



**COUNTY OF LOS ANGELES
DEPARTMENT OF HEALTH SERVICES**

**REQUEST FOR INFORMATION
TRAUMA AND EMERGENCY MEDICINE
INFORMATION SYSTEM (TEMIS)**

RFI# HS-1078

April 2017

Prepared By
Contracts and Grants Division

1.0 INTRODUCTION

- 1.1** The Los Angeles County Department of Health Services (DHS) is seeking information from vendors that can provide a vendor-hosted, web-based, integrated Trauma and Emergency Medicine Information System (TEMIS).
- 1.2** DHS will review the Response(s) to this Request for Information (RFI), which may subsequently lead to further research and exploration of the marketplace. Information received in response to this RFI may be used in preparation of a Request for Proposal (RFP) or another County method for acquiring a TEMIS with supporting services.
- 1.3** Vendors who wish to furnish information about a product or service that they have knowledge of may formally do so in writing. Vendors are requested to submit relevant information as outlined in Paragraph 3.0 (Information Requested) below.

2.0 SYSTEM OVERVIEW AND REQUIREMENTS

TEMIS is a Countywide Trauma and Emergency Data Management System used by DHS's Emergency Medical Services Agency (EMS), 15 Trauma Hospitals, 21 Base Hospitals (with the potential and need to integrate utilization of over 80 911 Receiving Hospitals), and over 30 EMS Provider Agencies throughout Los Angeles County. TEMIS must be designed and customized for all agencies to continually access TEMIS records to generate reports for timely data capture, analysis and sharing of health intelligence data. The current TEMIS contains more than 13 million records with more than 900,000 new records added annually. TEMIS links the various databases to create a single confidential record for each patient.

TEMIS must be a fully integrated, web-based, vendor-hosted solution that is adaptable to the changing needs of EMS and the demands of the System participants using newer technology to optimize the work flow. Twenty (20) years of historical records will need to be migrated to TEMIS.

Refer to Appendix A – Functional Requirements, Appendix B – Technical Requirements, and Appendix C – TEMIS Future State for detailed system requirements.

3.0 INFORMATION REQUESTED

Vendors that have an interest in designing, developing, expanding, and providing TEMIS are requested to submit relevant information about their company and their ability to provide services in each of the Sub-paragraphs 3.2 through 3.7. A point of contact for each Respondent should be provided, including: name, address,

phone number and email address. Responses should contain the following information identified in Sub-paragraphs 3.2 through 3.7 below, as appropriate.

3.1 Requirement Modification

If a vendor identifies a requirement it believes is not worded in a way that maximizes the value the vendor can provide to the County, the vendor must (a) respond to the requirement as worded by the County; (b) explain how it believes the requirement can be modified to enhance the value the vendor can provide to County; and (c) provide a separate response to the modified requirement, as explained by the vendor in subpart (b).

3.2 Description of System Functionality

- a. Complete Appendix A – Functional Requirements;
- b. Provide documentation of the functionality supported by the System;
- c. Key functionality and features that distinguish your firm from competitors, specifically those that add value to the County’s business operations;
- d. Usability of the System, including incorporation of consistent and easy-to-use user interface design and features that improve workflow efficiency;
- e. System’s level of flexibility, customization, and scalability to accommodate the County’s business direction;
- f. Screenshots of major screens and workflows, as applicable, to provide the County with a visual representation of the System;
- g. Proposed strategy for accepting and integrating current and future federal and State-level requirements, including HIPAA requirements, into the proposed System to ensure regulatory compliance;
- h. Reporting, dashboard, and data analytics functionality to enable the County to monitor and measure key performance indicators and inform decision-making of County management; and
- i. Provide existing product literature and marketing materials.

3.3 Description of Technical Architecture

- a. Complete Appendix B – Technical Requirements;
- b. Describe the following:
 - o Hardware requirements
 - o Operating System/software environment
 - o Network requirements and protocols

- o Database environment, storage, and bandwidth requirements
- o Access requirements
- o Security and auditing features; and
- c. Provide a Diagram of proposed architecture.

3.4 Description of System Support and Maintenance

- a. Manuals;
- b. On-line documentation and/or help;
- c. Onsite and offsite training services;
- d. Helpdesk operations, including staffing, hours of availability, and communication methods;
- e. System release cycle, including frequency of maintenance/patch releases and major releases, how your firm prioritizes functionalities and enhancements included in each release, and how these releases are made available to users; and
- f. User feedback procedures.

3.5 Description of Hosting Services and Operations

Provide detail on your hosting services and operations which should include at a minimum:

- a. System availability, performance, security, redundancy, responsiveness, and monitoring tools;
- b. Descriptions of the hosting data center infrastructure, including locations of the primary and secondary data centers, Uptime Institute's data center tier classification, and applicable industry-recognized certifications;
- c. System monitoring and management;
- d. Hosting environment security practices;
- e. Disaster Recovery Plan;
- f. Standard recovery time objectives and recovery point objectives
- g. Data backups; and
- h. Your firm's business continuity plan and disaster recovery capabilities and procedures, including an overview of procedures for periodic testing, assessment, review and revision of the Business Continuity and Disaster Recovery Plans.

3.6 Estimated Costs

Any costs estimated for the purpose of this RFI are considered for research purposes only, and are non-binding to either the Respondent or the County of Los Angeles.

Respondents should supply an industry standard pricing model, including one-time implementation costs and ongoing maintenance, support, and hosting costs to maintain the System. Please indicate whether the estimated costs are based on a subscription-based model.

Since this document is an RFI, costs can be an estimation, but only in general as they apply to a standard system. Specific DHS environment information cannot be made available to the Respondent at this time. Consequently, a complete cost estimate will need to be general and take into consideration the following areas that may or may not be quantifiable:

- a. Recommended hardware specifications and costs;
- b. Non-recurring hardware and software licensing costs ;
- c. One-time implementation and project management costs (as applicable);
- d. One-time licensing costs (as applicable);
- e. One-time training costs;
- f. One-time costs for data migration (as applicable);
- g. Ongoing maintenance and support costs (annual);
- h. Ongoing hosting costs (annual); and
- i. Rate card for professional services.

3.7 Corporate Information

The following information about the Respondent is requested:

- a. Corporate or company name and headquarters' address;
- b. Address/other contact information of nearest corporate or company office to downtown Los Angeles, California;
- c. Number of years in business; and
- d. Number and type of employees.

4.0 VENDOR(S) QUESTIONS

Vendors may submit written questions regarding this RFI by email to the County Contact identified in Sub-paragraph 5.1 below. All questions must be received by 3:00 PM Pacific Standard Time (PST) on Friday, April 14, 2017. All questions

received will be compiled with the appropriate answers and issued as an addendum to the RFI on or about Thursday, April 20, 2017. Note: the answers to the compiled questions will not identify which vendors submitted questions.

When submitting questions, please specify the RFI section, paragraph number, page number, and quote the language that prompted the question. This will ensure that the subject of the question can be quickly found in the RFI. DHS reserves the right to group similar questions when providing answers.

Vendors are responsible for: (a) identifying any perceived points of conflict or ambiguity; and (b) requesting interpretation and/or clarification regarding any language in the RFI. Should the vendor discover any material ambiguity, conflict, discrepancy, omission or other error in this RFI, the vendor is advised to notify the County Contact identified in Sub-paragraph 5.1 below by email within five (5) business days of such discovery with a request for clarification.

5.0 RESPONSE METHOD AND TIME FRAME

5.1 Responses to this RFI must be electronically submitted to the County Contact indicated below:

Marika Medrano, Contract Analyst
Email address: marimedrano@dhs.lacounty.gov

5.2 DHS encourages all potential vendors to submit a response consistent with the content and instructions provided in Paragraph 3.0 Information Requested above.

5.3 Responses to this RFI must be electronically submitted to DHS at the email address above by 12:00 PM PST on Monday, May 1, 2017 (“Deadline”). If your firm does not respond to this RFI on or before the Deadline, DHS will presume your firm does not meet the requirements outlined herein, and/or is not interested in responding to this RFI.

6.0 ADDITIONAL INFORMATION

6.1 Responses to this RFI shall become the exclusive property of the County. Respondents should be aware that the information provided will be analyzed and may appear in various reports and/or requests, with the exception of those parts of each submission which meet the definition of “Trade Secret” and are plainly marked as “Trade Secret” or “Confidential.”

6.2 The County shall not, in any way, be liable or responsible for the disclosure of any such record, or any parts thereof, if disclosure is required or permitted

under the California Public Records Act or otherwise by law. **A blanket statement of confidentiality or the marking of each page of the submission as confidential shall not be deemed sufficient notice of exception.** Respondents must specifically label only those provisions of the submission which are “Trade Secrets” or “Confidential” in nature.

- 6.3** DHS will review the Responses to this RFI which may subsequently lead to further investigation. **This is a request for information only;** this is not a solicitation. Information received in response to this RFI may be used in the preparation of an RFP or another County method for solicitation of services. Respondents to this RFI will be notified by the County of any future solicitation.
- 6.4** Respondents to this RFI may be invited by the County to provide a non-competitive presentation of their products, but only for those products which relate directly to the subject and intent of this RFI. The non-competitive presentations are intended for information gathering purposes only.
- 6.5** False, misleading, or deceptive statements in connection with a Response shall be sufficient cause for rejection of the Response.