

GUIDING PRINCIPLES

IN THE WORDS OF OUR COMMUNITY, IMAGETREND IS IN ACCORDANCE WITH LAFD'S GUIDING PRINCIPLES

SUCCESS IS DEFINED BY USER ACCEPTANCE

"I work with all of the hospitals, fire departments and EMS agencies in the county on a daily basis, and continually hear how easy it is at the hospital to access run reports, update records for billing and make the process smoother for physicians. I have only had a positive experience working with ImageTrend."

– Barbara, EMS QI Coordinator | Sarasota County Fire Department

CRITICAL CAPABILITIES

"It's been really refreshing to change from a previous vendor to something that is innovative, to something that actually works, they take your feedback, they're willing to make it better. I mean that, that's awesome. Then the fact that you can access it on any device. The fact they you can automate the reports, the fact that you can customize it. That's why you go with this product. It works. ImageTrend is the standard. ImageTrend is the gold standard in reporting for EMS agencies, and for fire based agencies."

– Kevin Spirlong, Battalion Chief | City of Surprise Fire-Medical, Arizona

CHANGE IS WELCOME

"It is a very intuitive program. It is very easy to use. We can design the product to mimic the way a provider starts a call to the way they end a call. We can add worksheets for those unusual situations. The fact that there is so much flexibility and the configuration of it, is what makes it my favorite. I can easily adapt the program. Ninety percent of the time, all of that is invisible to the user. The box is red, they make it blue. They can zip right through it."

– Joseph Corley, EMS Brigade Chief | Virginia Beach EMS

SMALL IS BETTER

"ImageTrend has developed a very efficient process that allows for monthly releases of Elite. This allows us to push out updates and enhancements with short turn-around times, while maintaining a high level of quality."

– Dan Vanorny, Vice President of Software Engineering, Development | ImageTrend

TEAMS WORK

When referencing the annual Connect Conference: "I like to network, it is fun to see the people that I've met over the last couple of years and talk about ideas. There is a million different ways to do things so it's always interesting to hear how other people accomplish the same things. I love seeing the ImageTrend staff too. The community is really great. I don't have other software vendors that are like this. It's a fun environment to be around. ImageTrend is a great partner to work with and is in our backyard so it's always fun to be onsite."

– Nikki Anderson, Application Administrator | North Memorial Ambulance

ONE-SYSTEM-OF-RECORD

"ImageTrend is a one-stop shop for a busy fire department. With ImageTrend, we can manage ePCRs, NFIRS, staffing, apparatus and equipment tracking with a single login."

– Matt Birch, Firefighter/Paramedic | West Jordan Fire Department

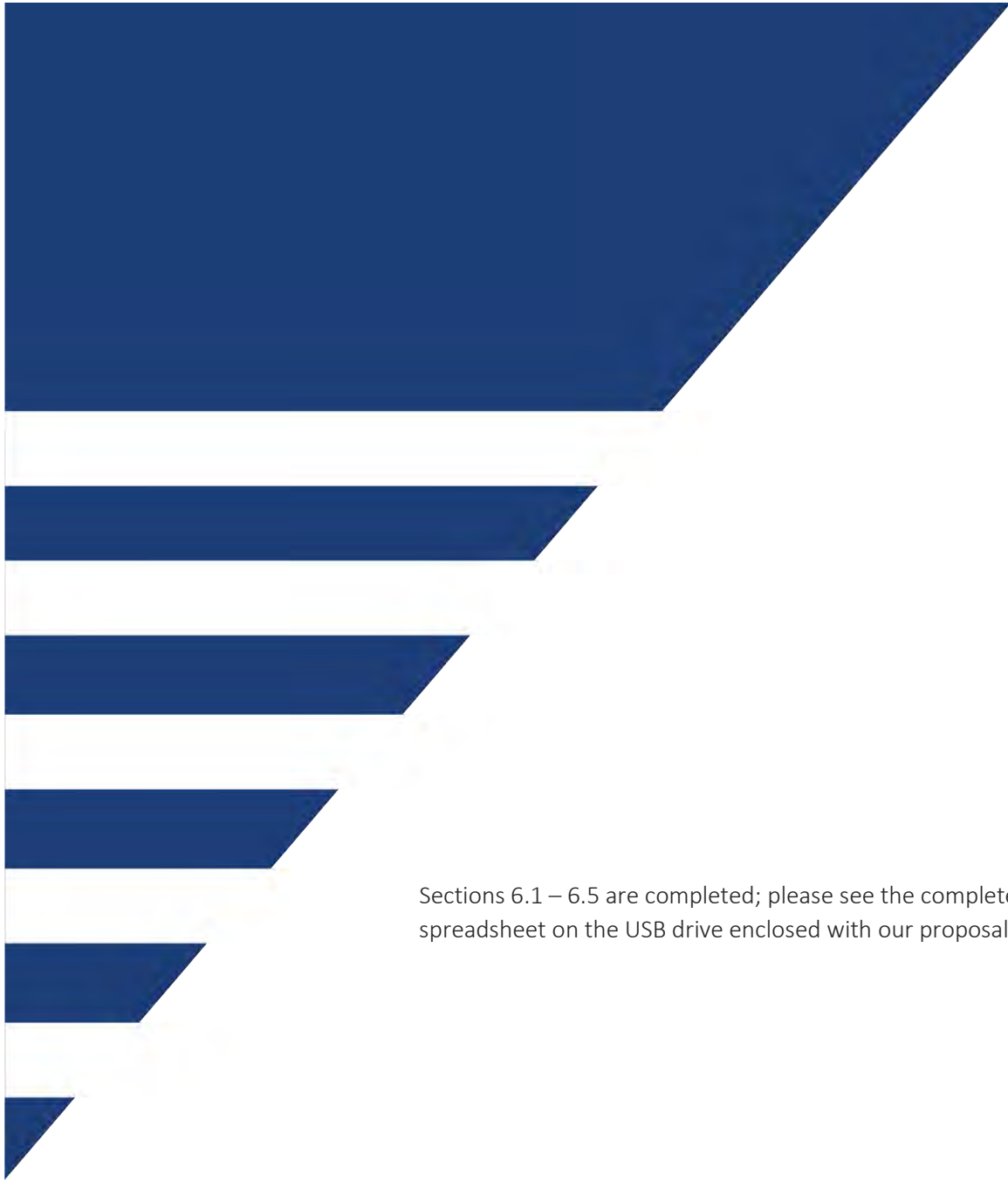
DISASTER RECOVERY PLAN

ImageTrend requests the attached Disaster Recovery Plan remain confidential. ImageTrend claims an exemption to the California Public Records Act pursuant to Sections 6254(c), 6254.19 and 6254.20.

The proposer will indemnify the LAFD and its officers, employees, and agents, and hold them harmless to any claim or liability and will defend any action brought against them for their refusal to disclose copyrighted material, trade secrets, or other proprietary information to any person making a request therefore.

PAGES 103 THROUGH 201 HAVE BEEN REDACTED.

SECTION 6: COST PROPOSAL



Sections 6.1 – 6.5 are completed; please see the completed Excel spreadsheet on the USB drive enclosed with our proposal.

SECTION 7: SOFTWARE CAPABILITIES RESPONSE MATRIX



3.0 INCIDENT ASSESSMENT

> 3.2 Proposer Response to Requirements

Number	Incident Assessment Requirements	Priority	Response
	M = Must, S = Should, C= Could		
3.2.1	As an EMS Provider, I can initiate a new ePCR using relevant CAD data, so that I do not have to manually enter it.	M	Y
3.2.2	As an EMS Provider, I can initiate a new ePCR from a blank form.	M	Y
3.2.3	As an EMS Provider, I can retrieve an ePCR by the incident number, date or resource ID.	M	Y
3.2.4	As an EMS Provider, I can receive, review and accept periodic updates of CAD data while I am completing my ePCR, so that I do not have to manually enter changes as they become available.	M	Y
3.2.5	As an EMS Provider, I can select a hospital and the reason for transport depending on the medical needs.	M	Y
3.2.6	As an EMS Provider, I can view which CAD record assigned to my Resource requires an ePCR.	M	Y
3.2.7	As an EMS Provider, I can remove or modify CAD data from an ePCR.	M	Y
3.2.8	As an EMS Provider, I can attach a missing CAD to an ePCR.	M	Y
3.2.9	As an EMS Provider, I can accurately enter and record all incident related data and EMS response, so that I am compliant with data collection standards.	M	Y
3.2.10	As an EMS Provider, I can accurately enter and record all required information about responding personnel, including LAFD and non-LAFD personnel.	M	Y
3.2.11	As an EMS Provider, I can enter staff and resource information (position within vehicle, certification and rank) once at the beginning of my shift and make changes as necessary, so that I don't have to re- enter it each time I complete a new ePCR.	M	Y

3.2.12	As an EMS Provider, I can easily and accurately record one or more locations related to the incident (e.g. location of the event, location of the patient).	M	Y
3.2.13	As an EMS Provider, I can create a new ePCR from a device without dependency on any other network or system(s) (e.g. "disconnected mode").	M	Y
3.2.14	As an EMS Provider, I can enter and document the number of patients and create individual, but related, ePCR reports for each patient.	M	Y
3.2.15	As an EMS Provider, I can enter and document a multi-casualty incident, and transfer patient ePCR to multiple responding resources.	M	Y
3.2.16	As an EMS Provider, I can enter and document a situation and observation of an incident.	M	Y
3.2.17	As an EMS Provider, I can enter and document the matter in how I respond to an incident, such as, but not limited to, lights and sirens.	M	Y
3.2.18	As an EMS Provider, I can quickly and easily enter personal identification information of the patient or other parties, including domestic and international addresses.	M	Y
3.2.19	As an EMS Provider, I can quickly and easily capture insurance information from issued documents, such as medical and vehicle insurance cards and forms.	M	Y
3.2.20	As an EMS Provider, I can collect information from identification, insurance and other documents using a camera, bar code reader and/or other similar user input device, so that I can complete my ePCR in an accurate and timely manner.	M	Y
3.2.21	As an EMS Provider, I can quickly and accurately record all of the information required to complete the ePCR Report in a timely and accurate manner.	M	Y
3.2.22	As an EMS Provider, I can import or attach multiple file types, such as, but not limited to, pictures or pdf files from the ePCR device into an ePCR.	M	Y
3.2.23	As an EMS Provider, I can be prompted to include required information and use acceptable field values, so that I can produce ePCR reports that are accurate and error-free.	M	Y

3.2.24	As an EMS Provider, I can complete ePCR reports from various locations and devices, so that I can complete ePCR reports when and where it is most convenient and safe to do so.	M	Y
3.2.25	As an EMS Provider, I can start and stop report writing at any time, and continue where I left off, so that I can avoid re-entering information if I'm unable to complete an ePCR report at a specific time.	M	Y
3.2.26	As an EMS Provider, I can submit my ePCR report as soon as it is ready, so that the report can be finalized and made available to others as quickly as possible.	M	Y
3.2.27	As an EMS Provider, I cannot edit my ePCR report after it has been submitted without supervisory approval.	M	Y
3.2.28	As an EMS Provider, I can associate an ePCR report to other ePCR records, so that I can maintain a history of events and their relationships to other ePCR records.	M	Y
3.2.29	As an EMS Provider, I can use pre-defined workflows to accurately document an incident.	M	Y
3.2.30	As an EMS Provider, I can bypass a pre-defined workflow at any given time.	M	Y
3.2.31	As an EMS Provider, I can respond to messages from specific users, such as EMS Captain or Bureau Captain within the application. For example, to reply to the EMS Battalion or Bureau Captain that a correction has been completed on an ePCR.	M	Y

› 3.3 Proposer General Response to Requirements

Creating electronic patient care reporting systems that meet municipal and national compliance, while allowing users an easy and enjoyable experience documenting incidents in the field, is the reason ImageTrend has spent years developing a product that can be configured to meet agencies, such as Los Angeles Fire Department's specific workflow needs. Elite is not built to define LAFD's incident workflow, but provide LAFD with a configurable ePCR system uniquely implemented to their workflows.

Incident entry in Elite has been designed to meet NEMSIS and LA DHS data collection compliance allowing LAFD dual compliance documentation in a single incident template. Elite's unique administrative tools allow system administrators to customize their run form template to follow LAFD's workflow, which uses visibility rules to hide or show sections in the template, panels within sections, fields, or field values based upon the specific workflow design LAFD determines is the best for patient documentation and response field entry. All fields collected in an incident are configurable by site administration to create a template with values specific to meet all standards while eliminating unnecessary values from end user view.

From the start of an incident in Elite Field online or offline, an LAFD field user is able to easily create a blank incident recording the patient experience from start to finish with repost as incidents are auto-saved through template navigation. The ability for the user to download CAD data into the incident, including GPS coordinates, at any moment during the documentation process is quick and easy, with filters that allow the user to quickly locate the appropriate CAD incident based on unit or other applicable filters. Altering incorrect information downloaded from CAD can be adjusted manually by the user, or by initiating another download of CAD data into the incident after dispatch has updated the call information. If an incorrect CAD incident was downloaded into the ePCR, a user can choose the correct CAD incident and download it into the incident to overwrite the previous CAD data, eliminating any need to start the ePCR over. Adding personnel to the incident allows for manual user entry to their appropriate unit, or through a staffing solution integration that pulls users in the record correlating to their assigned unit, which will eliminate the need for the end user to spend time adding crew members to responding units to spend more time providing patient care and thorough reporting.

Entering patient data into an incident is efficient with the driver's license barcode scanner tool, the 2D Camera scanner that transforms an iPad's camera into a scanner or using the Repeat Patient database to access frequent flyers. Capturing photographs of patient insurance cards using the device camera stores the file directly into the incident, eliminating the need to later delete. Adding multiple patients to an incident is easy with a single button click to drive all incident specific data into an associated incident form ready for new patient data entry, with the ability to toggle between patient records to complete data. Patient incidents can be easily transferred to other devices, within LAFD or mutual aid departments utilizing Elite, to allow other responding units to take over their patient's documentation. Transferred incidents can be sent to a specific agency, base hospital, or unit number to reduce the time searching for downloadable incidents. Devices are able to capture photographs, videos, or other file types attaching them directly to the ePCR.

ImageTrend recognizes that errors in documentation entry can occur, therefore, Elite's validation engine follows rules built to NEMSIS and LA DHS compliance guidelines. LAFD System Administrators are able to edit existing validation rules or build department specific rules that exceed national, state or municipal

requirements, allowing for the most comprehensive and workflow driven data collection. Obvious red validation flags surround any situationally relevant required fields, notifying the field user in real time they must properly document each run type based upon NEMSIS and LA DHS standards. When in the field, the user can navigate the template page by page, or by clicking a button to drive them automatically to the location on the form where the required field exists. LAFD System Administrators will have permission to easily build custom validation rules in the user interface to flag fields above and beyond those standards, creating a system unique to the department's needs.

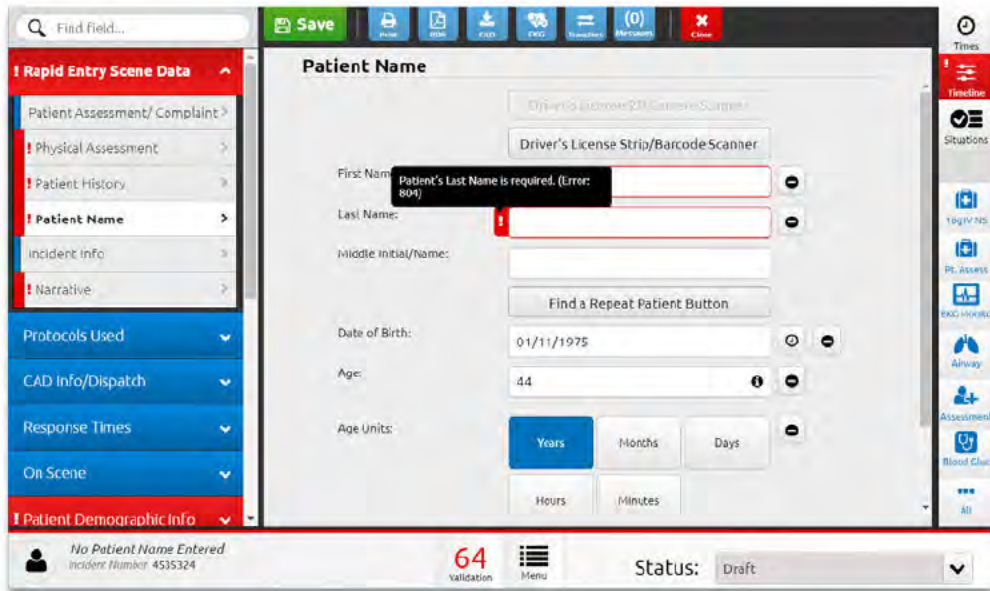


Figure 21. Validation rules flag the required field red with information providing explanations to end user for field requirement or additional information, system administrator defined.

> 3.4 Proposer Response to Specific Requirements

ImageTrend has no response to specific requirements for this section as we are able to fully meet the functionality requirements as outlined, as marked “yes” by every item.

4.0 PATIENT CARE

> 4.2 Proposer Response to Requirements

Number	Patient Care Requirements	Priority	Response
	M = Must, S = Should, C= Could		
4.2.1	As an EMS Provider, I can document all required patient identification information, so that I am compliant with data collection standards.	M	Y
4.2.2	As an EMS Provider, I can document all required Mechanism of Injury (MOI), so that I am compliant with data collection standards.	M	Y
4.2.3	As an EMS Provider, I can complete a full or partial patient assessment, and record findings at any time during patient interaction.	M	Y
4.2.4	As an EMS Provider, I can attach data from the following external devices, such as, but not limited to, the following: AED to an ePCR.	M	Y
4.2.5	As an EMS Provider, I can document all required patient assessment information, so that I am compliant with data collection standards.	M	Y
4.2.6	As an EMS Provider, I can quickly and accurately document all required patient treatment information, so that I am compliant with data collection standards.	M	Y
4.2.7	As an EMS Provider, I can view a patient's treatment, vital signs and ECG data chronologically, so that I can easily see the patient treatment history.	M	Y
4.2.8	As an EMS Provider, I can collect information from other related devices, such as, but not limited to, AEDs, cardiac monitors or Department issued mobile phones, so that I can complete my ePCR in an accurate and timely manner.	M	Y
4.2.9	As an EMS Provider, I can retrieve and follow patient treatment protocol such as those found in Appendix E, Compliance.	M	Y
4.2.10	As an EMS Provider, I can quickly and accurately document a patient's medical history, current medications and medical allergies.	M	Y
4.2.11	As an EMS Provider, I can enter and document both subjective, what the patient tells me (e.g., level of pain), and objective, what I observe (e.g., skin signs, physical trauma), findings.	M	Y
4.2.12	As an EMS Provider, I can capture and attach a patient's signature to an ePCR.	M	Y

4.2.13	As an EMS Provider, I can use information obtained during prior contacts with the same patient to complete patient information.	M	Y
4.2.14	As an EMS Provider, I can review and selectively retrieve historical records of previous patient contact, including, but not limited to, medications, medical history, allergies, and dosage.	S	Y
4.2.15	As an EMS Provider, I can accurately match a patient to a previous and permanent historical record.	M	Y
4.2.16	As an EMS Provider, I can retrieve a patient's previously stored signature and attach it to the ePCR.	M	Y
4.2.17	As an EMS Provider, I can retrieve a patient's previously documented insurance information, such as, but not limited to, medical and private insurance.	M	Y
4.2.18	As an EMS Provider, I can capture, delete, or replace digital signatures for multiple reasons, such as, but not limited to, Treat and Release, and Release Against Medical Advice with text for these signatures in multiple languages (at least English/Spanish).	M	Y
4.2.19	As an EMS Provider, I can retrieve and document treatment protocols specified by the LAFD EMS Bureau and Medical Director, such as, but not limited to, ultrasounds.	M	Y
4.2.20	As an EMS Provider, I can electronically provide ePCR data to a receiving facility or base station.	M	Y
4.2.21	As an EMS Provider, I can import a patient's vital information from different AED or ECG device manufacturers into an ePCR.	M	Y
4.2.22	As an EMS Provider, I can attach ECG or AED data to the ePCR via a physical connection, Bluetooth, and/or cloud-based connection.	M	Y
4.2.23	As an EMS Provider, I can transmit AED or ECG data to receiving facilities and base stations.	M	Y
4.2.24	As an EMS Provider, I can attach multiple sets of AED and ECG data to an ePCR.	M	Y
4.2.25	As an EMS Provider, I can share incomplete ePCRs with other mobile devices prior to completion in real time to ensure there is no loss of data, resulting in one ePCR per patient, per incident.	M	Y
4.2.26	As an EMS Provider, I can track who or which team member performed a task, such as, but not limited to, treatment of a patient or taking vitals.	M	Y
4.2.27	As an EMS Provider, I can append data to an existing ePCR, but not overwrite previously documented information, such as but not limited to, the narrative field.	M	Y

4.2.28	As an EMS Provider, I can document, transfer or share multiple patient ePCRs between multiple LAFD resources on or off line.	C	Y
4.2.29	As an EMS Provider, I can identify and have the flexibility to select an LAFD resource for data sharing.	M	Y
4.2.30	As an EMS Provider, I can preview a shared ePCR before accepting or receiving that ePCR.	S	C
4.2.31	As an EMS Provider, I can complete an ePCR documentation, and validate that all required information has been completed.	M	Y
4.2.32	As an EMS Provider, I can enter and complete advanced assessments to denote confirmation of pertinent negatives or rule out exams in a pre-hospital care report.	M	Y
4.2.33	As an EMS Provider, I can complete and submit the Los Angeles County Child Abuse form within the application.	S	T
4.2.34	As an EMS Provider, I can complete and submit the Los Angeles Dependent Adult/ Elderly Abuse form within the application.	S	T
4.2.35	As an EMS Provider, I can complete and submit all other required Los Angeles County forms within the application.	M	T

› 4.3 Proposer General Response to Requirements

The field user's experience is the primary focus Elite is designed to cater to. During implementation, our team will work with LAFD System Administrators to construct a run form template through the user interface created specifically to fit LAFD's desired workflow to make patient care reporting efficient. In the field with Elite Field, LAFD users can accomplish the most comprehensive field documentation with capabilities beyond other comparable products on the market. Elite Field works on most devices, allowing users to fully document their reports without worry of data loss in the event of network inconsistencies.

Repeat Patient functionality displays a number of potential matches at the top of the incident as field users document patient information fields, with as little data as the first initial to first or last name, date of birth, patient address or many other fields, removing the need to enter exact information to look up frequent flyers. Adding multiple patients to an incident is as easy as clicking a button to pre-populate the incident specific fields into the related PCRs removing the need to re-document. The Elite Patient Timeline allows for a larger snapshot of patient health – trends of weights, BP, and other vital fields are populated for you.

Patient history information can be populated from previous patient encounters, allowing for easy and thorough data collection from patient assessment, vitals, procedures, and medications given during patient care. Using Elite's Power Tools and Situation Tools allow field users the ability to document any patient activity is easy with a click of a button following pre-defined defaulted values or through situation tools that follow LAFD's protocols. EKG and other file types can be imported into the ePCR through a cloud integration or captured using the device camera to accurately document chronological patient care

data that is able to be viewed in order all while following mandatory validation fields. Patient or other signatures are collected electronically and tied to a reason for signature collection, along with department specific language to be displayed in multiple languages.

The initial patient care report does not end with a transfer of care. The field user is able to transfer the patient care report electronically to another device to ensure the data collected from LAFD is given to the transporting agency for a full report. LAFD users are able to complete any fields pertinent to an incident, add addendums or attachments, without compromising any documented fields.

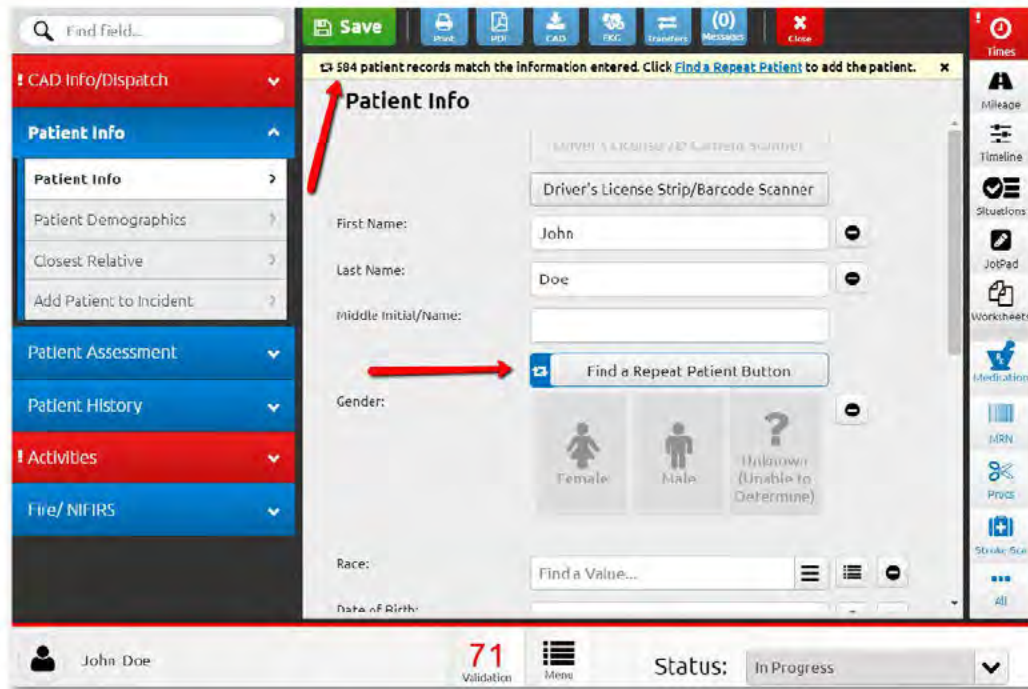


Figure 22. Repeat patient data will show potential matches in the system in real-time as the provider documents patient demographic fields. The provider can view potential matches and download the appropriate patient record into the ePCR.

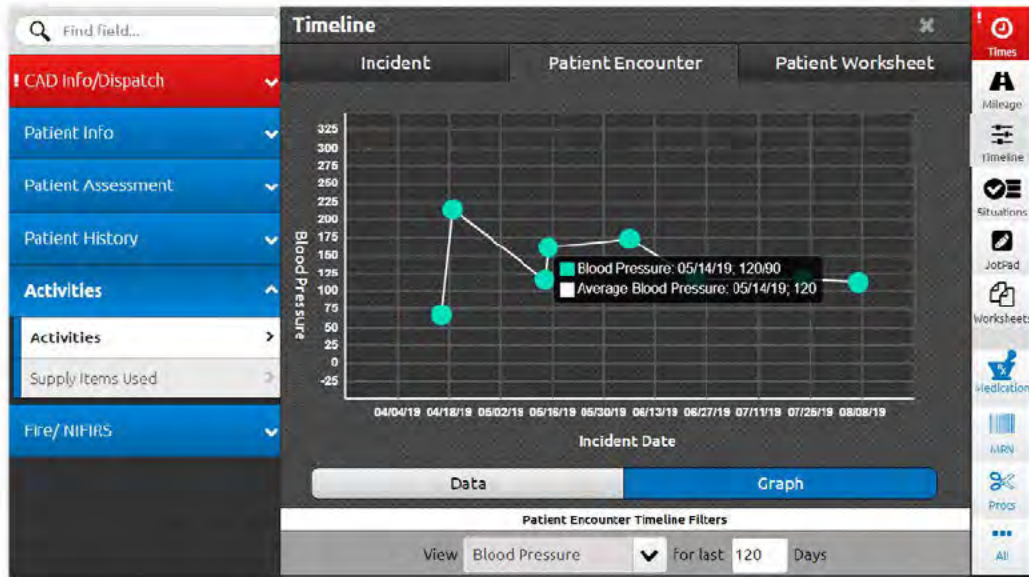


Figure 23. Repeat patient records downloaded into an ePCR will show past incident data entry like vitals, impressions, and medical device wave strips to give providers complete patient history for better understanding of patient history.)

› 4.4 Proposer Response to Specific Requirements

4.2.30 - ImageTrend offers a configurable modal to present the provider with various data points without accepting a transfer record including but not limited to: Unit Number, Incident Number, Response Number, Incident Address, Unit Notified by Dispatch Date/Time or Crew Member. The same fields are available from the CAD download modal. A full preview, such as view a PDF copy of the incoming CAD or Transfer modal, would be possible through custom development.

4.2.33 - Elite can create and capture all needed data elements for the LA DHS Child Abuse Form. Based on our understanding of the requirement that the form must be in their format, and faxed, it will take a third party for faxing. ImageTrend has completed faxing integrations with various partners depending on the customer needs.

4.2.34 - Elite can create and capture all needed data elements for the LA DHS Elderly Abuse Form. Based on our understanding of the requirement that the form must be in their format, and faxed, it will take a third party for faxing. ImageTrend has completed faxing integrations with various partners depending on the customer needs.

4.2.35 - Elite can create and capture all needed data elements for other LA DHS forms. Based on our understanding of the requirement that the form must be in their format, and faxed, it will take a third party for faxing. ImageTrend has completed faxing integrations with various partners depending on the customer needs.

5.0 SUPERVISION AND QUALITY MANAGEMENT

> 5.2 Proposer Response to Requirements

Number	Supervision and Quality Management Requirements	Priority	Response
	M = Must, S = Should, C= Could		
5.2.1	As an EMS QA Analyst, I can easily find ePCR records with incorrect or missing data and/or other quality issues (e.g., missing signatures, wrong receiving facility or wrong address).	M	Y
5.2.2	As an EMS QA Analyst, I can run queries and perform an analysis based on distance traveled (calculated mileage between incident location and receiving hospital).	M	Y
5.2.3	As an EMS QA Analyst, I can generate a report to view all captured signatures.	M	Y
5.2.4	As an EMS QA Analyst, I can query and generate a report based on an identified EMS Provider.	M	Y
5.2.5	As an EMS QA Analyst, I can generate reports to assess a member's compliance with standards and department policies for capturing signatures.	M	Y
5.2.6	As an EMS QA Analyst, I can identify billing records that have been updated and need to be exported to R1 RCM for billing.	M	Y
5.2.7	As an EMS QA Analyst, I can mark an ePCR as ready to be exported to R1 RCM for billing.	M	Y
5.2.8	As an EMS QA Analyst, I can set benchmark queries to ensure that the ePCR is validated and is as accurate as possible prior to being exported to R1 RCM for billing.	M	Y
5.2.9	As an EMS QA Analyst, I can easily identify discrepancies between CAD and ePCR data so that they can be reconciled (e.g., Unit ID, Incident Address, or Receiving Facility).	M	Y
5.2.10	As an EMS QA Analyst, I can create and run customized queries to identify common errors for data validation or correction from multiple data points in an ePCR.	M	Y
5.2.11	As an EMS QA Analyst, I can identify ePCRs that have invalid dates (e.g., February 31st or year 18 instead of 2018).	M	Y
5.2.12	As an EMS QA Analyst, I can easily identify ePCRs without associated CAD records.	M	Y
5.2.13	As an EMS QA Analyst, I can easily identify EMS CAD records without associated ePCR records.	M	Y

5.2.14	As an EMS QA Analyst, I can track and document an addendum made to an ePCR, including, but not limited to, any changes, additions or deletions made by an EMS Provider; date and time modifications; modified sections of an ePCR; and the modifier of the ePCR.	M	Y
5.2.15	As an EMS QA Analyst, I can analyze the data within the ePCR application utilizing statistical features of tools, so that I can provide analytical support to the LAFD EMS Bureau.	S	Y
5.2.16	As an EMS QA Analyst, I can provide data from the ePCR application to third-party applications for analysis.	S	Y
5.2.17	As an EMS QA Analyst, I can have the system alert specific individuals (agency-defined) when trend activities exceeds an agency-defined level, so that I can provide real time updates to the key decision makers about unusually high levels of a particular trend.	S	Y
5.2.18	As an EMS QA Analyst, I can track and analyze activity by any combination of multiple data elements so that I can conduct trend analysis in an accurate and efficient way.	S	Y
5.2.19	As an EMS QA Analyst, I can present statistical analysis in graphical format, and present information so that it can be better understood by the user or recipient.	S	Y
5.2.20	As an EMS QA Analyst, I can track and report on the number of error occurrences by categories that affect an ePCR.	M	Y
5.2.21	As an EMS QA Analyst, I can analyze data by addresses and/or coordinates, so that I can view incidents in proximity to a specific location or geographical area.	S	Y
5.2.22	As an EMS QA Analyst, I can validate that an ePCR is compliant with a specific compliance policy or standard (e.g., is the ePCR compliant with NEMSIS and not LEMSA).	M	Y
5.2.23	As an EMS QI Analyst, I can review ePCRs for patient assessment, treatment and audit medical protocols.	M	Y
5.2.24	As an EMS QI Analyst, I can review and evaluate performances of an EMS Provider and/or a group of EMS Providers on multiple criteria.	M	Y
5.2.25	As an EMS QI Analyst, I can communicate performance feedback to EMS Providers.	M	Y
5.2.26	As an EMS QI Analyst, I can analyze trends in performance and efficiency over time.	M	Y
5.2.27	As an EMS QI Analyst, I can audit and evaluate that EMS Providers follow medical protocols.	M	Y
5.2.28	As an EMS QI Analyst, I can accurately see all changes made to a patient record.	M	Y
5.2.29	As an EMS QI Analyst, I can review all ePCRs that meet a criterion defined for the CARES registry.	S	Y
5.2.30	As an EMS QI Analyst, I can flag and audit ePCRs that are related to cardiac incidents.	M	Y

5.2.31	As an EMS QI Analyst, I can send messages about specific ePCRs to specific users within the application (e.g., a correction is required or has been completed).	M	Y
5.2.32	As an EMS QI Analyst, I can export ePCR data to DHS.	M	Y
5.2.33	As an EMS QI Analyst, I can export ePCR data to NFIRS.	M	Y
5.2.34	As an EMS QI Analyst, I can export ePCR data to CAIRS.	M	Y
5.2.35	As an EMS QI Analyst, I can export ePCR data to CARES.	M	Y
5.2.36	As an EMS Battalion Captain, I can review, edit and return an ePCR to an EMS Provider for correction.	M	Y
5.2.37	As an EMS Battalion Captain, I can receive status updates or notices on ePCRs that I return to an EMS Provider for correction.	S	Y
5.2.38	As an EMS Battalion Captain, I can audit the type and quantity of controlled medication used or wasted in an ePCR, and see that proper documentation has been completed.	M	Y
5.2.39	As an EMS Battalion Captain, I can generate reports on the type and quantity of controlled medications that need to be restocked, and forward the report to the LAFD Pharmacist for review.	M	Y
5.2.40	As an EMS Battalion Captain, I can receive and respond to QA and QI inquiries on ePCRs within the ePCR application from, but not limited to, the Pharmacist, Medical Director, EMS Bureau Captains and Educators.	M	Y
5.2.41	As an EMS Battalion Captain, I can review and correct data within an ePCR.	M	Y
5.2.42	As an EMS Battalion Captain, I can review the quantity of controlled medication that has been used by the EMS Provider and the quantity that needs to be restocked in the EMS Provider's vehicle.	M	Y
5.2.43	As an EMS Battalion Captain, I can filter and find ePCRs with incorrect data, missing data and/or issues, such as, but not limited to, missing signatures, wrong receiving facility, and wrong addresses, as part of the exception handling.	M	Y
5.2.44	As an EMS Battalion Captain, I can perform retrospective reviews and grade a report.	M	Y
5.2.45	As an EMS Battalion Captain, I can validate that EMS Providers have completed and submitted their ePCRs that can be matched to CAD for ePCR compliance.	M	Y
5.2.46	As an EMS Battalion Captain, I can review required compliance workflows (e.g., Treatment Protocols).	M	Y
5.2.47	As an EMS Battalion Captain, I can define individual workflows, and specify which tasks should be included in that workflow.	M	Y

5.2.48	As an EMS Battalion Captain, I can monitor a workflow for an EMS Provider.	M	Y
5.2.49	As an EMS Battalion Captain, I can send messages to specific users, such as EMS Providers or Bureau Captains, within the application to make corrections to an ePCR or to ask the Bureau Captain for further instructions.	M	Y
5.2.50	As an EMS Battalion Captain, I can quickly access or recover data from a broken or damaged ePCR device without losing any in- progress reporting.	S	Y
5.2.51	As an EMS Battalion Captain, I can track the certification level of a user account, such as, but not limited to, EMT or Paramedic.	M	Y
5.2.52	As an EMS Battalion Captain, I can query signature reports based on an identified EMS Provider.	M	Y
5.2.53	As an EMS Battalion Captain, I can export a patient care report to a receiving facility or base station.	M	Y
5.2.54	As an EMS Battalion Captain, I can quickly and accurately review ePCR reports and related information, so that I can complete my reviews in a timely and accurate manner.	M	Y
5.2.55	As an EMS Battalion Captain, I can communicate through the ePCR application with EMS Providers to collaborate on patient reporting.	M	Y
5.2.56	As an EMS Battalion Captain, I can access ePCR data to read, write, edit and return ePCR reports to the EMS Provider for correction.	M	Y
5.2.57	As an EMS Battalion Captain, I can enable or disable a workflow for an EMS Provider or an individual.	M	Y
5.2.58	As EMS Battalion Captain, I can return ePCR reports with additional comments to the EMS Provider or previous user for correction.	M	Y
5.2.59	As an EMS Battalion Captain, I can be notified or otherwise see ePCR reports that are ready for my review, so that I can complete reviews in a timely manner.	M	Y
5.2.60	As an EMS Battalion Captain, I can approve ePCR reports with or without additional comments, so that the ePCR can move on in the workflow.	M	Y
5.2.61	As an EMS Battalion Captain, I can print reports on standard LAFD approved paper forms, as well as electronic copies suitable for emailing (e.g., PDF), so that I can produce the required paperwork and physical copies of reports as required.	M	Y
5.2.62	As an EMS Battalion Captain, I can make or change ePCR case assignments based on workflow rules (e.g., location, type, and workload), so that I can quickly assign cases to an EMS Provider.	S	Y
5.2.63	As an EMS Battalion Captain, I can monitor the workload of an individual EMS Provider or an entire EMS Provider roster to manage the workload and assign/reassign cases as needed.	M	Y

5.2.64	As an EMS Battalion Captain, I can create alerts or messages reminding EMS Providers of pending or overdue activities they may need to address.	S	Y
5.2.65	As an EMS Battalion or Bureau Captain, I can define the format of the data to be exported from queries, such as, but not limited to, text, Excel, xml.	M	Y
5.2.66	As an EMS Battalion or Bureau Captain, I can run basic and advanced queries.	M	Y
5.2.67	As an EMS Bureau Captain, I can access ePCR data to read, write, edit, and return ePCR reports to the EMS Provider for correction.	M	Y
5.2.68	As an EMS Bureau Captain, I can control or restrict general users from accessing high profile ePCRs.	M	Y
5.2.69	As an EMS Bureau Captain, I can export an ePCR to a specified data warehouse, such as PowerBI.	M	Y
5.2.70	As an EMS Bureau Captain, I can send or receive ePCR data from other authorized organizations relevant to my specialty.	M	Y
5.2.71	As an EMS Bureau Captain, I can see an audit trail of what data has been exported to an outside agency.	M	Y
5.2.72	As an EMS Bureau Captain, I can send messages to specific users, such as EMS Providers or EMS Battalion Captains, within an application (e.g., to make a correction to an ePCR or notify all users of LAFD bulletins).	M	Y
5.2.73	As a member of the EMS Records Unit, I can grant and manage the access and delivery of the Protected Health Information (PHI) or pre- hospital care reports to a patient or authorized patient representative.	M	Y
5.2.74	As a member of the EMS Records Unit, I can flag a pre-hospital care report for delivery to a patient or authorized representative.	M	Y
5.2.75	As a member of the EMS Records Unit, I can run queries on the date of service and date of billing to audit the timeliness of exported ePCRs to R1 RCM.	M	Y
5.2.76	As a member of the EMS Records Unit, I can run queries on ePCRs that are billable or have been withheld from billing.	M	Y
5.2.77	As a member of the EMS Supply Unit, I can run a report to monitor treatments and adjust supply logistics and ordering of medications.	S	Y
5.2.78	As a Medical Director, I can view and read ePCRs and define customized reports and queries.	M	Y
5.2.79	As a Medical Director, I can create a criterion for retrospective review.	M	Y
5.2.80	As a Medical Director, I can specify conditions and/or keywords that trigger email or text notifications.	M	Y
5.2.81	As a Medical Director, I can review Cardiac Arrest incidents via individual incident reports, as well as a report formatted to	M	Y

	follow Utstein Guidelines.		
5.2.82	As a Pharmacist, I can monitor and track controlled medications used by EMS Providers through the review of ePCR data.	M	Y
5.2.83	As a Pharmacist, I can review an ePCR to determine the dosage of controlled medication used or given to a patient.	M	Y
5.2.84	As a Pharmacist, I can search for an ePCR based on, and not limited to, patient name, booklet number and incident number to review the dosage of controlled medication given.	M	Y
5.2.85	As a Pharmacist, I can review an ePCR to determine the dosage of controlled medication that was either not used or wasted on a patient.	M	Y
5.2.86	As a Pharmacist, I can enter a status for an ePCR, such as approved, on hold or declined, and comment on the given status.	M	Y
5.2.87	As a Pharmacist, I can communicate with EMS Captains within the application on issues with ePCR documentation or when an ePCR is not in compliance with specific standards.	M	Y
5.2.88	As a Pharmacist, I can document when I can restock controlled medications in the Pyxis machines.	S	C
5.2.89	As a Pharmacist, I can monitor and document when and which EMS Captain dispensed controlled medications from the Pyxis to restock the Rescue Ambulance.	S	C
5.2.90	As a Pharmacist, I can monitor, track and report any controlled medication replacement request due to use in field, broken/damaged containers, and expired or lost controlled medications.	S	C

› 5.3 Proposer General Response to Requirements

Elite comes with a Continued Quality Improvement (CQI) module designed to allow LAFD to build several review categories, like protocol deviation, billing, cardiac or stroke calls for incidents meeting criteria to flow into, and be reviewed by, users assigned to their specific review bucket. The CQI module allows administrators to build specific templates to only show the data they are reviewing is relevant to the category, along with questions to respond to as a reviewer that follows QA defined validation rules to ensure reports are reviewed equally the same. Reviewers can generate reports to view the data either in the CQI module or through Report Writer to provide a comprehensive data report or benchmarking reports to incident specific notes. Additionally, ImageTrend Continuum monitoring is useful to set parameters to alert via email or text message users that need near real-time feedback (see **Figure 19.**) and provide field users 'report cards' through the system to know how well they perform against the entire department on reporting and patient care.

Based upon permission groups and the group permission settings, users such as Battalion Chiefs can review and audit the reports that were created within or outside of their Battalion, to ensure medications

and procedures were properly documented, and protocols were followed according to LAFD standards. Messaging through the CQI module, or through the incident, allow for seamless communication from the officer to the field user, to complete the communication loop.

Incidents can be set up, based upon criteria, to be manually exported with proper permission settings or automatically exported to a variety of end points, such as the LEMSA, NEMSIS state export, CARES export or billing export, or integrate directly to the receiving facility or base hospital.

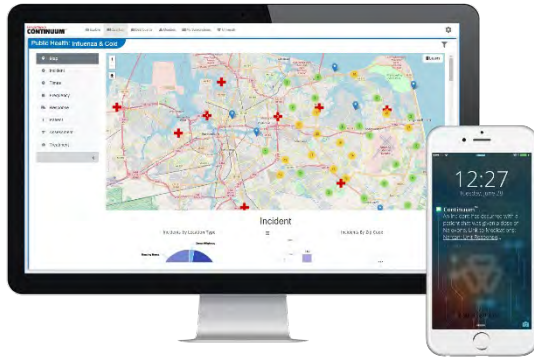


Figure 24. Example of Continuum’s alerting and notification features.

> 5.4 Proposer Response to Specific Requirements

5.2.88 - ImageTrend will work with LAFD and BD Pyxis to discuss the specifications for desired workflow.

5.2.89 - Currently, Elite offers the capability to create supplemental questions (LAFD custom fields), by a system administrator. These questions could be tailored to embed in the run form template to capture required information and later be reported on. ImageTrend understands that all agencies have unique workflows and we would welcome further discovery regarding LAFD and BD Pyxis’s partnership.

5.2.90 - ImageTrend would like to have further discussion with LAFD about the specific workflow surrounding this requirement. ImageTrend is open to a discussion about custom development around this item.

6.0 OTHER ADMINISTRATIVE DUTIES

> 6.2 Proposer Response to Requirements

Number	Other Administrative Duties Requirements	Priority	Response
	M = Must, S = Should, C= Could		
6.2.1	As an Authorized User, I can read and download ePCR data and run report queries.	M	Y
6.2.2	As an Authorized User or Patient Authorized Representative, I can access my pre-hospital care record.	S	N
6.2.3	As an External Authorized User of R1 RCM, I can access and review an ePCR for billing.	M	Y
6.2.4	As an External Authorized User of R1 RCM, I can review all flagged ePCRs that might affect billing recovery.	M	Y
6.2.5	As an External Authorized User, I can run basic queries and view ePCR data for categories of data specified by LAFD.	M	Y
6.2.6	As a member of the EMS Records Unit, I can identify specific categories that have been amended, such as, but not limited to, Patient Demographics, Mileage, Pick-Up and Drop-Off Locations, to assist the biller with determining whether the amendments affect billing.	M	Y
6.2.7	As a member of the EMS Records Unit, I can identify, monitor and mark for export, any record previously excluded after an amendment was made to a record that makes it eligible for billing.	M	Y
6.2.8	As a member of the EMS Records Unit, I can export a completed ePCR to R1 RCM.	M	Y
6.2.9	As a member of the EMS Records Unit, I can monitor corrections made to an existing record which changes the potential billing status to "Billable", and now requires the record to be exported to R1 RCM.	M	Y
6.2.10	As a member of the EMS Records, I can audit causes of why ePCRS are not billable.	M	Y
6.2.11	As a Systems Administrator, I can restrict user access to selected application menus, menu items or screens.	M	Y
6.2.12	As a Systems Administrator, I can restrict user access to selected data fields.	M	Y
6.2.13	As a Systems Administrator, I can track user activity on a particular ePCR.	M	Y
6.2.14	As a Systems Administrator, I can add, edit and assign users to groups and roles, and deactivate user accounts.	M	Y
6.2.15	As a Systems Administrator, I can define and manage authorized devices.	S	Y
6.2.16	As a Systems Administrator, I can upload ECG data from multiple devices into an ePCR.	M	Y

6.2.17	As a Systems Administrator, I can view audit logs of all deleted ePCRs and reasons/comments of why they were deleted.	M	Y
6.2.18	As a Systems Administrator, I can see an audit trail of what data has been exported to an outside agency.	M	Y
6.2.19	As a System Administrator, I can control or restrict users from accessing selected ePCRS such as, high profile ePCRs.	M	Y
6.2.20	As a System Administrator, I can configure and manage workflows for an EMS Provider or individual that will enforce data entry rules for a task (e.g., Treatment Protocols).	M	Y
6.2.21	As a Systems Administrator, I can track user activities on an ePCR, such as, who added, edited, deleted or viewed an ePCR.	M	Y
6.2.22	The system shall maintain an accurate audit of all user inputs and actions, including, but not limited to, the date, time, user ID and device where all actions take place.	M	Y
6.2.23	As a Systems Administrator, I can configure the application to LAFD EMS specifications.	M	Y
6.2.24	As a Systems Administrator, I can enforce selected data entry rules associated with standard policies.	S	Y
6.2.25	As a Systems Administrator, I can define application access at multiple levels (e.g., ability to create, view, and edit ePCRs; ability to send messages; ability to run specific types of reports; and ability to allow users to register ePCR software on a device)	M	Y
6.2.26	As a Systems Administrator, I can track the last user of a particular ePCR device within the application.	M	Y
6.2.27	As a Systems Administrator, I can define a workflow that allows a user to complete an ePCR during interaction with a patient.	M	Y
6.2.28	As a Systems Administrator, I can specify and define a field, as required, based upon a user's input and policy requirements, including conditional validation based on user input (e.g., types of signatures based on patient disposition, specific vital signs based on patient circumstances).	M	Y
6.2.29	As a Systems Administrator, I can add and remove query-able custom fields within the ePCR application as needed.	M	Y
6.2.30	As a Systems Administrator, I can send messages to an EMS Provider regarding a particular issue with an ePCR and/or notify all users of LAFD bulletins.	M	Y
6.2.31	As a Systems Administrator, I can manage application reference table values.	M	Y
6.2.32	As a Systems Administrator, I can configure all control elements on the ePCR application, e.g., configuration of security tables, application settings and enable and disable features.	M	Y
6.2.33	As a Systems Administrator, I can design, query and report on any data field in the ePCR.	M	Y
6.2.34	As a Systems Administrator, I can specify which reports or queries a user can run, and specify what data a user can report.	M	Y

6.2.35	As a Systems Administrator, I can define a compliance profile, and list the rules associated with that profile.	M	Y
6.2.36	As a Systems Administrator, I can enable or disable a compliance profile.	M	Y
6.2.37	As a Systems Administrator, I can validate that an ePCR is compliant with a particular compliance policy or standard. For example, is the ePCR compliant with NEMSIS and not LEMSA.	M	Y
6.2.38	As a Systems Administrator, I can create or customize a data entry screen in the application. For example, I can consolidate a set of tabbed data entry screens into one screen for easier data entry.	M	Y
6.2.39	As a Systems Administrator, I can enable or disable a custom field being used in the application.	M	Y
6.2.40	As a Systems Administrator, I can create and display notices or alerts, or send ad hoc notices on the application for the user. The notice should be visible when the user logs in or when already logged into the system.	M	Y
6.2.41	As a Systems Administrator, I can upload user account data and reference tables from an external data source.	M	C
6.2.42	As a Systems Administrator, I can define and save multiple import and export criteria profiles to outside agencies.	M	Y
6.2.43	As a Systems Administrator, I can export an ePCR to a specified data warehouse, such as Power BI.	M	Y

> 6.3 Proposer General Response to Requirements

The LAFD System Administrators have 100% control over permission group setup, user profile access, incident workflow, run form template layout, PDF print report layouts, validation rules, field values, Power Tools and Situation Tools to follow protocols, custom fields and system settings. LAFD System Administrators will not be limited to what they can control within Elite, as it is built to be completely configurable with the idea that no two departments function the same, and ePCR systems should not require all departments to follow the same system structure.

Authorized LAFD users, and all other user roles that access Elite, will be placed into certain permission groups created by LAFD System Administrators, without compromising access or system setup from those who should not have permission. LAFD System Administrators can create custom permission groups as desired based on the roles they are building access to the system for. Users will only be able to access ePCR reports, or run Report Writer reports, if their permission group has been given access. Access to ePCR data can be restricted to only users with enough permission access to view the reports, and are listed as crew members, or permission can be given to access all reports with escalating abilities from only viewing the report, edit, add an incident report or delete a report. Audit reports are available to those with permission to see who has viewed a report, made changes and what changes were made to a report, or printed a report. Incident statuses also drive access permissions to incident reports, restricting access to incidents in particular incident statuses from certain permission groups. This system truly works to protect the patients' information from many angles throughout the system. Permission access to other

system settings, modules, or resources are all permission based, and defined exclusively by the system administrator at any time.

The Elite messaging module is used to communicate and send messages to users based on name, permission group, role, etc. System administrators can enable messages to send to external emails that can contain or restrict message content, useful in notifying the user of an awaiting message. Messages can be accessed using Elite web or Elite Field to ensure that important information is delivered and offer different mechanisms for retrieval.

An essential function of any agency is to have a standardized workflow, which allows you to see an ePCR through from start to finish. In this aspect, Elite shines; your ePCR is visible from dispatch to billing and outcome data. Because agencies have different workflows, Elite allows for many configurations (which can be accomplished by an administrator. Each incident can have a configured status set to it, can be marked as Finished, and can be Locked. These different settings can all be changed manually or can have automated tasks set to change them (based on configurable parameters). These different statuses and flags are tracked and viewable from the main incident list to the CQI module and through to Report Writer.

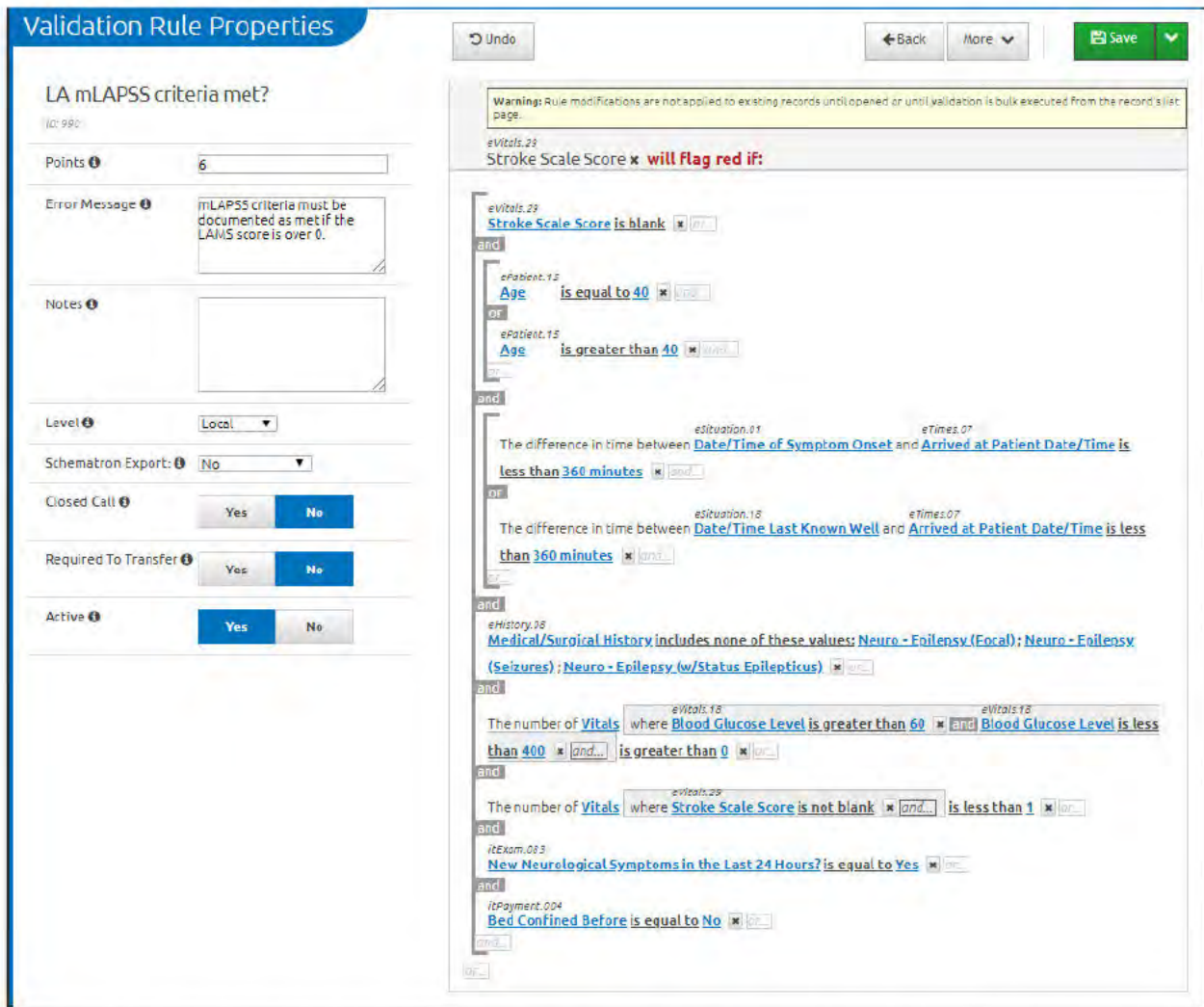


Figure 25. Agency specific validations can be built in the user interface by the System Administrator to incorporate several field conditions to apply before “flagging” a field red as required.

Rules can be as simple or complex as an administrator needs.

› 6.4 Proposer Response to Specific Requirements

6.2.2: - Access to Elite requires user login credentials. A user name and password are required to log in to Elite. With proper permission access to patient care reports, Authorized users may access a pre-hospital care report. Elite does not currently have a public portal to request access to patient care reports, regardless of authorization from a patient. However, if LAFD utilizes a hospital EMR integration, the pre-hospital report would populate in the hospital EMR.

6.2.41 - ImageTrend can currently load user data from an outside source through an ImageTrend user import tool, however, we currently we do not expose this import tool in the user interface.

7.0 REPORTS

> 7.2 Proposer Response to Requirements

Number	Reports Requirements	Priority	Response
	M = Must, S = Should, C= Could		
7.2.1	As an Authorized User, I can query every field of operational data (e.g., data entered by an EMS Provider), so that I can create reports utilizing all the data stored within the ePCR.	M	Y
7.2.2	As an Authorized User, I can be notified of the estimated time to run the query, so I can change the parameters of my query if the expected run time is too long.	M	N
7.2.3	As an Authorized User, I can export data from the ePCR in multiple formats (Access, Excel, and Text) for further analysis.	M	Y
7.2.4	As an Authorized User, I can run queries using "Wild cards", so that I can find the data I am searching for without having to search for an exact data match.	S	Y
7.2.5	As an Authorized User, I can run queries using a "String search", so that I can return the data I am searching for without having to search for an exact data match.	S	Y
7.2.6	As an Authorized User, I can run queries using phonetic matching or similar sound-alike algorithms, so that I can return the data I am searching for without having to search for an exact data match.	S	C
7.2.7	As an Authorized User, I can run queries using date ranges, so that I can return the data covering a specific time period.	M	Y
7.2.8	As an Authorized User, I can run queries using partial information in an operational data field, so that I can return the data I am searching for without having to search for an exact data match.	M	Y
7.2.9	As an Authorized User, I can run queries using any combination of operational data fields, so that I can return ePCR statistics based on multiple variables.	M	Y
7.2.10	As an Authorized User, I can run reports on available data without limitation on data set/date range.	M	Y
7.2.11	As an Authorized User, I can aggregate data elements found in records, so that with all relevant data, I can create comprehensive reports.	M	Y
7.2.12	As an Authorized User, I can schedule ePCR analysis reports to run automatically, so that I can avoid having to re-run similar reports multiple times.	M	Y
7.2.13	As an Authorized User, I can add additional information to ePCR reporting fields to associate the report with other ePCRS or to update an incorrect ePCR classification.	M	C
7.2.14	As an Authorized User, I can schedule the distribution of ePCR	M	Y

	analysis reports to a list of specified personnel, so that I can provide the reports to the Supervisors who need the information for trend or statistical analysis.		
7.2.15	As an Authorized User, I can add additional information to ePCR reporting fields to associate the report with other ePCRS or to update an incorrect ePCR classification.	M	C
7.2.16	As an EMS Battalion Captain, I can create Standard and Specialized reports, such as, but not limited to, creating a report on the use of controlled medications.	M	Y
7.2.17	As an EMS QA Analyst, I can create and run reports for common errors, such as, but not limited to, when a city or zip code is not documented, or transported patients that have no destination or pick up address listed.	M	Y
7.2.18	As an EMS QA Analyst, I run queries for Interfacility Transports.	M	Y
7.2.19	As an EMS QA Analyst, I can run queries on any status for incidents, such as, but not limited to “non– emergency”.	M	Y
7.2.20	As an EMS QA Analyst, I can run queries for incidents where the patient refused to or was unable to sign their consent.	M	Y
7.2.21	As an EMS QA Analyst, I can run queries for incidents where standby services requested was selected.	M	Y
7.2.22	As an EMS QA Analyst, I can run queries where data in the CAD does not match data in the ePCR, such as, but not limited to, unmatched destinations, Unit ID, or Incident address.	M	Y
7.2.23	As an EMS QA Analyst, I can run queries where the mileage from scene to hospital surpassed a designated threshold.	M	Y
7.2.24	As an EMS QA Analyst, I can set designated queries to be reviewed and reconciled before export to R1 RCM.	M	Y
7.2.25	As a Medical Director, I can create and format a report to follow the Utstein Guidelines.	M	Y
7.2.26	As a Pharmacist, I can generate weekly reports of controlled medication usage	M	Y
7.2.27	As a System Administrator, I can create reports to reconcile ePCRS captured against ePCRS sent to R1 RCM for billing.	M	Y
7.2.28	As a System Administrator, I can create audit log reports, such as, but not limited to, deleted ePCRS along with reason(s) for deletion.	S	C
7.2.29	As a System Administrator, I can create reports that provide statistical counts and totals, such as, but not limited to, reports on the total number of ePCRS created in year/date range, total of number of incidents, and ALS vs BLS calls.	M	Y

> 7.3 Proposer General Response to Requirements

Report Writer is a proprietary reporting tool complete with over 150 pre-built reports capable of customization to save as a new, personalized report. Ad-hoc transactional reports are simple to build, and include NEMESIS or custom built questions in the available reportable fields. Users with access to Report Writer can adjust the grouping, sorting, and the layout of the report, while including criteria and/or filters to drill down further into the data with many operators to help define the criteria based on full or limited data. Reports can be scheduled to send, or export into several formats, be aggregated, can reconcile CAD incidents, report on controlled substances, etc. Report writing in Report Writer is endless with all of the fields and many criteria that can be applied to a report.

ImageTrend Visual Informatics is available to create tabular or graphical reports. This allows the user to create custom reports that can be easily consumed by many different stakeholders. The tabular reports work similarly to pivot tables for users that are familiar with excel. These types of reports are available only for incident data in the NEMESIS dataset and NFIRS. These reports can be saved and scheduled for later use.

ImageTrend Continuum is another reporting tool that can provide near real time alerts to LAFD, based upon different events that are specified by LAFD. LAFD could track overdoses as one example looking for trends in the data. Continuum allows LAFD to create dashboards and playlists that can be published to publically facing websites for anyone to view.

> 7.4 Proposer Response to Specific Requirements

7.2.2 - Currently the transactional reporting tool does not provide an estimated run time for the data query to return results. If it is a large query, ImageTrend would recommend using our Bulk Export tool in Report Writer to generate data while the user completes other tasks and can return later to the results. Another way to generate reports in the background would be to schedule reports to send directly to the recipient/s.

7.2.6 - Report Writer has the ability to run reports that use regular expressions and wildcards (contains, begins with, ends with, contains all, contains any, or exact matches). At present though, ImageTrend does not support what are called SOUNDEX matching in our reporting products. LAFD may purchase a Data Mart to write your own SQL queries, if desired. ImageTrend welcomes a discussion regarding custom development to support SOUNDEX.

7.2.13 - Elite allows for several different ways to link incidents to each other, or other events. ImageTrend would need to learn more about LAFD's workflow in order to make sure we can satisfy all of the requirements LAFD has around this question.

7.2.15 - Elite allows for several different ways to link incidents to each other, or other events. ImageTrend would need to learn more about LAFD's workflow in order to make sure we can satisfy all of the requirements LAFD has around this question.

7.2.28 - ImageTrend currently tracks the user and timestamp of deleted ePCRs, but would need to add in the ability to prompt a reason prior to deletion. ImageTrend would need to build a report to expose this data to LAFD System Administrators.

8.0 COMPLIANCE

> 8.2 Proposer Response to Requirements

Number	Compliance Requirements	Priority	Response
	M = Must, S = Should, C= Could		
8.2.1	CAIRS	M	Y
8.2.2	CARES	M	Y
8.2.3	California Emergency Medical Services Authority	M	Y
8.2.4	CMS	M	Y
8.2.5	EMS Billing (R1 RCM)	M	Y
8.2.6	HIPAA	M	Y
8.2.7	HL7(Pyxis)	M	C
8.2.8	LAFD Standards	M	Y
8.2.9	LEMSA (DHS)	M	Y
8.2.10	NEMESIS	M	Y
8.2.11	NFIRS	M	Y

> 8.3 Proposer General Response to Requirements

Elite is compliant with NEMESIS national standards. Elite earned compliance with the LA DHS LEMSA in February of 2019, and we are proud to be one of the few vendors that is compliant with both national and LEMSA standards. As industry focus grows for more streamlined data, so does our product. Allowing our clients the ability to follow CARES standards with ImageTrend built validation rules will ensure that all required data collected is exportable. Additionally, Elite is compliant with the following data standards, CAIRS, California Emergency Medical Services Authority, CMS, EMS Billing, HIPAA and NFIRS.

> 8.4 Proposer Response to Specific Requirements

8.2.7 - ImageTrend has previously completed HL7 integrations and is very familiar with sending HL7 data, however, we have never completed this specific integration with BD Pyxis. ImageTrend has started conversations with Pyxis around design specifications.

9.0 INTERFACES

> 9.2 Proposer Response to Requirements

Number	Interfaces Requirements	Priority	Response
	M = Must, S = Should, C= Could		
9.2.1	California All Incident Reporting System (CAIRS)	M	Y
9.2.2	Cardiac Arrest Enhancement Survival Registry (CARES)	M	Y
9.2.3	Computer Aided Dispatch (CAD)	M	Y
9.2.4	Hospital Interface-Health Information Exchange	M	Y
9.2.5	R1 RCM (EMS Billing)	M	Y
9.2.6	Los Angeles County EMS Agency Interface-LEMSA (DHS)	M	Y
9.2.7	National Fire Incident Reporting (NFIRS)-EMS	M	Y
9.2.8	PowerBI	M	Y
9.2.9	Pyxis	M	C

> 9.3 Proposer General Response to Requirements

Elite currently interfaces with the following products/vendors: ImageTrend reports to CAIRS with many customers including but not limited to, Cal-Fire; CARES is set up with an automated export to send the data that applies without any human interaction; ImageTrend integrates with over 50 CAD vendors; HIH works to integrate the ePCR patient records fields directly into the EHR system; automated billing exports follow pre-defined criteria to export the billable runs to either a secure FTP site, or directly through the billing product's web service to then automate incident workflow notifying administrators the incident has been exported for billing. Elite has created a method for incidents to be exported automatically from Elite to DHS's system. NFIRS exports can be manually generated to create the file, downloaded, and then sent to NFIRS or CAIRS. Power BI can be connected to an Elite external Data Mart. Several large customers use the Data Mart with near real time sync rates. While ImageTrend has not completed an integration with Pyxis we have been in contact and exchanged design documentation. Ongoing conversations and a Statement of Understanding will be required to make sure the design meets LAFD's needed workflow.

> 9.4 Proposer Response to Specific Requirements

9.2.9 - ImageTrend has previously completed HL7 integrations and is familiar with sending HL7 data, however, we have not completed this specific integration with BD Pyxis. ImageTrend has started conversations with Pyxis around design specifications.

10.0 MEDICAL DEVICES

> 10.2 Proposer Response to Requirements

Number	Medical Devices Requirements	Priority	Response
	M = Must, S = Should, C= Could		
10.2.1	AED	M	Y
10.2.2	EKG/ECG	M	Y
10.2.3	iSTAT Point-of-Care blood analyzer	M	C

> 10.3 Proposer General Response to Requirements

Elite integrates with Zoll, Physio and Philips EKG monitors via hard-wire, Bluetooth or Cloud integrations. Philips AED integrations are also available via infra-red transmission. ImageTrend has long standing relationships with the above mentioned device companies. ImageTrend has been in contact with Abbott about the i-STAT device. i-STAT does have a method of transmitting data, but requires receiving software that is not part of the PCR or EMR. ImageTrend would be happy to continue this conversation with a Statement of Understanding to determine where the data would be accessible.

> 10.4 Proposer Response to Specific Requirements

10.2.3 - In conversations with Abbott Point of Care, ImageTrend was informed that they do integrate with HL7 data, but would work in conjunction with a point of care data management software. ImageTrend is open to further investigation of what point of care software would be required to move this integration forward.

11.0 TELEMEDICINE

> 11.2 Proposer Response to Requirements

Number	Telemedicine Requirements	Priority	Response
	M = Must, S = Should, C= Could		
11.2.1	As an EMS Provider, I can use video conference through the ePCR device.	S	Y
11.2.2	As an EMS Provider, I can use the ePCR to document that a telemedicine conference has occurred.	S	Y
11.2.3	As an EMS Provider, I can attach audio/visual recordings of a telemedicine conference to the ePCR.	C	Y
11.2.4	As a Medical Director, I can query ePCRs for where telemedicine conferences have taken place.	C	Y
11.2.5	As a Medical Director, I can review telemedicine conferences.	C	Y

> 11.3 Proposer General Response to Requirements

Elite is well-positioned to achieve LAFD’s goals in utilizing telemedicine technologies. Elite allows for integration into various videoconferencing platforms. Currently, Houston Fire Department’s Elite system is working in conjunction with their ETHAN telemedicine project. Elite provides the documentation to assist in initiating a consultation. Data is transmitted from Elite to the ETHAN EMR. In addition to the above successful deployment, ImageTrend is actively working with Microsoft to integrate their Teams for Healthcare program into Elite.

ImageTrend believes that video teleconferencing can be accessed by devices used in conjunction with Elite. Teleconference data can be documented in the ePCR using fields or supplemental questions (custom questions), along with attaching audio or video files to the ePCR for later download and review. All incidents where teleconferences occurred will be reportable.

> 11.4 Proposer Response to Specific Requirements

ImageTrend has no response to specific requirements for this section as we were able to fully meet the functionality requirements as outlined and marked “Yes” for every item.

REQUIRED COMPLIANCE DOCUMENTS TO BE SUBMITTED IN RFP



BUSINESS LOCATIONS AND WORKFORCE INFORMATION

On January 7, 1982, the City Council adopted a new policy directing City Departments (and the City Administrative Officer) to report headquarters addresses of all businesses or individuals seeking City contracts and the percentage of their workforce residing in the City of Los Angeles. The purpose of this form is to assure compliance with these requirements.

Date 8/14/2019

Proposer's Name (Legal Name of Entity) ImageTrend, Inc.

Headquarters of Firm (Street Address) 20855 Kensington Blvd

City Lakeville State MN Zip Code 55044

Contact Person Michael J. McBrady Email proposals@imagetrend.com

Telephone 952-469-1589 Fax 952-985-5671

Total Workforce 183

Address of Any Branch Office(s) Located Within the City of Los Angeles

N/A

Workforce in Each Los Angeles Branch Office(s) N/A

Percentage of Workforce in Each Los Angeles Branch Office(s) Residing in the City of Los Angeles 0%

Total Workforce Residing in the City of Los Angeles N/A

Percentage of Total Workforce Residing in the City of Los Angeles 0%

NON-COLLUSION AFFIDAVIT

The appropriate, authorized operator's designate must sign and affix the corporate seal (see space below).

I, Michael J. McBrady, depose and say that I am
President & CEO of ImageTrend, Inc., 20855 Kensington Blvd., Lakeville, MN 55044
(“President,” “Vice-President,” etc.) (Insert Name and Address of Organization)

who submits this proposal to the City of Los Angeles, City Attorney’s Office, and hereby declare that this proposal is genuine, and not sham or collusive, nor made in the interest or in behalf of any person not herein named and the proposer had not directly induced or solicited any other proposer to put in a sham proposal, or any other person, firm, or corporation to refrain from submitting a proposal, and that the proposer has not in any manner sought by collusion to secure for him/herself an advantage over any other proposer.

Date: August 14, 2019 at Lakeville, MN 55044
(Month, Day, Year) (City, State)

(Corporate Seal)

I certify under penalty of perjury that the foregoing is correct.


(Signature)

City of Los Angeles

CERTIFICATION OF COMPLIANCE WITH CHILD SUPPORT OBLIGATIONS

This document must be returned with the Proposal/Bid Response

The undersigned hereby agrees that ImageTrend, Inc. will:
Name of Business

1. Fully comply with all applicable State and Federal employment reporting requirements for its employees.
2. Fully comply with and implement all lawfully served Wage and Earnings Assignment Orders and Notices of Assignment.
3. Certify that the principal owner(s) of the business are in compliance with any Wage and Earnings Assignment Orders and Notices of Assignment applicable to them personally.
4. Certify that the business will maintain such compliance throughout the term of the contract.

I declare under penalty of perjury that the foregoing is true and was executed at:

Lakeville/United States/Minnesota

City/County/State

8/14/2019

Date

ImageTrend, Inc. 20855 Kensington Blvd. Lakeville. MN 55044
Name of Business Address

Michael J. McBrady Michael J. McBrady
Signature of Authorized Officer or Representative Print Name

President/CEO 952-469-1589
Title Telephone Number

LWO – OCC NON-COVERAGE/EXEMPTION APPLICATION

OCC DETERMINATION/APPROVAL REQUIRED

This application for non-coverage/exemption must be submitted by the Contractor along with its bid or proposal to the AWARDING DEPARTMENT. Awarding Departments may also apply for an exemption for OCC approval. **INCOMPLETE SUBMISSIONS WILL BE RETURNED.**

Los Angeles Administrative Code 10.37, the Living Wage Ordinance (LWO), presumes all City contractors (including service contractors, subcontractors, financial assistance recipients, lessees, licensees, sublessees and sublicensees) are subject to the LWO unless an exemption applies.

CONTRACTOR INFORMATION:	
1. Company Name: <u>ImageTrend, Inc.</u>	Phone Number: <u>952-469-1589</u>
2. Company Address: <u>20855 Kensington Blvd, Lakeville, MN 55044</u>	
3. Are you a Subcontractor? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If YES, state the name of your Prime Contractor:	
4. Type of Service Provided: <u>Software</u>	


NON-COVERAGE INFORMATION: TO BE REQUESTED BY AWARDING DEPARTMENTS OR CONTRACTORS	
REQUEST FOR NON-COVERAGE DETERMINATION	SUPPORTING DOCUMENTATION REQUIRED
<input type="checkbox"/> Per Section 10.37.13 of the LWO, contractors may request a determination of non-coverage on any basis allowed by this article, including, but not limited to: non-coverage, for failure to satisfy definition of "City financial assistance recipient", "public lease/license", or "service contract".	A detailed memorandum explaining the basis of the request, which may include, but is not limited to: the terms of a city financial assistance agreement, purpose of the contract, location, and work performed. OCC may request further information to issue a determination.

EXEMPTION INFORMATION:
CHECK OFF ONE BOX BELOW THAT BEST DESCRIBES THE TYPE OF EXEMPTION YOU ARE APPLYING FOR AND ATTACH THE SUPPORTING DOCUMENTATION LISTED ON THE RIGHT:

TO BE REQUESTED BY AWARDING DEPARTMENTS ONLY	
EXEMPTION	SUPPORTING DOCUMENTATION REQUIRED
<input type="checkbox"/> Grant Funded Services, provided that the grant funding agency indicates in writing that the provisions of the Ordinances should not apply.	Provide a copy of grant-funding agency's determination to the OCC.

TO BE REQUESTED BY CONTRACTORS ONLY	
EXEMPTION	SUPPORTING DOCUMENTATION REQUIRED
<input type="checkbox"/> Collective bargaining agreement with supersession language - (LAAC 10.37.12): Contractors who are party to a collective bargaining agreement (CBA) which contains specific language indicating that the CBA will supersede the LWO may receive an exemption as to the employees covered under the CBA.	A copy of the CBA with the superseding language clearly marked OR A letter from the union stating that the union has agreed to allow the CBA to supersede the LWO.
<input type="checkbox"/> Occupational license required - (LAAC 10.37.1(f)): Only the individual employees who are required to possess an Occupational license to provide services to or for the City are exempt.	A listing of the employees required to possess occupational licenses to perform services to or for the City AND Copies of each of these employees' occupational licenses.

By signing, the contractor certifies under penalty of perjury under the laws of the State of California that the information submitted in support of this application is true and correct to the best of the contractor's knowledge.

<p><u>Michael J. McBrady</u> Print Name of Person (Contractor) Completing This Form</p> <p><u>President/CEO</u> <u>952-469-1589</u> Title Phone #</p>	<p style="text-align: center;"></p> <p><u>Michael J. McBrady</u> Signature of Person (Contractor) Completing This Form</p> <p><u>8/14/2019</u> Date</p>
---	---

ANY DETERMINATION/APPROVAL IS APPLICABLE ONLY TO THE LISTED CONTRACTOR FROM THE LWO DURING THE PERFORMANCE OF THIS CONTRACT. A SUBCONTRACTOR PERFORMING WORK ON THIS CONTRACT IS NOT EXEMPT UNLESS THE OFFICE OF CONTRACT COMPLIANCE HAS APPROVED A SEPARATE APPLICATION FOR THE INDIVIDUAL SUBCONTRACTOR.

AWARDING DEPARTMENT USE ONLY:		
Dept:	Dept Contact:	Contract #:
		Contact Phone:

OCC USE ONLY:	
Approved / Not Approved – Reason: _____	Date: _____
By OCC Analyst: _____	

LWO –DEPARTMENTAL EXEMPTION APPLICATION

EXEMPTIONS THAT REQUIRE AWARDING DEPARTMENT APPROVAL

This application for exemption must be submitted along with your bid or proposal to the AWARDING DEPARTMENT. INCOMPLETE SUBMISSIONS WILL BE RETURNED.

Los Angeles Administrative Code 10.37, the Living Wage Ordinance (LWO), presumes all City contractors (including service contractors, subcontractors, financial assistance recipients, lessees, licensees, sublessees and sublicensees) are subject to the LWO unless an exemption applies.

TO BE FILLED OUT BY THE CONTRACTOR:	
1. Company Name: <u>ImageTrend, Inc.</u>	Phone Number: <u>952-469-1589</u>
2. Company Address: <u>20855 Kensington Blvd, Lakeville, MN 55044</u>	
3. Are you a Subcontractor? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If YES, state the name of your Prime Contractor:	
4. Type of Service Provided <u>Software</u>	

EXEMPTION INFORMATION:

CHECK OFF ONE BOX BELOW THAT BEST DESCRIBES THE TYPE OF EXEMPTION YOU ARE APPLYING FOR AND ATTACH THE SUPPORTING DOCUMENTATION LISTED ON THE RIGHT:

EXEMPTION	SUPPORTING DOCUMENTATION REQUIRED
<input type="checkbox"/> 501(c)(3) Non-Profit Organizations: <ul style="list-style-type: none"> ▪ A corporation organized under 501(c)(3) of the IRS Code qualifies for an exemption from the LWO if the highest paid employee makes less than eight times the hourly wage of the lowest paid employee. ▪ The exemption is valid for all employees except Child Care Workers. ▪ Therefore, even if a 501(c)(3) organization meets the salary test, Child Care Workers performing work on the City agreement must still be provided with the LWO required wage and time off benefits. ▪ Under the LWO's Rules and Regulations, a Child Care Worker is an employee "whose work on an agreement involves the care or supervision of children 12 years of age and under." ▪ This is read broadly so that the term would include, for example, tutors working with children 12 or under. 	<ol style="list-style-type: none"> 1. ATTACH a copy of your 501(c)(3) letter from the IRS. 2. ANSWER the following questions: <ol style="list-style-type: none"> A. STATE the hourly wage of HIGHEST paid employee in the organization: \$ _____ B. STATE the hourly wage of LOWEST paid employee in the organization: \$ _____ C. MULTIPLY B by 8: \$ <u>0</u> 3. Based on Question 2 above, is A less than C? <input type="checkbox"/> YES <input type="checkbox"/> NO If NO, your company is NOT eligible for an exemption. If YES, sign and submit this application for final approval. 4. Will there be any Child Care Workers (as defined by the LWO Regulations) working on this Agreement? <input type="checkbox"/> YES <input type="checkbox"/> NO 5. Fill & Submit LW-18 Subcontractor Information Form.
<input type="checkbox"/> One-Person Contractors: Contractors that have no employees are exempt from the LWO. If you have employees in the future, you must comply with the Ordinance.	Fill and Submit the LW-18 Form.

I declare under penalty of perjury under the laws of the State of California that: (1) I am authorized to bind the entity listed above; (2) the information provided on this form is true and correct to the best of my knowledge; and (3) the entity qualifies for exemption from the LWO on the basis indicated above. By signing below, I further agree that should the entity listed above cease to qualify for an exemption because of a change in salary structure, non-profit status, the hiring of employees, or any other reason, the entity will notify the Awarding Department and the OCC of such change and comply with the LWO's wage and time off requirements.

Michael J. McBrady
 Print Name of Person Completing This Form
952-469-1589
 President/CEO Phone #
 Title

Michael J. McBrady
 Signature of Person Completing This Form
8/14/2019
 Date

ANY APPROVAL OF THIS APPLICATION EXEMPTS ONLY THE LISTED CONTRACTOR FROM THE LWO DURING THE PERFORMANCE OF THIS CONTRACT. A SUBCONTRACTOR PERFORMING WORK ON THIS CONTRACT IS NOT EXEMPT UNLESS THE OFFICE OF CONTRACT COMPLIANCE HAS APPROVED A SEPARATE EXEMPTION FOR THE INDIVIDUAL SUBCONTRACTOR

AWARDING DEPARTMENT USE ONLY:			
Dept: _____	Dept Contact: _____	Contact Phone: _____	Contract #: _____
Approved / Not Approved – Reason: _____			
By Analyst: _____		Date: _____	

City of Los Angeles
 Department of Public Works
 Bureau of Contract Administration
 Office of Contract Compliance
 1149 S Broadway, Suite 300, Los Angeles, CA 90015
 Phone (213) 847-2625 E-mail bca.eeos@lacity.org

EQUAL BENEFITS ORDINANCE COMPLIANCE AFFIDAVIT

Prime contractors must certify compliance with Los Angeles Administrative Code (LACC) Section 10 8.2.1 et seq prior to the execution of a City agreement subject to the Equal Benefits Ordinance (EBO)

SECTION 1. CONTACT INFORMATION

BAVN Company Id 25069 EIN/TIN 41-1903871
 Company Name ImageTrend, Inc
 Company Address 20855 Kensington Blvd
 City Lakeville State MN Zip 55044
 Contact Person Michael McBrady Phone 952-469-1589 E-mail mmcbrady@imagetrend.com
 Approximate Number of Employees in the United States 183
 Approximate Number of Employees in the City of Los Angeles 0

SECTION 2. EBO REQUIREMENTS

The EBO requires City Contractors who provide benefits to employees with spouses to provide the same benefits to employees with domestic partners. Domestic Partner means any two adults, of the same or different sex, who have registered as domestic partners with a governmental entity pursuant to state or local law authorizing this registration, or with an internal registry maintained by the employer of at least one of the domestic partners.

Unless otherwise exempt, the contractor is subject to and shall comply with the EBO as follows:

- A. The Contractor's operations located within the City limits, regardless of whether there are employees at those locations performing work on the City Contract, and
- B. The Contractor's operations located outside of the City limits if the property is owned by the City or the City has a right to occupy the property, and if the contractor's presence at or on the property is connected to a Contract with the City and
- C. The Contractor's employees located elsewhere in the United States, but outside of the City Limits, if those employees are performing work on the City Contract.

A Contractor must post a copy of the following statement in conspicuous places at its place of business available to employees and applicants for employment:

"During the performance of a Contract with the City of Los Angeles, the Contractor will provide equal benefits to its employees with spouses and its employees with domestic partners."

SECTION 3. COMPLIANCE OPTIONS

I have read and understand the provisions of the Equal Benefits Ordinance and have determined that this company will comply as indicated below:

- I have no employees
- I provide no benefits
- I provide benefits to employees only. Employees are prohibited from enrolling their spouse or domestic partner.
- I provide equal benefits as required by the City of Los Angeles EBO.
- I provide employees with a "Cash Equivalent." Note: The "Cash Equivalent" is the amount of money equivalent to what your company pays for spousal benefits that are unavailable for domestic partners, or vice versa.
- All or some employees are covered by a collective bargaining agreement (CBA) or union trust fund. Consequently, I will provide Equal Benefits to all non-union represented employees, subject to the EBO, and will propose to the affected unions that they incorporate the requirements of the EBO into their CBA upon amendment, extension, or other modification of the CBA.
- Health benefits currently provided do not comply with the EBO. However, I will make the necessary changes to provide Equal Benefits upon my next Open Enrollment period which begins on (Date):

Our current company policies, i.e., family leave, bereavement leave, etc., do not comply with the provisions of the EBO. However, I will make the necessary modifications within three (3) months from the date of this affidavit.

FIRST SOURCE HIRING ORDINANCE COMPLIANCE AFFIDAVIT

Contractors (including loan or grant recipients) participating on a City contract that is subject to the First Source Hiring Ordinance (FSHO) are required to certify their compliance prior to contract execution.

As part of their obligations under the FSHO, Contractors must provide the Awarding Department a list of anticipated employment opportunities that they and their subcontractors expect to fill in order to perform the services under the contract. The FSHO-1 form (available at <http://bca.lacity.org>) should be utilized to inform the Awarding Authority of any such opportunities. If no opportunities are anticipated, contractors do not need to submit the FSHO-1 form prior to contract award, but must report any subsequent employment opportunities on the FSHO-3 form (available at <http://bca.lacity.org>) as described below.

During the term of the contract, the contractor and their subcontractors shall:

1. At least seven business days prior to making an announcement of a specific employment opportunity, provide notification of that employment opportunity by submitting the FSHO-3 form to the Economic and Workforce Development Department.
2. Interview qualified individuals referred by the City's referral resources, and
3. Prior to filling any employment opportunity, inform the Office of Contract Compliance of the names of the referral resources used, the names of the individuals referred, and the names of the referred individuals who were interviewed. If the referred individuals were not hired, the contractor should also provide the reasons they were not hired.

DECLARATION UNDER PENALTY OF PERJURY

I understand that I am required to permit the City of Los Angeles access to and upon request, must provide certified copies of all company records pertaining to benefits, policies and practices for the purpose of investigation or to ascertain compliance. Furthermore, I understand that failure to comply may be deemed a material breach of any City contract by the Awarding Authority. The Awarding Authority may cancel, terminate or suspend in whole or in part, the contract, monies due or to become due under a contract may be retained by the City until compliance is achieved. The City may also pursue any and all other remedies at law or in equity for any breach. The City may use the failure to comply as evidence against the Contractor in actions taken pursuant to the provisions of the LAAC Section 10.40, et seq., Contractor Responsibility Ordinance.

TERMS OF ACCEPTANCE AND SIGNATURE:

I, Michael McBrady, the requestor for this "EBO/FSHO Affidavit", warrant the truthfulness of the information provided in the document.

Electronic Signature:*

Michael

First name

McBrady

Last name

I understand that checking this box constitutes a legal signature confirming that I acknowledge and agree to the above Terms of Acceptance.

Execution of document by E-signature. By clicking on the check box it indicates an electronic signature. This is considered the legal equivalent of a manual or "wet" signature. Once signed electronically, this document is considered original and legally binding.

BAVN-EBO/FSHO (02/2017)

CITY OF LOS ANGELES - DISCLOSURE ORDINANCES

This Affidavit must only be submitted once on LABAVN (www.labavn.org), but contractors are responsible for updating their Affidavit if changes occur to any information contained therein.

Questions regarding this Affidavit may be directed to the Department of Public Works, Bureau of Contract Administration, Office of Contract Compliance. Website: <http://bca.lacity.org/index.cfm>. Phone: (213) 847-2625. E-mail: bca.ecoc@lacity.org.

I, Michael McBrady am authorized to bind contractually the Company identified below

2 Information about the Company entering into a Contract with the City is as follows

<u>25069</u> BAVN Company Id	<u>41-1903871</u> EIN/TIN		
<u>ImageTrend, Inc</u> Company Name			
<u>20855 Kensington Blvd</u> Street Address	<u>Lakeville</u> City	<u>MN</u> State	<u>55044</u> Zip
<u>952-469-1589</u> Phone	<u>mimbrady@imagetrend.com</u> Email		

3 The company came into existence in 1998 (year)

4 The Company has searched its records and those of any Predecessor Companies for information relating to Participation or Investments in, or Profits derived from Slavery or Slaveholder Insurance Policies. Based on that research, the Company represents that (mark only the option(s) that apply)

- The Company found no records that the Company or any of its Predecessor Companies had any Participation or Investments in, or derived Profits from, Slavery or Slaveholder Insurance Policies during the Slavery Era.
- The Company found records that the Company or its Predecessor Companies Participated or Invested in, or derived Profits from Slavery during the Slavery Era. A description of the nature of that Participation, Investment, or Profit is required and should be sent to bca.ecoc@lacity.org.
- The Company found records that the Company or its Predecessor Companies bought, sold, or derived Profits from Slaveholder Insurance Policies during the Slavery Era. A list of names of any Enslaved Persons or Slaveholders under the Policies is required and should be sent to bca.ecoc@lacity.org.

5 The Person/Company has searched its records for information relating and based on that research, the Person/Company represents that (mark only the option(s) that apply)

- The Person/Company found no records that the Company has participated in contracts, bids, or proposals to provide goods or services for the design, construction, operation, or maintenance of a federally funded wall, fence or other barrier, including prototypes of a wall, fence or other barrier along the border between the United States and Mexico on or after March 17, 2017.
- The Person/Company found records that the Company has participated in contracts, bids, or proposals to provide goods or services for the design, construction, operation, or maintenance of a federally funded wall, fence or other barrier, including prototypes of a wall, fence or other barrier along the border between the United States and Mexico on or after March 17, 2017. A description of the nature of that participation is required and should be sent to bca.ecoc@lacity.org.

6 The Person/Company has searched its records for information relating and based on that research, the Person/Company represents that (mark only the option(s) that apply)

- The Person found no records that the Company and its Subsidiaries, if any, have participated in contracts or sponsorships with the National Rifle Association.
- The Person found records that the Company and its Subsidiaries, if any, have participated in contracts or sponsorships with the National Rifle Association. A description of the nature of that participation is required and should be sent to bca.ecoc@lacity.org.

TERMS OF ACCEPTANCE AND SIGNATURE:

I, Michael McBrady, the requestor for this "DO Affidavit", warrant the truthfulness of the information provided in the document.

Electronic Signature:

Michael McBrady

Signature

07 August, 2019

Date

I understand that checking this box constitutes a legal signature confirming that I acknowledge and agree to the above Terms of Acceptance.

Execution of document by E-signature. By clicking on the check box it indicates an electronic signature. This is considered the legal equivalent of a manual or "wet" signature. Once signed electronically, this document is considered original and legally binding.

DEFINITIONS

Affidavit means the form developed by the DAA and may be updated from time to time. The Affidavit need not be notarized but must be signed under penalty of perjury.

Company means any person, firm, corporation, partnership or combination of these.

Contract means any agreement, franchise, lease or concession including an agreement for any occasional professional or technical personal services, the performance of any work or service, the provision of any materials or supplies or rendering of any service to the City of Los Angeles or the public, which is let, awarded or entered into with or on behalf of the City of Los Angeles or any Awarding Authority of the City.

Enslaved Person means any person who was wholly subject to the will of another and whose person and services were wholly under the control of another and who was in a state of enforced compulsory service to another during the Slavery Era.

Investment means to make use of an Enslaved Person for future benefits or advantages.

Participation means having been a Slaveholder during the Slavery Era.

Predecessor Company means an entity whose ownership, title and interest, including all rights, benefits, duties and liabilities were acquired in an uninterrupted chain of succession by the Company.

Profits means any economic advantage or financial benefit derived from the use of Enslaved Persons.

Slavery means the practice of owning Enslaved Persons.

Slavery Era means that period of time in the United States of America prior to 1865.

Slaveholder means holders of Enslaved Persons, owners of business enterprises using Enslaved Persons, owners of vessels carrying Enslaved Persons or other means of transporting Enslaved Persons, merchants or financiers dealing in the purchase, sale or financing of the business of Enslaved Persons.

Slaveholder Insurance Policies means policies issued to or for the benefit of Slaveholders to insure them against the death of, or injury to, Enslaved Persons.

BAVN-DO (02/2019)

**CITY OF LOS ANGELES
RESPONSIBILITY QUESTIONNAIRE**

RESPONSES TO THE QUESTIONS CONTAINED IN THIS QUESTIONNAIRE MUST BE SUBMITTED ON THIS FORM. In responding to the Questionnaire, neither the City form, nor any of the questions contained therein, may be retyped, recreated, modified, altered, or changed in any way, in whole or in part. Bidders or Proposers that submit responses on a form that has been retyped, recreated, modified, altered, or changed in any way shall be deemed non-responsive.

The signatory of this Questionnaire guarantees the truth and accuracy of all statements and answers to the questions herein. Failure to complete and return this questionnaire, any false statements, or failure to answer (a) question(s) when required, may render the bid/proposal non-responsive. All responses must be typewritten or printed in ink. Where an explanation is required or where additional space is needed to explain an answer, use the Responsibility Questionnaire Attachments. Submit the completed form and all attachments to the awarding authority. Retain a copy of this completed form for future reference. Contractors must submit updated information to the awarding authority if changes have occurred that would render any of the responses inaccurate in any way. Updates must be submitted to the awarding authority within 30 days of the change(s).

A. CONTACT INFORMATION**CITY DEPARTMENT INFORMATION**

City of Los Angeles	Carr Oduro	213-922-7761
City Department/Division Awarding Contract	City Contact Person	Phone

RFP No. 2019-38-003 Electronic Patient Care Reporting System for the Los Angeles Fire Department

City Bid or Contract Number (if applicable) and Project Title

BIDDER/CONTRACTOR INFORMATION

ImageTrend, Inc.

Bidder/Proposer Business Name

20855 Kensington Blvd	Lakeville	MN	55044
Street Address	City	State	Zip
Michael J. McBrady President/CEO	952-469-1589	952-985-5671	
Contact Person, Title	Phone	Fax	

TYPE OF SUBMISSION:

The Questionnaire being submitted is:

- An initial submission of a completed Questionnaire.
- An update of a prior Questionnaire dated ____/____/____.
- No change. I certify under penalty of perjury under the laws of the State of California that there has been no change to any of the responses since the last Responsibility Questionnaire dated ____/____/____ was submitted by the firm. Attach a copy of that Questionnaire and sign below.

Michael J. McBrady President/CEO
Print Name, Title


Signature

08/14/2019
Date

TOTAL NUMBER OF PAGES SUBMITTED, INCLUDING ALL ATTACHMENTS: 7

B. BUSINESS ORGANIZATION/STRUCTURE

Indicate the organizational structure of your firm. "Firm" includes a sole proprietorship, corporation, joint venture, consortium, association, or any combination thereof.

Corporation: Date incorporated: 03 / 11 / 1998 State of incorporation: MN

List the corporation's current officers.

President: Michael J. McBrady

Vice President: _____

Secretary: _____

Treasurer: _____

Check the box only if your firm is a publicly traded corporation.

List those who own 5% or more of the corporation's stocks. Use Attachment A if more space is needed. Publicly traded corporations need not list the owners of 5% or more of the corporation's stocks.

Limited Liability Company: Date of formation: ____/____/____ State of formation: _____

List members who own 5% or more of the company. Use Attachment A if more space is needed.

Partnership: Date formed: ____/____/____ State of formation: _____

List all partners in your firm. Use Attachment A if more space is needed.

Sole Proprietorship: Date started: ____/____/____

List any firm(s) that you have been associated with as an owner, partner, or officer for the last five years. Use Attachment A if more space is needed. Do not include ownership of stock in a publicly traded company in your response to this question.

Joint Venture: Date formed: ____/____/____

List: (1) each firm that is a member of the joint venture and (2) the percentage of ownership the firm will have in the joint venture. Use Attachment A if more space is needed. **Each member of the Joint Venture must complete a separate Questionnaire for the Joint Venture's submission to be considered as responsive to the invitation.**

C. OWNERSHIP AND NAME CHANGES

1. Is your firm a subsidiary, parent, holding company, or affiliate of another firm?

Yes No

If **Yes**, explain on Attachment A the relationship between your firm and the associated firms. Include information about an affiliated firm only if one firm owns 50% or more of another firm, or if an owner, partner or officer of your firm holds a similar position in another firm.

2. Has any of the firm's owners, partners, or officers operated a similar business in the past five years?

Yes No

If **Yes**, list on Attachment A the names and addresses of all such businesses, and the person who operated the business. Include information about a similar business only if an owner, partner or officer of your firm holds a similar position in another firm.

3. Has the firm changed names in the past five years?

Yes No

If **Yes**, list on Attachment A all prior names, addresses, and the dates they were used. Explain the reason for each name change in the last five years.

4. Are any of your firm's licenses held in the name of a corporation or partnership?

Yes No

If **Yes**, list on Attachment A the name of the corporation or partnership that actually holds the license.

Bidders/Contractors must continue on to Section D and answer all remaining questions contained in this Questionnaire.

The responses in this Questionnaire will not be made available to the public for review. This is not a public document. [CPCC §20101(a)]

D. FINANCIAL RESOURCES AND RESPONSIBILITY

5. Is your firm now, or has it ever been at any time in the last five years, the debtor in a bankruptcy case?
 Yes No

If Yes, explain on Attachment B the circumstances surrounding each instance.

6. Is your company in the process of, or in negotiations toward, being sold?
 Yes No

If Yes, explain the circumstances on Attachment B.

E. PERFORMANCE HISTORY

7. How many years has your firm been in business? 21 Years.

8. Has your firm ever held any contracts with the City of Los Angeles or any of its departments?
 Yes No

If, Yes, list on an Attachment B all contracts your firm has had with the City of Los Angeles for the last 10 years. For each contract listed in response to this question, include: (a) entity name; (b) purpose of contract; (c) total cost; (d) starting date; and (e) ending date.

9. List on Attachment B all contracts your firm has had with any private or governmental entity (other than the City of Los Angeles) over the last five years that are similar to the work to be performed on the contract for which you are bidding or proposing. For each contract listed in response to this question, include: (a) entity name; (b) purpose of contract; (c) total cost; (d) starting date; and (e) ending date.
 Check the box if you have not had any similar contracts in the last five years

10. In the past five years, has a governmental or private entity or individual terminated your firm's contract prior to completion of the contract?
 Yes No

If Yes, explain on Attachment B the circumstances surrounding each instance.

11. In the past five years, has your firm used any subcontractor to perform work on a government contract when you knew that the subcontractor had been debarred by a governmental entity?
 Yes No

If Yes, explain on Attachment B the circumstances surrounding each instance.

12. In the past five years, has your firm been debarred or determined to be a non-responsible bidder or contractor?
 Yes No

If Yes, explain on Attachment B the circumstances surrounding each instance.

F. DISPUTES

13. In the past five years, has your firm been the defendant in court on a matter related to any of the following issues? For parts (a) and (b) below, check **Yes** even if the matter proceeded to arbitration without court litigation. For part (c), check **Yes** only if the matter proceeded to court litigation. If you answer **Yes** to any of the questions below, explain the circumstances surrounding each instance on Attachment B. You must include the following in your response: the name of the plaintiffs in each court case, the specific causes of action in each case; the date each case was filed; and the disposition/current status of each case.

(a) Payment to subcontractors?

Yes **No**

(b) Work performance on a contract?

Yes **No**

(c) Employment-related litigation brought by an employee?

Yes **No**

14. Does your firm have any outstanding judgements pending against it?

Yes **No**

If **Yes**, explain on Attachment B the circumstances surrounding each instance.

15. In the past five years, has your firm been assessed liquidated damages on a contract?

Yes **No**

If **Yes**, explain on Attachment B the circumstances surrounding each instance and identify all such projects, the amount assessed and paid, and the name and address of the project owner.

G. COMPLIANCE

16. In the past five years, has your firm or any of its owners, partners or officers, ever been investigated, cited, assessed any penalties, or been found to have violated any laws, rules, or regulations enforced or administered, by any of the governmental entities listed on Attachment C (Page 9)? For this question, the term "owner" does not include owners of stock in your firm if your firm is a publicly traded corporation.

Yes **No**

If **Yes**, explain on Attachment B the circumstances surrounding each instance, including the entity that was involved, the dates of such instances, and the outcome.

17. If a license is required to perform any services provided by your firm, in the past five years, has your firm, or any person employed by your firm, been investigated, cited, assessed any penalties, subject to any disciplinary action by a licensing agency, or found to have violated any licensing laws?

Yes **No**

If **Yes**, explain on Attachment B the circumstances surrounding each instance in the last five years.

18. In the past five years, has your firm, any of its owners, partners, or officers, ever been penalized or given a letter of warning by the City of Los Angeles for failing to obtain authorization from the City for the substitution of a Minority-owned (MBE), Women-owned (WBE), or Other (OBE) business enterprise?

Yes No

If Yes, explain on Attachment B the circumstances surrounding each instance in the last five years.

H. BUSINESS INTEGRITY

19. For questions (a), (b), and (c) below, check Yes if the situation applies to your firm. For these questions, the term "firm" includes any owners, partners, or officers in the firm. The term "owner" does not include owners of stock in your firm if the firm is a publicly traded corporation. If you check Yes to any of the questions below, explain on Attachment B the circumstances surrounding each instance.

(a) Is a governmental entity or public utility currently investigating your firm for making (a) false claim(s) or material misrepresentation(s)?

Yes No

(b) In the past five years, has a governmental entity or public utility alleged or determined that your firm made (a) false claim(s) or material misrepresentation(s)?

Yes No

(c) In the past five years, has your firm been convicted or found liable in a civil suit for, making (a) false claim(s) or material misrepresentation(s) to any governmental entity or public utility?

Yes No

20. In the past five years, has your firm or any of its owners or officers been convicted of a crime involving the bidding of a government contract, the awarding of a government contract, the performance of a government contract, or the crime of fraud, theft, embezzlement, perjury, bribery? For this question, the term "owner" does not include those who own stock in a publicly traded corporation.

Yes No

If Yes, explain on Attachment B the circumstances surrounding each instance.

CERTIFICATION UNDER PENALTY OF PERJURY

I certify under penalty of perjury under the laws of the State of California that I have read and understand the questions contained in this questionnaire and the responses contained on all Attachments. I further certify that I have provided full and complete answers to each question, and that all information provided in response to this Questionnaire is true and accurate to the best of my knowledge and belief.

Michael J. McBrady, *President*
 Print Name, Title

Michael J. McBrady
 Signature

08/14/2019
 Date

PAGE 249 HAS BEEN REDACTED.

ATTACHMENT C: GOVERNMENTAL ENTITIES FOR QUESTION NO. 16

Check **Yes** in response to Question No. 16 if your firm or any of its owners, partners or officers, have ever been investigated, cited, assessed any penalties, or found to have violated any laws, rules, or regulations enforced or administered, by any of the governmental entities listed below (or any of its subdivisions), including but not limited to those examples specified below. The term “owner” does not include owners of stock in your firm if your firm is a publicly traded corporation. If you answered **Yes**, provide an explanation on Attachment B of the circumstances surrounding each instance, including the entity involved, the dates of such instances, and the outcome.

FEDERAL ENTITIES**Federal Department of Labor**

- American with Disabilities Act
- Immigration Reform and Control Act
- Family Medical Leave Act
- Fair Labor Standards Act
- Davis-Bacon and laws covering wage requirements for federal government contract workers
- Migrant and Seasonal Agricultural Workers Protection Act
- Immigration and Naturalization Act
- Occupational Safety and Health Act
- anti-discrimination provisions applicable to government contractors and subcontractors
- whistleblower protection laws

Federal Department of Justice

- Civil Rights Act
- American with Disabilities Act
- Immigration Reform and Control Act of 1986
- bankruptcy fraud and abuse

Federal Department of Housing and Urban Development (HUD)

- anti-discrimination provisions in federally subsidized/assisted/sponsored housing programs
- prevailing wage requirements applicable to HUD related programs

Federal Environmental Protection Agency

- Environmental Protection Act

National Labor Relations Board

- National Labor Relations Act

Federal Equal Employment Opportunity Commission

- Civil Rights Act
- Equal Pay Act
- Age Discrimination in Employment Act
- Rehabilitation Act
- Americans with Disabilities Act

STATE ENTITIES**California's Department of Industrial Relations**

- wage and labor standards, and licensing and registration
- occupational safety and health standards
- workers' compensation self insurance plans
- Workers' Compensation Act
- wage, hour, and working standards for apprentices
- any provision of the California Labor Code

California's Department of Fair Employment and Housing

- California Fair Employment and Housing Act
- Unruh Civil Rights Act
- Ralph Civil Rights Act

California Department of Consumer Affairs

- licensing, registration, and certification requirements
- occupational licensing requirements administered and/or enforced by any of the Department's boards, including the Contractors' State Licensing Board

California's Department of Justice**LOCAL ENTITIES**

City of Los Angeles or any of its subdivisions for violations of any law, ordinance, code, rule, or regulation administered and/or enforced by the City, including any letters of warning or sanctions issued by the City of Los Angeles for an unauthorized substitution of subcontractors, or unauthorized reductions in dollar amounts subcontracted.

OTHERS

Any other federal, state, local governmental entity for violation of any other federal, state, or local law or regulation relating to wages, labor, or other terms and conditions of employment.

**SCHEDULE A
CITY OF LOS ANGELES MBE/WBE/SBE/EBE/DVBE/OBE
SUBCONTRACTORS INFORMATION FORM**

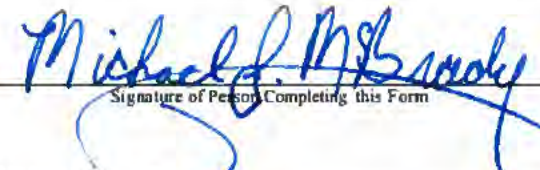
(NOTE: COPY THIS PAGE AND ADD ADDITIONAL SHEETS AS NECESSARY, SIGN ALL SHEETS)

Project Title RFP: Electronic Patient Care Reporting System for the Los Angeles Fire Department No. 2019-38-003
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Proposer ImageTrend, Inc.	Address 20855 Kensington Blvd. Lakeville, MN 55044
Contact Person Michael J. McBrady	Phone/Fax Phone: 952-469-1589 Fax: 952-985-5671

LIST OF ALL SUBCONSULTANTS (SERVICE PROVIDERS/SUPPLIERS/ETC.)				
NAME, ADDRESS, TELEPHONE NO. OF SUBCONSULTANT	DESCRIPTION OF WORK OR SUPPLY	MBE/WBE/SBE/EBE/DVBE/OBE	CALTRANS/CITY/MTA CERT NO	DOLLAR VALUE OF SUBCONTRACT
N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A

PERCENTAGE OF MBE/WBE/SBE/EBE/DVBE/OBE PARTICIPATION		
	DOLLARS	PERCENT
TOTAL MBE AMOUNT	\$0	0%
TOTAL WBE AMOUNT	\$0	0%
TOTAL SBE AMOUNT	\$0	0%
TOTAL EBE AMOUNT	\$0	0%
TOTAL DVBE AMOUNT	\$0	0%
TOTAL OBE AMOUNT	\$0	0%
BASE BID AMOUNT	\$0	



Signature of Person Completing this Form

Michael J. McBrady

Printed Name of Person Completing this Form

President/CEO

Title

8/14/2019

Date

MUST BE SUBMITTED WITH PROPOSAL

Rev. 07/01/11 (Citywide RFP – BAVN BIP)