:00PM

For questions relating to this solicitation, contact: Shari Chinevere (shari.chinevere@marioncountyfl.org)

It is the responsibility of contractors who receive this Solicitation from sources other than Marion County or DemandStar to contact the Procurement Services Department prior to the due date to ensure any updates/addenda are received in order to submit a responsible and responsive offer. Not submitting a complete and accurate document may deem the offer non-responsive and have your bid rejected.

ADDENDA ACKNOWLEDGMENT: Prior to submitting my offer, I have verified that all addenda issued to date are considered as part of my offer:

Addenda received (list all) # _____

Company Name: _____

Printed Name: _____ Title: _____

E-mail address: _____ FEIN: _____

Street Address: _____

Mailing Address (if different): _____

Telephone: (_____) _____ Fax: (_____) _____

Indicate whether your firm accepts Visa for payment award of this contract: (circle) **YES / NO**

By signing this form, I acknowledge I have read and understand, and my firm complies with all General Conditions and requirements set forth herein:

SIGNATURE OF AUTHORIZED REPRESENTATIVE _____

DATE SUBMITTED _____

This document must be completed and returned with your Submittal

RFP 18P-140 EMS Patient Care Software

RESUMES OF KEY INDIVIDUALS

Use one page per individual - use additional pages as necessary

Name of Individual: _____

Title and/or Position: _____

Indicate if individual is authorized to sign contracts on behalf of the Firm: _____

Name of Company	Office Location	City of Residence	Years of Experience in Field	Years with this Firm

Education / Certifications / Registration

Describe Related Experience Within the Last 5 Years and your SPECIFIC ROLE This Firm Previous Firm

Project Descriptions –

Project Descriptions –

Project Descriptions –

Description of Equipment/Hardware Software Familiarity and Significant Accomplishments

This document must be completed and returned with your Submittal

SIMILAR WORK DETAIL

Provide at least three (3) unique references **for similar work** that your company has completed.

Company Name:	
How this detail is similar to scope under the RFP:	
Address:	
City, State, ZIP:	Phone Number:
Point of Contact:	E-mail:

Company Name:	
How this detail is similar to scope under the RFP:	
Address:	
City, State, ZIP:	Phone Number:
Point of Contact:	E-mail:

Company Name:	
How this detail is similar to scope under the RFP:	
Address:	
City, State, ZIP:	Phone Number:
Point of Contact:	E-mail:

This document must be completed and returned with your Submittal

CONFLICT OF INTEREST STATEMENT

Florida Statute §112.313 places limitations on public officers (including advisory board members) and employees' ability to contract with the County either directly or indirectly. Therefore, please indicate if the following applies:

PART 1.

- I am an employee, public officer, or an advisory board member of the County (LIST).
NAME: _____
- I am the spouse or child of an employee, public officer or advisory board member of the County.
NAME: _____
- An employee, public officer, or advisory board member of the County, or their spouse or child, is an officer, partner, director, or proprietor of Respondent or has a material interest in Respondent. "Material interest" means direct or indirect ownership of more than five percent (5%) of the total assets or capital stock of any business entity. For the purposes of FS §112.313, indirect ownership does not include ownership by a spouse or minor child.
NAME: _____
- Respondent employs or contracts with an employee, public officer, or advisory board member of the County.
NAME: _____
- Principal or Agent is former employee of MCBCC with less than one (1) year of inactive service.
NAME: _____
- NONE OF THE ABOVE

PART 2.

Are you going to request an advisory board member waiver?

- I will request an advisory board member waiver under FS §112.313(12)
- I will NOT request an advisory board member waiver under FS §112.313(12)
- N/A

The County shall review any relationship which may be prohibited under the Florida Ethics Code and will disqualify any vendor whose conflicts are not waived or exempt.

COMPANY _____

PRINTED NAME _____

SIGNATURE _____

This document must be completed and returned with your Submittal

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EMS Patient Care Software

PART 1 - INTENT AND GENERAL INFORMATION

Thank you for your interest in working with the Marion County Board of County Commissioners. Please direct questions regarding the bid documents and specifications to Marion County Procurement Services, in writing. We look forward to working with you. Pertinent information and required documents regarding this solicitation as part of a responsive submittal are listed below:

Required Documents to be Returned.....	Pages 1-4
Part 1 – Intent and General Information.....	Pages 5-10
Part 2 – General Conditions.....	Pages 11-14
Part 3 – Scope of Work.....	Pages 15-17

1.1 REQUEST FOR PROPOSALS:

The Marion County Procurement Services Department on behalf of the Board of County Commissioners is soliciting letters of interest for statements of proposals for this project. Marion County expects interested individuals and firms will make every effort to assemble a team with the requisite expertise and qualifications to supply the product or service.

SELECTION COMMITTEE APPOINTMENT AND SUBMITTAL EVALUATION PROCESS:

Proposals will be evaluated by an Administration-approved Selection Committee, or the using Director with concurrence from the Assistant County Administrator (ACA). In all cases, firms will be evaluated based on the criteria herein. In cases where there is only a single response, or the only responding firm(s) is the County's incumbent provider, the using Director and ACA may recommend some/all/none of the respondents qualified for the type of work.

PROHIBITION OF LOBBYING:

To ensure fair consideration for all proposers, The County prohibits communication to or with any department, bureau or employee during the submission process, except as provided in this section. Additionally, the County prohibits communication initiated by a proposer to any County Official or employee evaluating or considering the proposals (up to and including the County Administrator or Board of County Commissioners) before the time an award decision has been made. Any communication between proposer and the County will be initiated by the Procurement Services staff in order to obtain information or clarification needed to develop a proper, accurate evaluation of the proposal. Such communications initiated by a proposer may be grounds for disqualifying the offending proposer from consideration for award of the proposal and/or any future proposal.

1.2 HOW TO SUBMIT A REQUEST FOR PROPOSALS (RFP):

Proposers are responsible for informing any commercial delivery service, if used, of all delivery requirements and for ensuring that the required previously stated information appears on the outer package or envelope used by such service. Include all required documents having authorized signatures; itemized and included herein, all must be received in a sealed package prominently marked on the outside with the contact's name, phone number, fax number, e-mail address (if applicable), company name, address along with the project number and title.

DEADLINE for receipt of submittals in response to this Request for Proposals is listed on the Invitation's Cover Page. Submittals should be mailed or hand delivered to: **Marion County Procurement Services Department, 2631 SE Third St, Ocala, Florida 34471**. Submissions by fax or other electronic media

will not be accepted *under any circumstances*. Proposers who fail to include the solicitation reference information on the face of the envelope may be deemed "non-responsive," and such proposers shall have no grounds of protest in the event their submittals are opened in error. The County is not responsible for delays caused by any mail, package or courier service, including the US mail, or caused by any other occurrence. Any proposal received after the due date and time stated will not be opened, and will not be considered.

1.3 SUBMITTAL OPENING PROCESS:

Proposals will be opened on or as reasonably feasible after the Due Date, after which time a Respondents' List will be identified and uploaded to DemandStar; pricing (if applicable) is not part of this detail. A Selection Committee Meeting will be set when the Committee has had sufficient time to review all submittals. The Selection Committee Meeting will be noticed on DemandStar (only), and after the Committee makes its recommendation, all responding firms will be notified of intent.

1.4 SUBMITTAL REQUIREMENTS AND EVALUATION OF PROPOSALS:

Proposals will be reviewed, and evaluated by a Selection Committee based upon the criteria below, and as supported by the firm's documentation supporting the requirements within each tab. The Selection Committee or using Director will make recommendation to short-list, accept, and/or negotiate with any, all, or none of the firms, or a selected group of firms may be required to make presentations. Such presentations may provide opportunity for the firms to clarify the information provided in their proposal. If presentations are given, the final decision of the Selection Committee will be based on the tabulation from the presentations. The County reserves the right to make selections based on the submittals only or to request presentations before determining final ranking. Procurement will notify the firm(s) of recommendations, and will present to the Board of County Commissioners, or in some cases the County Administrator, both of whom have the authority to make the final determination and award contracts.

SCORING GUIDELINES:

All submittals received in accordance with this solicitation will be evaluated using the following scoring guidelines (multiplied by weights when applicable) unless other scoring is specifically identified in the category:

- 0 *Non-Responsive – Included no information on subject criteria; blank; unacceptable*
- 1 *Poor - Indicated responses, but indecipherable or incomplete for subject criteria; unacceptable*
- 2 *Fair – Contained adequate information, but information is less than required of subject criteria; unacceptable*
- 3 *Average – Included minimum information requested in subject criteria; acceptable*
- 4 *Good – Response was thorough and complete for subject criteria; acceptable*
- 5 *Excellent – Response exceeds requested criteria; exceptional resources, staff, materials, etc; excellent*

A. COMPANY/FIRM AND PROFESSIONAL PERSONNEL QUALIFICATIONS, CAPABILITIES, CLIENT REFERENCES AND EXPERIENCE FOR SIMILAR PROJECTS - The firm demonstrated its ability to perform services as described in this RFP and has been in business a minimum of 5 years. That the firm included its organization profile & proposed project management including specific names, functions and resumes of personnel assigned to the project (to include years of experience and years with the submitting company) and specific knowledge with regards to ePCR software implementation and support under this RFP. That the firm included a minimum of five (5) favorable, applicable, and comparable current customer references, with at least three (3) from within the state of Florida, and that they represent the type of work requested for the scope under this RFP, and for an agency similar in size and type to Marion County. The firm shall include a summary of data loss experienced by current customers and timeframes for recovery of lost data. **Weight for this category is 10 (Min 0, Max 50*)**

B. FUNCTIONAL/TECHNICAL/SECURITY REQUIREMENTS – That the firm demonstrated their ability to meet the listed minimum requirements for the system described under this RFP and provided the requested documentation of how their software will meet those requirements. **Weight for this category is 15 (Min 0, Max 75*)**

C. IMPLEMENTATION/TRAINING – That the firm provided a detailed implementation plan outlining required tasks, estimated hours, responsibility, major deliverables and timing. The firm included a comprehensive user training and field implementation plan. **Weight for this category is 15 (Min 0, Max 75*)**

D. CONVERSION OF DATA – The firm provided a detailed summary describing their ability to transfer current stored MCFR EMS patient records into their system. **Weight for this category is 10 (Min 0, Max 50*)**

E. COST PROPOSAL – Fees for service(s) proposed are appropriate for the services offered, and within acceptable range of comparable service providers/suppliers. **Weight for this category is 10 (Min 0, Max 50*)**

*Scores are per Committee Member; to gain maximum points, verify each item above is supported by all necessary and required documentation listed in the tabs below.

HOW TO ASSEMBLE YOUR PROPOSAL:

The following documents and forms must accompany any offer submitted **in the order identified**, and will be the basis for Selection Committee evaluation and scoring for the criteria listed in Section 1.4. A submittal returned without these documents may deem the offer non-responsive. Marion County reserves the right to request additional information from any vendor prior to award.

***Documents are included with this RFP*

SUBMITTAL LAYOUT/ORDER OF DOCUMENTS

Qualifications

- A. ****Resumes of key individuals and personnel assigned to project**
- B. Letter from a financial institution with which the firm has conducted business for at least the last 12 months stating the firm is in good standing (this should be generic enough to not be considered confidential).
- C. ****Response Form**
- D. Firm Statement of Qualifications
The following questions must be addressed on the submitting firm's letterhead
 1. How is your firm qualified to provide the required functions of this RFP?
 2. Describe the organization, years in business and the responsibilities and experience of the Management and staff personnel that will perform work on the Project.
 3. Describe any prior or pending litigation or investigation, either civil or criminal, involving a governmental agency or which may affect the performance of the services to be rendered herein, in which the Firm, any of its employees, subcontractors, or subconsultants is or has been involved within the last three (3) years.
- E. Provide a minimum of five (5) favorable, applicable, and comparable current customer references, with at least three (3) from within the state of Florida?
- F. Provide a summary of data loss experienced by current customers and timeframes for recovery of lost data.
- G. Detailed implementation plan and comprehensive user training and field implementation plan.
- H. Detailed summary describing ability to transfer current stored MCFR EMS patient records into proposed system.

Supporting Documentation

- A. Proof of Insurability - noting Marion County as Additional Insured is REQUIRED within ten (10) days of notification of award, and prior to contract execution. The submittal shall contain proof of insurability issued by a company authorized to do business in the State of Florida and with an A.M. Best Company rating of at least B+ for the required insurance(s) listed below:
 - Workers Compensation Insurance- for all employees of the vendor as required by Florida Statute 440, and Employer's Liability limits of not less than \$1,000,000.00 per accident.

- Commercial General Liability Insurance- on a comprehensive basis in an amount not less than \$1,000,000.00 per occurrence, and \$2,000,000.00 annual aggregate, the County of Marion must be shown as an additional insured.
- Business Auto Liability- shall be provided by the CONSULTANT with combined single limits of not less than \$1,000,000 per occurrence and is to include bodily injury and property damage liability arising out of operation, maintenance or use of any auto, including owned, non-owned and hired automobiles.

- B. Proof of company registration with Sunbiz.Org
- C. W-9
- D. **Conflict of Interest Statement
- E. **Similar Work Detail
- F. Fee Schedule or Pricing Proposal

PROPOSAL SPECIFICATIONS AND ASSEMBLY:

Proposal requirements

- **One (1) Original Document** – with original signatures and noted *ORIGINAL. Double sided printing is encouraged when appropriate.*
- **Plus four (4) Copies of Original Document** – (copies of original submittal including any additional materials/enclosures provided) clearly noted **COPY** on the cover. *Double sided printing is encouraged whenever appropriate for the submittal.*
- **Plus one (1) Electronic Copy on a thumb drive** - file shall be provided as a single .pdf.
- **Page Limit** – None, if not otherwise specified herein this document.
- **Page Size** – 8 ½ x 11; oversized or pullout pages must be folded down to meet this size.
- **Binding** – It is preferred that all submittals be submitted using comb binders that shall be neat and appropriate for the document's thickness. **NO 3-RING BINDERS.**

1.5 DISCUSSIONS AND NEGOTIATIONS

The County, in its sole discretion, may do any or all of the following:

1. Evaluate proposals and award a contract with or without discussions with any or all of the Proposers.
2. Discuss and negotiate anything and everything with any Proposer or Proposers at any time.
3. Request additional information from any or all Proposers.
4. Request one or more best and final offers from any or all Proposers.
5. Accept any Proposal in whole or in part.
6. Require a Proposer to make modifications to their initial Proposals.
7. Make a partial award to any or all Proposers.
8. Make a multiple award to any or all of Proposers.
9. Terminate this RFP, and reissue an amended RFP.

NEGOTIATIONS FOR PROJECTS:

Will be held with the most qualified firm for compensation which the County determines is fair, competitive, and reasonable. Should the County be unable to negotiate a satisfactory contract with the firm considered to be the most qualified at a price the County determines to be fair, competitive, and reasonable, negotiations with that firm will be formally terminated. The County will then undertake negotiations with the second most qualified firm. Failing accord with the second most qualified firm, the County will terminate negotiations. The County will then undertake negotiations with the third most qualified firm. Should the County be unable to negotiate a satisfactory contract with one of the top three firms, the County shall select additional firms in the order of their competence and qualification and continue negotiations until an agreement is reached.

1.6 BILLING COMPLIANCE:

Firm should be able to provide a variety of options for invoice and statement formats to accommodate the specific needs of the County. Depending on the number of departments utilizing the contract, needs of the County can vary throughout the length of the contract. This may include the ability to separate County departments' or department divisions' billing to meet the needs of the County.

1.7 ACKNOWLEDGEMENT OF CONTRACTOR RESPONSIBILITIES:

Contractor shall review and acknowledge all addenda issued to date on the Acknowledgement and Acceptance Form. I understand timely commencement may be considered in award of this Request for Proposals (RFP), and cancellation of award will be considered if commencement time is not met, and that untimely commencement may be cause for assessment of liquidated damages claims. I further certify services will meet or exceed RFP requirements. I, the undersigned, declare I have carefully examined the RFP, specifications, terms and conditions as applicable, and I am thoroughly familiar with all provisions and the quality and type of coverage and services specified. I further declare I have not divulged, discussed or compared this RFP with any other Offeror and have not colluded with any Offerors or parties to an RFP whatsoever for any fraudulent purpose.

1.8 PUBLIC RECORDS COMPLIANCE SERVICES/CONSTRUCTION IF NO AGREEMENT

FIRM'S RESPONSIBILITY FOR COMPLIANCE WITH CHAPTER 119, FLORIDA STATUTES. Pursuant to Section 119.0701, F.S., FIRM agrees to comply with all public records laws, specifically to:

1. Keep and maintain public records required by the County to perform the service.
 - a. The timeframes and classifications for records retention requirements must be in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies. (See <http://dos.dos.state.fl.us/library-archives/records-management/general-records-schedules/>).
 - b. Records include all documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, made or received pursuant to law or ordinance or in connection with the transaction of official business with the County. FIRM'S records under this Agreement include but are not limited to, supplier/subcontractor invoices and contracts, project documents, meeting notes, emails and all other documentation generated during this Agreement.
2. Upon request from the County's custodian of public records, provide the County with a copy of the requested records or allow the records to be inspected or copies within a reasonable time at a cost that does not exceed the cost provided for by law. If a FIRM does not comply with the County's request for records, the County shall enforce the provisions in accordance with the contract.
3. Ensure that project records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the FIRM does not transfer the records to County.
4. Upon completion of the contract, transfer, at no cost, to the County all public records in possession of the FIRM or keep and maintain public records required by the County to perform the service. If the FIRM transfers all public records to the County upon completion of the contract, the FIRM shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the FIRM keeps and maintains public records upon the completion of the contract, the FIRM shall meet all applicable requirements for retaining public records. All records kept electronically must be provided to the County, upon request from the County's custodian of public records, in a format that is compatible with the information technology systems of the County.

IF FIRM HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO ITS DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT MARION COUNTY PROCUREMENT AT (352) 671-8444, BY MAIL AT 2631 SE 3rd ST, OCALA, FL 34471 OR BY EMAIL AT PROCUREMENT@MARIONCOUNTYFL.ORG.

A FIRM who fails to provide the public records to the County within a reasonable time may also be subject to penalties under Section 119.10, Florida Statutes.

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PART 2 - GENERAL CONDITIONS - Revised 2/3/2017

2.1 PUBLIC ENTITY CRIME: A person or affiliate placed on the convicted vendor list following a conviction for a public entity crime may not submit a Bid on a contract to provide goods or services to a public entity, for the construction or repair of a public building or public work, may not submit Bids on leases of real property to a public entity, may not be awarded or perform work as a firm, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted vendor list.

2.2 INDEMNIFICATION : The Firm agrees to indemnify and hold harmless Marion County and its elected officials, employees and volunteers from and against all claims, losses and expenses, including legal costs, arising out of or resulting from, the performance of this contract, provided that any such claims, damage, loss of expenses is attributed to bodily injury, sickness, disease, personal injury or death, or to injury to or destruction of tangible property including the loss or loss of use resulting there from and is caused in whole or in part by any negligent act or omission of the firm.

2.3 ANTI TRUST LAWS: By submission of a signed Bid, the successful Vendor acknowledges compliance with all antitrust laws of the United States and the State of Florida, in order to protect the public from restraint of trade, which illegally increases prices.

2.4 DOCUMENT RE-CREATION: Vendor may choose to re-create any document(s) required for this solicitation, but must do so at his own risk. All required information in the original County format must be included in any re-created document. Submittals may be deemed non-responsive if required information is not included in any re-created document, or is altered from its originally distributed format/content.

2.5 FUNDING: Obligation of the County for payment to a Firm is limited to availability of funds appropriated in a current fiscal period, and continuation of contract into a subsequent fiscal period is subject to appropriation of funds, unless otherwise authorized by law.

2.6 INTERPRETATION, CLARIFICATIONS AND ADDENDA: No oral interpretations will be made to any vendor as to the meaning of the Bid Contract Documents. Any inquiry or request for interpretation received by the Marion County Procurement Services Department before the date listed herein will be given consideration. All such changes or interpretations will be made in writing in the form of an addendum and, if issued, will be distributed at or after the Pre-Bid Conference, mailed or sent by available or electronic means to all attending prospective Submitters prior to the established Bid opening date. Each Vendor shall acknowledge receipt of such addenda in the space provided. In case any Bidder fails to acknowledge receipt of such addenda or addendum, his bid will nevertheless be construed as though it had been received and acknowledged and the submission of his bid will constitute acknowledgment of the receipt of same. All addenda are a part of the BID FORMS and each Bidder will be bound by such addenda, whether or not received by him. It is the responsibility of each bidder to verify that he has received all addenda issued before bids are opened.

In the case of unit price items, the quantities of work to be done and materials to be furnished under this Bid Contract are to be considered as approximate only and are to be used solely for the comparison of bids received. The COUNTY and/or his CONSULTANT do not expressly or by implication represent that the actual quantities involved will correspond exactly therewith; nor shall the Vendor plead misunderstanding or deception because of such estimate or quantities of work performed or material furnished in accordance with the Specifications and/or Drawings and other bid/proposal Documents, and it is understood that the quantities may be increased or diminished as provided herein without in any way invalidating any of the unit or lump sum prices bid.

2.7 GOVERNING LAWS AND REGULATIONS: The vendor is required to be familiar with and shall be responsible for complying with all

federal, state and local laws, ordinances, rules and regulations that in any manner affect the work.

2.8 PROPRIETARY/CONFIDENTIAL INFORMATION: Vendors are hereby notified that all information submitted as part of, or in support of Bids, will be available for public inspection ten days after opening of the Bids or until a short list is recommended whichever comes first, in compliance with Chapter 119, and 287 of the Florida Statutes. Any person wishing to view the Bids must make an appointment by calling the Marion County Procurement Services Department at (352) 671-8444. All Bids submitted in response to this solicitation become the property of the County. Unless information submitted is proprietary, copy written, trademarked, or patented, the County reserves the right to utilize any or all information, ideas, conceptions, or portions of any Bid, in its best interest.

2.9 TAXES: Marion County Board of County Commissioners, Florida, is exempt from sales and excise taxes imposed by the State and/or Federal Government. Exemption certificates will be provided upon request.

2.10 NON-COLLUSION DECLARATION: By signing this ITB, all Vendors shall affirm that they shall not collude, conspire, connive or agree, directly or indirectly, with any other Bidder, firm, or person to submit a collusive or sham Bid in connection with the work for which their Bid has been submitted; or to refrain from Bidding in connection with such work; or have in any manner, directly or indirectly, sought by person to fix the price or prices in the Bid or of any other Bidder, or to fix any overhead, profit, or cost elements of the Bid price or the Bid price of any other Bidder, or to secure through any collusion, conspiracy, connivance, or unlawful agreement any advantage against any other Bidder, or any person interested in the proposed work.

2.11 BIDDER RESPONSIBILITY: Invitation by the County of Marion to vendors is based on the recipient's specific request and application to DemandStar by Onvia at www.DemandStar.com [(800) 711-1712] or as the result of response by the public to the legal advertisements required by State and County law. Firms or individuals submit their responses on a voluntary basis, and therefore are not entitled to compensation of any kind.

2.12 OWNERSHIP OF SUBMITTALS: All correspondence relating to or in reference to this ITB, and all other documentation submitted by the vendors will become the property of the Marion County Board of County Commissioners. Reference to literature submitted with a previous Bid will not relieve the Bidder from including required documents with this Bid.

2.13 EXAMINATION OF BID DOCUMENTS: Each Bidder shall carefully examine the Bid Document to ensure all pages have been received, all drawings and/or Specifications and other applicable documents are included, and shall inform himself thoroughly regarding any and all conditions and requirements that may in any manner affect cost, progress or performance of the work to be performed under the Contract. Ignorance on the part of the FIRM will in no way relieve him of the obligations and responsibilities assumed under the Contract.

2.14 VENDOR RESPONSIBILITY: Vendors are fully and completely responsible for the labeling, identification and delivery of their submittals. The Procurement Services Department will not be responsible for any mislabeled or misdirected submissions, nor those handled by delivery persons, couriers, or the U. S. Postal Service.

2.15 LONG TERM CONTRACT AND ECONOMIC CHANGE: During the life of the contract, if circumstances (e.g.: fuel costs) arise beyond the Firm's control creating a need for a price adjustment, the Firm may submit a request for such adjustment. Requests may only be submitted once per calendar year and will be considered a temporary adjustment. Temporary shall mean price adjustments are monitored in association with market fluctuations. All price adjustments are subject to Board approval. If approved, price adjustments would only be in effect until reasonable market stability has occurred. At that time, all pricing would revert to original contract pricing.

2.16 MARION COUNTY BOARD OF COUNTY COMMISSIONERS, a political subdivision of the State of Florida, reserves the right to reject any and/or all submittals, reserves the right to waive any informalities or irregularities in the examination process, and reserves the right to award contracts and/or in the best interest of the County. Submittals not meeting stated minimum terms and qualifications may be rejected by the County as non-responsive. The County reserves the right to reject any or all submittals without cause. The County reserves the right to reject the submission of any Vendor in arrears or in default upon any debt or contract to the Board of County Commissioners of Marion County, or who has failed to perform faithfully any previous contract with the County or with other governmental agencies.

2.17 PUBLIC RECORDS LAW: Correspondence, materials and documents received pursuant to this ITB become public records subject to the provisions of Chapter 119, Florida Statutes. **DETAIL OF SUBMITTALS/PUBLIC RECORDS EXEMPTION:** §119.07, F.S., the Public Records Law. Florida law provides that municipal records shall at all times be open for personal inspection by any person. Information and materials received by the County in connection with any solicitation response shall be deemed to be public records subject to public inspection upon award, recommendation for award, or thirty (30) days after opening, whichever occurs first. However, certain exemptions to the public records law are statutorily provided for in §119.07, F.S. If the Proposer believes any of the information contained in his or her response is exempt from the Public Records Law, then the Proposer, must in his or her response, specifically identify the material which is deemed to be exempt and cite the legal authority for the exemption. The County's determination of whether an exemption applies shall be final, and the Proposer agrees to defend, indemnify, and hold harmless the County and the County's officers, employees, and agents, against any loss or damages incurred by any person or entity as a result of the County's treatment of records as public records. §286.0113, F.S. Provides that meetings of persons appointed to evaluate bids or proposals and negotiate contracts shall be closed to the public during oral presentations made by a vendor, or where a vendor answers questions. Neither bidders, nor the public will be permitted to sit in on meetings wherein their competitors are making presentations or discussing their bid or proposal with the committee members. The portions of these meetings are subject to disclosure at the time of an intended award decision or within thirty (30) days of the bid or proposal opening, whichever is earlier.

2.18 VERIFICATION OF TIME: Atomic time is hereby established as the Official Time for Marion County Solicitations. All times stated in solicitation generated by the Marion County Procurement Services Department will refer to atomic time.

2.19 PREPARATION OF BIDS: Signature of the Bidder: The Bidder must sign the BID FORMS in the space provided for the signature. If the Bidder is an individual, the words "doing business as ____," must appear beneath such signature. In the case of a partnership, the signature of at least one of the partners must follow the firm name and the words, "Member of the Firm" should be written beneath such signature. If the Bidder is a corporation, the title of the officer signing the Bid on behalf of the corporation must be stated and evidence of his authority to sign the Bid must be submitted. The Bidder shall state in the BID FORMS the name and address of each person interested therein.

Basis for Bidding: The price bid for each item shall be on a lump sum or unit price basis according to specifications on the BID FORM. The bid prices shall remain unchanged for the duration of the Contract and no claims for cost escalation during the progress of the work will be considered, unless otherwise provided herein.

Total Bid Price/Total Contract Sum Bid: If applicable, the total price bid for the work shall be the aggregate of the lump sum prices bid and/or unit prices multiplied by the appropriate estimated quantities for the individual items and shall be stated in figures in the appropriate place on the BID FORM. In the event that there is a discrepancy on the BID FORM due to unit price extensions or additions, the corrected extensions and additions shall be used to determine the project bid amount.

2.20 TABULATION: Those wishing to receive an official tabulation of the results of the opening of this Bid shall request a copy of the tabulation in accordance with public records policy.

2.21 OBLIGATION OF WINNING BIDDER: The contents of the Bid

of the successful Bidder will become contractual obligations if acquisition ensues. Failure of the successful Bidder to accept these obligations in a contract may result in cancellation of the award and such vendor may be removed from future participation.

2.22 AWARD OF BID: It is the County's intent to select a vendor within **sixty (60) calendar days** of the deadline for receipt of Bids. However, Bids must be firm and valid for award for at least **ninety (90) calendar days** after the deadline for receipt of Bids.

2.23 ADDITIONAL REQUIREMENTS: The firms shall furnish such additional information as Marion County may reasonably require. This includes information which indicates financial resources as well as ability to provide the services. The County reserves the right to make investigations of the qualifications of the firm as it deems appropriate.

2.24 PREPARATION COSTS: The County of Marion shall not be obligated or be liable for any costs incurred by Bidders prior to issuance of a contract. All costs to prepare and submit a response to this ITB shall be borne by the Bidder.

2.25 TIMELINESS: All work will commence upon authorization from the County's representative (Marion County Procurement Services Dept). All work will proceed in a timely manner without delays. The Firm shall commence the work UPON RECEIPT OF NOTICE TO PROCEED and/or ORDER PLACED (PURCHASE ORDER PRESENTED), and shall deliver in accordance to the terms and conditions outlined and agreed upon herein.

2.26 DELIVERY: All prices shall be FOB Destination, Ocala, Florida, inside delivery unless otherwise specified.

2.27 PLANS, FORMS & SPECIFICATIONS: Bid Packages are available from the Marion County Procurement Services Department. These packages are available for pickup or email at no additional charge. NO BID FORMS will be faxed. If requested to mail, the Bidder must supply a courier account number (UPS, FedEx, etc). Bidders are required to use the official BID FORMS, and all attachments itemized herein, are to be submitted as a single document. BID FORM documents for this project are free of charge and are available on-line and are downloadable (vendor must pay DemandStar fees or shipping), unless otherwise noted.

2.28 MANUFACTURER'S NAME AND APPROVED EQUIVALENTS: Any manufacturer's names, trade names, brand names, information and/or catalog numbers listed in a specification are for information and not intended to limit competition unless otherwise indicated. The Bidder may Bid any brand for which he is an authorized representative, which meets or exceeds the Bid specification for any item(s). If Bids are based on equivalent products, indicate on the BID FORM the manufacturer's product name and literature, and/or complete specifications. Reference to literature submitted with a previous Bid will not satisfy this provision. The Bidder shall explain in detail the reason(s) why the proposed equivalent will meet the specifications and not be considered an exception thereto. Bids which do not comply with these requirements are subject to rejection. Bids lacking any written indication of intent to quote an alternate brand will be received and considered in complete compliance with the specifications as listed on the BID FORM. The County's Procurement Services Department is to be notified, in writing, of any proposed changes in materials used, manufacturing process, or construction. However, changes shall not be binding upon the county unless evidenced by a Change Notice issued and signed by the Procurement Services Director, or designated representative.

2.29 QUANTITIES: Quantities specified in this Bid are estimates only and are not to be construed as guaranteed minimums.

2.30 SAMPLES: Samples of items, when called for, shall be furnished free of expense, and if not destroyed may, upon request, be returned at the Bidder's expense. Each sample shall be labeled with the Bidder's name, manufacturer brand name and number, Bid number and item reference. Samples of successful Bidder's items may remain on file for the term of the contract. Request for return of samples shall be accompanied by instructions which include shipping authorization and must be received at time of opening. Samples not returned may be disposed of by the County within a reasonable time as deemed appropriate.

2.31 ADDITIONAL SERVICES/PURCHASES BY OTHER PUBLIC AGENCIES ("PIGGYBACK"): The Vendor by submitting a bid/proposal acknowledges that other Public Agencies may seek to "Piggy-Back" under

the same terms and conditions, during the effective period of any resulting contract – services and/or purchases being proposed in this bid/proposal, for the same prices and/or terms proposed. Vendor has the option to agree or disagree to allow contract Piggy-Backs on a case-by-case basis. Before a Public Agency is allowed to Piggy-Back any contract, the Agency must first obtain the vendor's approval – without the vendor's approval, the seeking Agency cannot Piggy-Back.

2.32 PAYMENT TERMS: If payment terms are not indicated, terms of NET 30 DAYS shall be applied by the County. Payment terms to apply after receipt of invoice or final acceptance of the product/service, whichever is later. Payment terms offering less than 20 days for payment will not be considered. However the County has implemented a *Visa* credit card program. As a card-accepting vendor, some of the benefits of the program are: payment received within 72 hours of receipt and acceptance of goods, reduced paperwork, issue receipts instead of generating invoices, resulting in fewer invoice problems, deal directly with the cardholder (in most cases). Vendors accepting payment by the County's p-card (*Visa*) may not require the County (Cardholder) to pay a separate or additional convenience fee, surcharge or any part of any contemporaneous finance charge in connection with a Transaction. Merchant shall not process p-card payments until merchandise/service has been received by the County, in good condition.

2.33 DRUG FREE WORKPLACE CERTIFICATION: As part of my submittal for this project, and authorization on the Acknowledgement and Acceptance Form, and in accordance with Florida Statute 287.087, the person submitting for this RFQ attests this firm:

- Publishes a written statement notifying the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace named above, and specifying actions will be taken against violations of such prohibition.
- Informs employees about dangers of drug abuse in the workplace, the firm's policy of maintaining a drug free working environment, and available drug counseling, rehabilitation, and employee assistance programs, and penalties may be imposed upon employees for drug use violations.
- Gives each employee engaged in providing commodities or contractual services under bid or proposal, a copy of the statement specified above.
- Notifies the employees as a condition of working on the commodities or contractual services under bid or proposal, the employee will abide by the terms of the statement and will notify the employer of any conviction or pleas of guilty or nolo contendere to, any violation of Chapter 893, or of any controlled substance law of the State of Florida or the United States, for a violation occurring in the workplace, no later than five (5) days after such conviction, and requires employees to sign copies of such written statement to acknowledge their receipt.
- Imposes a sanction on, or requires the satisfactory participation in, a drug abuse assistance or rehabilitation program, if such is available in the employee's community, by any employee who is so convicted.
- Makes a good faith effort to continue to maintain a drug free workplace through the implementation of the Drug Free Workplace program.

2.34 EMPLOYEE ELIGIBILITY VERIFICATION: For projects funded with State or Federal dollars, Marion County adheres to practices set forth under the e-verification (EV) system, which is outlined in the clauses below. Information provided by the Firm is subject to review for the most current version of the State or Federal policies at the time of award. Firm has agreed to perform in accordance with these requirements and agrees:

- To enroll and participate in the federal EV Program for Employment Verification under terms provided in the "Memorandum of Understanding" governing the program.
- To provide to the County, within thirty (30) days of the effective date of this contract, documentation of such enrollment in the form of a copy of the EV "Edit Company Profile" screen, containing proof of enrollment in the EV Program (*this page can be accessed from the "Edit Company Profile" link on the left navigation menu of the employer's home page*).
- To require each subcontractor that performs work under this contract to enroll and participate in the EV Program within ninety (90) days of the effective date of this contract/amendment/extension or within ninety (90) days of the effective date of the contract between the Firm

and the subcontractor whichever is later. Firm shall obtain from the subcontractor(s) a copy of the "Edit Company Profile" screen indicating enrollment in the EV Program and make such record(s) available to the County upon request.

- To maintain records of its participation and compliance with the provisions of the EV program, including participation by its subcontractors as provided above, and to make such records available to the County or other authorized state entity consistent with the terms of the Memorandum of Understanding.
- To comply with the terms of this Employment Eligibility Verification provision is made an express condition of this contract and the County may treat a failure to comply as a material breach of the contract.

2.35 EVALUATION, ACCEPTANCE OR REJECTION OF PROPOSAL: The County may, at its sole and absolute discretion reject any and all, or part of any and all, responses; readvertise this RFQ; postpone or cancel at any time this RFQ process; or waive any irregularities in this RFQ or in any responses received as a result of this RFQ. The Marion County Board of County Commissioners may reject a bid based on past performance of Firm.

2.36 OBJECTIVITY: In order to ensure objective supplier performance and eliminate unfair competitive advantage, suppliers that develop or draft specifications, requirements, statements of work and invitations for bids or requests for proposals are excluded from competing for such procurements.

2.37 FOR FEDERAL AND/OR FDOT FUNDING – TITLE VI/ NONDISCRIMINATION POLICY STATEMENT – APPENDIX A & E: During the performance of this contract, the firm, for itself, its assignees and successors in interest (hereinafter referred to as the "Firm") agrees as follows:

- **Compliance with Regulations:** The Firm shall comply with the Regulations relative to nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation (hereinafter, "USDOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this Agreement.
- **Nondiscrimination:** The Firm, with regard to the work performed during the contract, shall not discriminate on the basis of race, color, national origin, sex, age, disability, religion or family status in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Firm shall not participate either directly or indirectly in the discrimination prohibited by section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.
- **Solicitations for Subcontractors, including Procurements of Materials and Equipment:** In all solicitations made by the Firm, either by competitive bidding or negotiation for work to be performed under a subcontract, including procurements of materials or leases of equipment; each potential subcontractor or supplier shall be notified by the Firm of the Firm's obligations under this contract and the Regulations relative to nondiscrimination on the basis of race, color, national origin, sex, age, disability, religion or family status.
- **Information and Reports:** The Firm shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the *Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration* to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of a Firm is in the exclusive possession of another who fails or refuses to furnish this information the Firm shall so certify to the *Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration* as appropriate, and shall set forth what efforts it has made to obtain the information.
- **Sanctions for Noncompliance:** In the event of the Firm's noncompliance with the nondiscrimination provisions of this contract, the *Florida Department of Transportation* shall impose such contract

sanctions as it or the *Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration* may determine to be appropriate, including, but not limited to:

- withholding of payments to the Firm under the contract until the Firm complies, and/or
- cancellation, termination or suspension of the contract, in whole or in part.

Compliance with Nondiscrimination Statutes and Authorities:

Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21; The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects); Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), (prohibits discrimination on the basis of sex); Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27; The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age); Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex); The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the Federal-aid recipients, subrecipients and firms, whether such programs or activities are Federally funded or not); Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 -- 12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38; The Federal Aviation Administration’s Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex); Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations; Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100); Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).

- **Incorporation of Provisions:** The Firm shall include the provisions of paragraphs (1) through (7) in every subcontract, including procurements of materials and leases of equipment, unless exempt by

the Regulations, or directives issued pursuant thereto. The Firm shall take such action with respect to any subcontract or procurement as the *Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration* may direct as a means of enforcing such provisions including sanctions for noncompliance. In the event a Firm becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the Firm may request the *Florida Department of Transportation* to enter into such litigation to protect the interests of the *Florida Department of Transportation*, and, in addition, the Firm may request the United States to enter into such litigation to protect the interests of the United States.

2.38 Contractor Conduct: These Guidelines cover any contractor, business, firm, company or individual (hereinafter “Contractor”) doing work on Marion County property, as well as the contractor’s employees, agents, consultants, and others on County property in connection with the firm’s work or at the contractor’s express or implied invitation.

Courtesy and Respect: Marion County is a diverse government institution and it is critical that all firms and their employees conduct themselves in a manner that is lawful, courteous, businesslike, and respectful of all staff, guests, or visitors.

Language and Behavior: Contractors and their employees cannot engage in behavior that is rude, threatening, or offensive. Use of profane or insulting language is prohibited. Harassment of any type, including sexual harassment is strictly prohibited. Abusive, derogatory, obscene or improper language, gestures, remarks, whistling, cat calls or other disrespectful behavior cannot be tolerated. Roughhousing, fighting, fisticuffs, physical threats, destruction of property, vandalism, littering, or physical abuse of anyone on County property is not permitted under any circumstance.

No Weapons, Alcohol, or Drugs: The use, possession, distribution, or sale of any weapon, alcohol, illegal drug, or controlled dangerous substance by any contractor or contractor’s employee is prohibited. Offenders will be removed from County property and/or reported to law enforcement.

Smoking: Contractors and their employees are not permitted to smoke in or near any of the County buildings.

Fraternization: Contractors and their employees may not fraternize or socialize with County staff.

Appearance: Contractors and their employees are required to wear appropriate work wear, hard hats and safety footwear, as the case may be, while on the job. Articles of clothing must be neat and tidy in appearance, and cannot display offensive or inappropriate language, symbols or graphics. Marion County has the right to decide if such clothing is inappropriate.

Reporting: The Contractor is required to report any matter involving a violation of these rules of conduct to Marion County Procurement. Any matter involving health or safety, including any altercations, should be reported to Marion County Procurement Services immediately.

The Contractor is responsible for his/her employees, agents, consultants and guests. If prohibited conduct does occur, the contractor will takes all necessary steps to stop and prevent any future occurrence. Any breach of these conditions will result in the removal of the person responsible from County property and prohibited actions could result in the immediate termination of any contract or agreement with Marion County.

THE CONDITIONS HEREIN ARE ACKNOWLEDGED BY YOUR SIGNATURE ON THE BIDDER COVER PAGE

RFP 18P-140

EMS Patient Care Software

PART 3 - SCOPE OF WORK

Background

Marion County is soliciting proposals for the purpose of replacing the emergency medical service patient care software.

Marion County serves a geographical area of approximately 1,600 square miles with a population of approximately 350,000. Non-transport first response advanced life support is provided by Marion County for all unincorporated areas of Marion County as well as all municipalities other than the City of Ocala. Advanced life support transport is provided by Marion County for all unincorporated areas of Marion County as well as all municipalities, including the City of Ocala. Units providing these services are currently spread throughout Marion County and the municipalities in thirty-four (34) different locations.

Marion County responded to a total of 79,568 incidents during fiscal year 2016-2017. This included scene calls as well as inter-facility transfers. These incidents resulted in ambulance transport of 47,820 patients during the same fiscal year. Historically, Marion County experiences an increase of 3%-5% each fiscal year in relation to the number of incidents and the number of patients transported. Based upon current volume of reports (multiple units on each incident), the current volume of reports in the patient care system is approximately 9,000 per month. It is anticipated that this volume will also continue to grow at a rate similar to the increase of the overall number of incidents and patient transports.

3.1 General Requirements, Qualifications, References and Experience

The proposer will submit the following information with their proposal. Failure to provide the requested information will be cause for rejection of your proposal as this information is used to determine your company's qualifications.

- Proof the company has been in business for previous five (5) years of operation.
- Provide a description of the company's present and projected workload, staffing and ability to provide prompt, quality services at a competitive cost.
- Disclose any potential conflict of interest due to any other client, contract or property interest. Include a statement certifying that no member of company's ownership, management or staff has a vested interest in any aspect or department of Marion County.
- Provide a minimum of five (5) current customer references of similar size and call volume. Provide three (3) current customer references from within state of Florida, if not part of the five (5) already submitted.
- A summary of data loss experienced by current customers and timeframes for recovery of lost data. Lost data may include, but is not limited to:
 - Loss of original report where a report must be rewritten by the paramedic.
 - Loss of original report where the report must be reconstructed from backup copies and portions of the original report may be lost.

3.2 EMS System Requirements

The following are the minimum requirements for the system. The proposer will provide documentation indicating how their software will meet each of the following requirements. Software which cannot meet these requirements will not be considered for scoring.

- Minimum software integration standards:
 - EMSTARS 3.3.4 or higher
 - NEMSIS 3.4.0 or higher
 - NFIRS 5.0 Version 5.9.2
 - Health Level 7 (HL7) framework

- HIPAA and HITECH policies
- Integration with EMS billing systems. The proposer shall provide a list of compatible EMS billing software and how the two systems interface.
- Minimum software capabilities:
 - Allow field and administrative officers to verify report status within the system.
 - Allow multiple instances to run on each computer.
 - Add custom fields to gather department specific information based upon specific field entries.
 - Access from other devices to reports that have been saved to the server, without loss of data.
 - Ability to perform Quality Assurance and Quality Improvement activities (preferred that systems meets standards published by the Commission on Accreditation of Ambulance Services).
 - Ability to provide extract to Florida Fire Incident Reporting System/National Fire Incident Reporting System data.
 - Customizable multi-role based access for use and administration.
- The system shall provide a functional method for electronically providing patient care reports to receiving facilities.
 - Solutions which involve faxing will not be acceptable.
 - The ability for hospitals to receive and view reports that are actively being written in real or near real-time is strongly encouraged.

3.3 IT System Requirements

The following are the minimum requirements for the system. The vendor will provide documentation indicating how their software will meet each of the following requirements. Software which cannot meet these requirements will not be considered for scoring.

- Minimum software capabilities.
 - Provide backup of the data on the local machine for a minimum of thirty (30) days.
 - Function within the current software configuration in use by Marion County.
 - Accept information from TriTech CAD.
 - Locally installed client software must function on both the Windows 7 operating system and the Windows 10 operating system without the use of compatibility mode.
 - Web-based software must be able to work with Microsoft Internet Explorer 10 or higher. If the software works with any of the following browsers, list in the reply to the RFP.
 - Google Chrome version 66.0 or higher.
 - Microsoft Edge version 41.1 or higher.
 - Mozilla Firefox version 59.0 or higher.
 - Locally installed server software shall support the following:
 - Windows operating system, preferably Windows 2016 OS.
 - SQL Server database server, preferably SQL Server 2012
 - Windows IIS 7 or higher.
 - Compatibility with the following hardware:
 - Sierra Wireless InMotion onboard mobile gateway.
 - oMG2000.
 - AirLink MG90.
 - Panasonic CF-19 & CF-20 type laptops and Dell desktops.
 - Physio-Control LP-15 and Zoll X-Series "Pro-Paq" monitors.
 - Ability to digitally upload monitor information into reports is considered a required feature. Monitor information includes, but is not limited to, vital signs, treatments, and monitor events.
 - The vendor's reply to this RFP shall include
 - Their capability to require a monitor upload under certain conditions of procedure and/or protocol.

- Their capability to provide software to view the files from the monitors.
- If specific software configurations or additional software are required by the vendor then it will be the responsibility of the vendor to provide these specifications in the proposal.
- Vendor may request additional information as to system configurations.
- Marion County Information Technologies shall determine if the proposed software and/or hardware solution will function within their system based upon their review of RFP replies.
- The proposer shall demonstrate/describe the following:
 - The ability to achieve and maintain a constant level of full functionality.
 - The capability of completing a patient care report in a field environment where a network connection cannot be made.
 - The software's capability to provide background synchronization with a data server at automatic intervals and provide the ability for a user generated save of the report from within the remote client.

3.4 Implementation and Training

Proposer must provide a detailed implementation plan, outlining required tasks, estimated hours, responsibility, major deliverables, and timing. Proposals must detail the Proposer's methodology and approach to implementation. At a minimum, proposal must detail approach to the following:

- Project management plan.
- Project schedule – high level phases and time required to implement.
- A system testing Plan to include:
 - Structured testing.
 - Dates and types of tests.
 - Variance reports during testing and test logs.
 - Sign-off by the MCFR's test engineer/representative, IT and Division Chief prior to go live of the new system.
- Application(s) installation (including database).
- Application set up (tailoring, configuration, user set up).
- The proposal should include the capability to provide a test environment for testing initial install, updates and upgrades prior to system-wide deployment.
- Comprehensive user training and field implementation plan.

3.5 Data Conversion

Marion County currently has EMS patient care records stored in the Zoll RescueNet system. The vendor shall provide in their reply to this RFP their ability to transfer that information into their system. Files include, but are not limited to:

- ePCR
 - Original PDF version.
 - Data stored in .xml format.
- Scanned documentation attached to the ePCR.
- Electronic files from an LP-15 or Zoll X monitor that are attached to the ePCR.