



Request for Proposals (RFP) EMS BILLING AND COLLECTIONS SERVICES AND ELECTRONIC PATIENT CARE REPORTING SYSTEM

ADDENDUM #1

PROPOSAL DUE DATE:

November 25th noon CST

Electronic Patient Care Reporting System (ePCR) Page 5 of the RFP

The service provider is expected to provide an Electronic Patient Care Reporting System (ePCR) during the term of the contract.

- The system is expected to be comprehensive in its ability to provide for the collection of patient tracking including: demographics, treatment, transport and the maintenance of patient care records.
- The ePCR shall be HIPAA compliant.
- Service provider shall provide all required software and equipment, which will remain the property of the service provider become the property of the City of Wausau at the end of the contract. Service provider shall be responsible for the cyclical replacement of the equipment as well as ongoing repair and maintenance and upgrades as new software versions or technology become available.
- Service provider or software vendor's Help Desk must be available during the hours of 7:30am to 5:00pm Monday through Friday with procedures for after hours, 24/7 support.
- The Service provider shall provide 4 tablets or other portable computer devices such as a Toughbook CF-19 or equivalent and related technology for mobility for remote patient care reporting at the initiation of the contract.
- Implementation, web based training sessions and on-going support will be provided by the Service Provider or software vendor at no additional charge to the City throughout the contract.

The service provider will provide an implementation plan that will provide a timeline for the delivery of the hardware and software, an outline of the proposed training process including training materials.

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Provide a comprehensive and complete disclosure on fees and commissions and the method of payment. Please separately itemize the costs for the billing portion and the patient care component of the service. Provide a separate costs for the 4 electronic devices. Provide any other costs for system upgrades separately.