

LOS ANGELES FIRE DEPARTMENT



RFP-
BFC 07-080
AUG 21, 2007

DOUGLAS L. BARRY
FIRE CHIEF

SEP 16 2008

September 2, 2008

BOARD OF FIRE COMMISSIONERS
FILE NO. 08-131

TO: Board of Fire Commissioners

FROM: Douglas L. Barry, Fire Chief *DLB*

SUBJECT: EMS RFP 2007-38-001 FIELD DATA CAPTURE SYSTEM (FDCS) AND
EMERGENCY MEDICAL SERVICES SYSTEM (EMSS) APPROVAL

FINAL ACTION:	<input type="checkbox"/> Approved	<input type="checkbox"/> Approved w/Corrections	<input type="checkbox"/> Withdrawn
	<input type="checkbox"/> Denied	<input type="checkbox"/> Received & Filed	<input type="checkbox"/> Other

Recommendations: That the Board:

1. Approve the recommendation from the EMS RFP Selection Committee (Attachment A) and recommendations from the Director of Systems (Attachment B) requesting authorization for the Fire Chief to enter into negotiations to contract with the selected vendors: Sansio for a field data capture system (FDCS) and Advanced Data Processing, Inc. (ADPI) for an ambulance billing and collections system (EMSS).
2. In the event that the City is unable to have successful negotiations with either Sansio (for FDCS) or ADPI (for EMSS), it is recommended that the vendors ImageTrend and/or Accordis be the alternative vendors of choice for the FDCS and EMSS respectively, and be granted permission to negotiate contracts with them.
3. Following approval by the Board, Council File Number 03-0814 directs the Los Angeles Fire Department (LAFD) to report back to the Public Safety Committee along with any other relevant City committees with the results of the RFP process and recommendations concerning how to proceed. A full report will be presented to the Board and City Council after contract negotiations are complete, outlining the complete array of contract options available from the vendors, along with cost/benefit reviews of those options and arguments for recommending one particular option.

Summary:

Pursuant to Council File 03-0814 dated 10-26-05 instructing the LAFD, with the assistance of the City Administrative Officer (CAO) and the Information Technology Agency, to prepare and release a Request for Proposal (RFP) for the billing process and technology improvements as identified in the CAO report dated November 17, 2004.

The Department released a Request for Proposal (RFP), number 2007-38-001, on August 22, 2007 for a Field Data Capture System (FDCS) and Emergency Medical Services Billing and Collection System (EMSS). The Department received six responses for a FDCS, and two responses for an EMSS.

After an extensive evaluation (see Attachments B1 and B2), Sansio's HealthEMS product was recommended for the FDCS and Advanced Data Processing, Inc. (ADPI) IMX Business Solution for the EMSS.

The EMS RFP Selection Committee has determined that, after a detailed assessment of the vendor proposals, oral presentations, cost comparisons and vendor reference checks, Sansio and ADPI are best qualified to meet the requirements as specified in the RFP. The Project Stakeholders and Selection Committee recommended that the LAFD begin contract negotiations with Sansio and Advanced Data Processing, Incorporated (ADPI).

Conclusion:

By implementing an electronic field data capture system and proposed EMS billing system the Department would be able to: eliminate paper-based F-902M reports by Paramedics in the field; eliminate the misplacing of F-902M reports; improve overall LAFD related patient care during an incident; allow the capture of additional patient symptom data; and improve data collection and billing accuracy.

Implementing the proposed EMS billing system will result in: a reduction of the billing cycle; improved efficiency in the accounts receivable process; increased operational efficiency; increased revenue and an improved audit trail.

Approval of these recommendations will also assist the Fire Department's Audit Action Plan with reference to the City Controller's recommendations of June 11, 2007 stating that the Fire Department requires the necessary tools to capture essential billing information when providing emergency medical services, and to follow Citywide Billing and Collection Guidelines.

Board report prepared by William D. Bloemhof, Director of Systems, Management Information Systems Division.

Attachments



TABLE OF ATTACHMENTS

ATTACHMENT A..... SELECTION COMMITTEE RECOMMENDATIONS

**ATTACHMENT B..... F-225 FROM DENNIS BLOEMHOF TO CHIEF BARRY
RECOMMENDING VENDORS SANSIO AND ADPI**

ATTACHMENT 1 EVALUATION PROCESS AND CRITERIA

ATTACHMENT 2 EVALUATION OF PROPOSALS

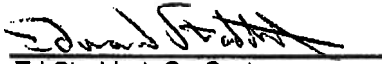
Addendum 1ADPI Intermedix Cost/Revenue Summary Analysis

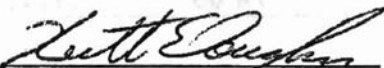
Addendum 2 EMS RFP Cost Summary Of Proposals


Addendum 3EMS RFP Vendor References


Los Angeles Fire Department EMS RFP 2007-38-001 Selection Committee Recommendations March 6, 2008

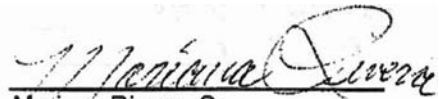
The EMS RFP Selection Committee has determined that, after a detailed assessment of the vendor proposals, oral presentations, cost comparisons and vendor reference checks, Sansio and ADPI are the best qualified to meet the requirements as specified in the RFP (see attached summary table of vendor scores). Therefore, we the Project Stakeholders and Selection Committee recommended that the Los Angeles Fire Department begin contract negotiations with Sansio and Advanced Data Processing, Incorporated (ADPI).



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EMS RFP Project Coordinator
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Jim House, Chief Administrative
Analyst
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EMS RFP Overall Vendor Scores

Field Data Capture System (FDCS)

Scoring Criteria	Sansio	ImageTrend	Medtronic	ACS
Oral Presentation/Product Demonstration Criteria				
Vendor Experience (Max 10 points)	8.8	8.4	8	7.4
Key Personnel Exp (Max 20 points)	16.8	15.6	15.75	15.6
Quality of Solution (Max 20 points)	17	17	14.75	15.2
Financial Stability (Max 10 points)	7.6	8.6	8.75	9.4
Completeness of Questions Answered (Max 10 points)	8.8	7.8	7.5	6
Completeness of Scripted Demo (Max 10 points)	8.4	7.8	8	6.6
Ability to Demonstrate Specific Features (Max 20 points)	16.6	16.8	16.25	13.2
Presentation Score (out of 100)	84	82	79	73.4
Presentation Score (out of 70)	58.8	57.4	55.3	51.38
Vendor Client References (Max 10 points)	8.5	9.7	8.3	6.5
Cost Scores (Max 20 points)	20	15.47	10.476	0
Total Score	87.30	82.57	74.08	57.88

Emergency Medical Services System (EMSS)

Scoring Criteria	ADPI	Accordis
Oral Presentation/Product Demonstration Criteria		
Vendor Experience (Max 10 points)	8.6	8
Key Personnel Exp (Max 20 points)	17	15.8
Quality of Solution (Max 20 points)	16.8	16.2
Financial Stability (Max 10 points)	8.8	5
Completeness of Questions Answered (Max 10 points)	8.4	7.6
Completeness of Scripted Demo (Max 10 points)	8.8	7.4
Ability to Demonstrate Specific Features (Max 20 points)	17.4	16.4
Presentation Score (out of 100)	85.8	76.4
Presentation Score (out of 70)	60.06	53.48
Vendor Client References (Max 10 points)	9.4	9.5
Cost Scores (Max 20 points)	20	0
Total Score	89.46	62.98

Los Angeles Fire Department



- ATTACHMENT B -

F-225 FROM DENNIS BLOEMHOF TO CHIEF BARRY
RECOMMENDING VENDORS SANSIO AND ADPI



DOUGLAS L. BARRY
FIRE CHIEF

August 12, 2008

TO: Douglas L. Barry, Fire Chief
Los Angeles Fire Department

FROM: William D. Bloemhof, Director of Systems
Management Information Systems Division

**SUBJECT: EVALUATION OF FIELD DATA CAPTURE (FDCS) AND EMERGENCY
MEDICAL SERVICES BILLING AND COLLECTION SYSTEM (EMSS)
REQUEST FOR PROPOSAL**

SUMMARY

The Los Angeles Fire Department (LAFD) released Request for Proposal (RFP) #2007-38-001 on August 22, 2007 for a Field Data Capture System (FDCS) and Emergency Medical Services Billing and Collection System (EMSS).


The Selection Committee has reviewed the Proposals and recommends vendor Sansio's HealthEMS for the FDCS and vendor ADPI's IMS for the EMSS.

FINDINGS

The Department received a total of six (6) responses for an FDCS, and two (2) responses for an EMSS. The proposals were reviewed in a three level evaluation criteria as outlined in Attachment 1: *Evaluation Process and Criteria* document.

The initial level of review was to ensure that the competing vendors were in compliance with the City's MBE/WBE/OBE requirements and administrative compliance with standard provisions for City contracts (including minimal qualifications requirements as defined in a four-question checklist). All vendors passed this initial level of review.

A Selection Committee was formed with representation from the City Administrative Officer's (CAO) Office, Information Technology Agency (ITA), and LAFD for the second

COMPANY/STATION OR UNIT COMMANDER	ASSIGN.	DIVISION COMMANDER	ASSIGN.
BATTALION OR SECTION COMANDER	ASSIGN	BUREAU COMMANDER 	OPERATIONS

level of review based on Level II evaluation criteria. Proposals were rated in relation to vendors' responses to *Appendix 1: Business Requirements Response Tables* of the RFP and completeness of the proposals in order to arrive at a "short list" for Level III evaluation. Of the eight (8) original vendors, Six (6) were placed on the "short list."

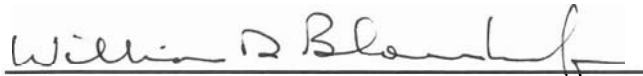
The short listed vendors (four [4] FDCS vendors and two [2] EMSS vendors) were invited to our offices to provide us with both an Oral Presentation and Product Demonstration. Subsequent to the presentations and demonstrations, the vendors were assigned scores; those scores were combined with reference and cost considerations to arrive at a final total.

Sansio's HealthEMS product was recommended for the FDCS and Advanced Data Processing, Inc. (ADPI) IMX Business Solution was recommended for the EMSS. A more detailed assessment of these vendors is provided in Attachment 2: *Field Data Capture and Emergency Medical Services Billing and Collection Systems Evaluation of Proposals*.

RECOMMENDATIONS

It is recommended that the LAFD move forward to enter into negotiations with both Sansio and ADPI, for contracts acceptable to the City.

In the event that the City is unable to successfully negotiate with either Sansio (for FDCS) or ADPI (for EMSS), it is recommended that the vendors ImageTrend and/or Accordis be selected as the alternate vendors of choice for FDCS and EMSS respectively, and permission be given to negotiate contracts with them acceptable to the City.



William D. Bloemhof, Director of Systems
Management Information Systems Division

Attachments

SECTION 7 – EVALUATION PROCESS AND CRITERIA

7.1 Evaluation Process

The Proposal evaluation period is to close upon the City's completion of its review and evaluation of Proposal Documents. The City will not give notice to the Proposers of the close of the Proposal evaluation process. A Proposal not meeting the requirements may be rejected as being non-responsive and/or non-responsible.

Proposals will be evaluated for responsiveness to the requirements of the RFP and on the responsibility of the Proposer. A Proposal is to be considered responsive if it complies in all material respects to the requirements of the RFP documents. Responsibility is defined as the apparent ability of the Proposer to meet and successfully complete the requirements of the Contract. Responsibility includes consideration of the quality of the Proposer's past performance, financial ability and the fitness and capacity to do the proposed work in a satisfactory manner. A Proposer may be required to present further evidence that it has successfully performed similar work of comparable magnitude or provide other proof satisfactory to the City that it is competent to successfully perform the work.

The City will select the Proposer that best meets the criteria presented in this RFP and in accordance with the City Charter. Matters other than price will be considered in determining Proposer selection, including (but not limited to) the relationship between cost, schedule and comprehensiveness of solution. In addition to materials provided in proposals, the City may rely on site visits or references and generally available industry information.

No binding contract exists between the selected Proposer and the City until the City executes a written contract. Any Contract resulting from this RFP is to be awarded to that responsible and responsive firm whose Proposal represents the best overall value to the City and who offers a justifiably fair and reasonable price.

The City reserves the rights to reject any and all proposals, seek additional proposals or to further negotiate the terms, price and conditions submitted by a Proposer. Proposals that do not meet the requirements and minimum level of information requested in the RFP will be deemed non-responsive.

A City Selection Committee comprised of appropriate City representatives that may be drawn from will evaluate proposals:

- Information Technology Agency (ITA)
- Office of the City Administrative Officer (CAO)
- Los Angeles Fire Department (LAFD)
- Other City Departments as appropriate

7.2 Evaluation Criteria

Proposals are to be evaluated using a three-level process:

- **Level I MBE/WBE/OBE Requirement and Minimum Qualification Review:** The City is to perform an initial responsiveness review to determine compliance with the City's MBE/WBE/OBE requirements and the minimum qualification requirements as defined herein. Included in this review are Vendor responses to the answers to the questions below: **Does Your Proposal Meet The Following Minimum Qualification Checklist?** Proposers that are deficient in meeting the minimum qualifications at the time of Proposal submittal are to be deemed non-responsive to this RFP.
- **Level II Evaluation:** Proposals that meet the Level I MBE/WBE/OBE Requirement and Minimum Qualification Requirements are to be evaluated based on the Level II evaluation criteria herein. At the option of the City, Proposers with the highest rated written submissions may be invited to give a clarification interview with the City regarding proposed services as an additional step in the Level II process. Evaluation of the clarification interview will be incorporated into the Level II evaluation herein. A "competitive range" (shortlist) is to be established. Proposers that are in the "competitive range" (shortlist) are to advance to Level III of the process as outlined below. Proposers who do not advance to Level III are to be notified in writing.
- **Level III Evaluation:** Proposers in the "competitive range" (shortlist) are to be evaluated based on the Level III evaluation criteria herein. Proposers must be required to demonstrate the proposed software solution. Proposers must also participate in a series of presentations and discussions with the City of all proposed services which may include project management methodology, statement of work, project schedule and other plans, deliverables and commitments contained in the Proposal. The City may also require a Proposer to submit written responses to questions regarding its Proposal. Action by the Evaluation Team in this regard should not be construed to imply acceptance or rejection of a Proposal. Award is to be based on that responsive and responsible firm whose Proposal represents the best value to the City and who offers a justifiably fair and reasonable price.

During the evaluation process, Proposer responses to requirements in all functional areas are to be evaluated and scored.

7.2.1 Level I Evaluation Criteria Questions: Does Your Proposal Meet The Following Minimum Qualification Checklist?

Requirement
The Proposer must have successfully provided and implemented an operational EMS Field Data Capture and/or EMS Ambulance Billing software solution in a large public agency within the last three (3) years.
Provide associated client name(s) and point(s) of contact information.
Requirement
The Proposer must have successfully implemented the EMS Field Data Capture and/or EMS Ambulance Billing software solution for a City, County or State government with at least 20,000 annual ambulance transports and/or an annual billable amount of 10 million dollars or more.
Provide associated client name(s) and point(s) of contact information.
The Proposer must have successfully implemented the EMS Field Data Capture and/or EMS Ambulance Billing software solution for a public agency with at least 100 EMTs and Paramedics.
Provide associated client name(s) and point(s) of contact information.
The Proposer must have successfully provided post-implementation support services for EMS Field Data Capture and/or EMS Ambulance Billing software solution.
Provide associated client name(s) and point(s) of contact information.
The proposed system must be a commercial-off-the-shelf (COTS) available product designed for EMS Field Data Capture and/or EMS Ambulance Billing and released into the market for a minimum of three (3) years.
Provide associated client name(s) and point(s) of contact information.

Proposers that are deficient in meeting the minimum qualifications at the time of Proposal submittal are to be deemed non-responsive to this RFP.

7.2.2 Level II Evaluation Criteria

Criteria	Weight
A. Proposal Summary and Proposed Organization This must include an assessment of such things as the proposed statement of work, project schedule, qualifications of the firm, demonstrated successful previous implementations, references, financial strength, quality of the proposed team, and proposed project team personnel and experience.	25%
B. Business Requirements This must include an assessment of the degree to which the proposed software solution and implementation services meet the City's business requirements in each of the functional areas detailed in the RFP. Consideration must be given to such requirements as: <ul style="list-style-type: none"> ■ The extent to which the products meet the requirements "out-of-the-box" ■ The criticality of the functionality that must be met through customization ■ The extent to which needed functionality is included in planned product upgrades ■ The nature and extent of third-party products recommended ■ The quality and completeness of the Proposer's response and approach to the key areas identified by the City in the RFP. 	20%

	Criteria	Weight
C.	Technical Requirements This assessment must focus on the implemented technical architecture of the proposed solution, the system architecture including data integration architecture, toolkits, operations support and related attributes of the proposed solution. Should additional third-party products be proposed to manage implementation activities or address technical issues, an appropriate assessment of the product(s) may also be included.	20%
D.	Systems Integration Services Requirements This must include an assessment of the proposed approach for planning and executing all phases of the system life cycle such as Planning, Analysis, Design, System Implementation, Data and Document Conversion, Interface Implementation, Testing, Knowledge/Skills Transfer, Training, and System and Program Documentation.	20%
E.	Post Implementation Services Requirements This assessment must include the nature, extent and limitations of the proposed warranty and maintenance agreements and the proposed approach for upgrade services and maintenance and operations services.	10%
F	Cost This must include an assessment of all cost components including licensing, maintenance agreement, installation, integration services, hourly rates, etc. Competitive pricing and best value for a complete solution are to be the overriding considerations.	5%
	Total	100%

Level II scoring above is to be utilized solely for a determination of the “competitive range” (shortlist) and not to carry forward to Level III.

7.2.3 Level III Evaluation Criteria

The City requires a thorough demonstration of all proposed software and systems by selected finalists. The City may also require finalists to make available a representative system at the City or nearby facility for the purpose of hands-on evaluation of finalist software for a period of time.

The finalist must also be required to demonstrate ad-hoc reporting capabilities on sample reports as defined by the City at the time of the demonstration. Additionally, the City may require visits to existing installations of comparable systems. The City requires the Proposer to participate in a series of presentations, discussions and any relevant demonstrations to the Selection Committee, which provides an opportunity for the Proposer to further clarify its Proposal. Original Proposals submitted however, cannot be changed or corrected in any way. No comments regarding other Proposals are permitted. Proposers must not initiate any contact with the City to clarify or explain their Proposals unless requested to do so by the City. Proposers may not attend demonstrations or presentations made by their competitors. Oral presentation agenda and scripts are to be provided to selected finalists prior to the appointed presentation dates. The City requires the Proposer’s proposed Project Director and Project Manager to be present during

the oral presentation. The City may also inspect the Proposer's facilities in addition to conducting visits to comparable organizations that are undergoing system implementation or that have recently completed system implementation. This process allows the City to more thoroughly evaluate company expertise, qualifications, operations and services deemed by the City to be in its best interests.

Proposers are to be evaluated during Level III using the following criteria:

Criteria		Weight
A.	Experience and Qualifications of Proposed Team The commitment of the Proposed Team (including the Proposer and Subcontractors) to the public sector market, their financial strength, their record of successful implementations of similar size, scope and complexity, and implementation methodology and approach are all important considerations.	5%
B.	Experience and Qualifications of Proposed Staff Consideration is to be given to such things as the quality and experience of the specific staff proposed for the Project Director, Project Manager, and other key personnel and subject matter experts. In particular, staff will be evaluated on their specific experience implementing the functionality for which they are proposed in a similar complex environment.	15%
C.	Business Solution Consideration is to be given to all the business requirements assessment factors from Level II in the context of the Vendor demonstrations. In addition, specific attention is to be given to the overall usability, deep and apparent seamless integration, user interfaces, workflow tools, business intelligence tools, reporting tools, and required customizations.	20%
D.	Technical Solution Consideration is to be given to all the Technical Requirements assessment factors from Level II in the context of the Vendor demonstrations. In addition, specific attention is to be given to security, scalability, system capacity and performance assessments, database integration, system administration tools and approach, the archival strategy, consistency across modules, systems operations support, and the architecture of the business intelligence and reporting tools.	20%
E.	Project Approach Consideration is to be given to such things as the quality, completeness and responsiveness of the proposed project management plan, the staffing plan including the City and Proposer participation, phased implementation plan, change management approach, data conversion and data cleansing approach, risk management plan, and related issues. Significant consideration will be given to the clarity, quality and appropriateness of the implementation approach to the key areas identified by the City.	20%
F.	Cost Consideration is to be given to the total cost of ownership in the context of the business value of the proposed solution.	20%
Total		100%

Subject to the provisions herein, Contract awards will be made to the overall "best value" Proposal with appropriate consideration given to the evaluation factors

stated herein. Ultimately, the source selection decision will take into account the Proposer's technical capability to meet the requirements of the RFP in a timely manner on a cost-effective basis. However, the City reserves the right to make an award to other than the low-price Proposer.

Field Data Capture and Emergency Medical Services Billing and Collection Systems

Evaluation of Proposals

Summary

Sansio's HealthEMS product is recommended for the FDCS. Advanced Data Processing, Inc. (ADPI) IMX Business Solution is recommended for the EMSS.

The EMSS vendor, ADPI, is offering three main options: 1. Managed Account, 2. Partial Hosting, and 3. Full Hosting. Option 3 is seen as offering the best value for both the Department and the City.

Both vendors are also offering a no-cost up-front solution in terms of a percentage of net revenue from ambulance billing.

Findings

A Request for Proposal (RFP), #2007-38-001 was released August 22, 2007 for a Field Data Capture System (FDCS) and Emergency Medical Services Billing and Collection System (EMSS) with a submission deadline of November 7, 2007.

The Department received six (6) responses for a FDCS, and two (2) responses for an EMSS. The proposals were reviewed in a three level evaluation criteria, as outlined in the RFP, Section 7 – *Evaluation Process and Criteria*.

The initial level of review was for compliance with the City's MBE/WBE/OBE requirements, and administrative compliance with standard provisions for City contracts, including minimal qualifications requirements as defined in a four-question checklist. All vendors passed the initial review process.

A Selection Committee was formed with representation from the City Administrative Officer's (CAO) office, Information Technology Agency (ITA), and the Los Angeles Fire Department (LAFD) for the second level of review based on Level II evaluation criteria. Proposals were rated in relation to vendors' responses to Appendix 1 of the RFP - *Business Requirements Response Tables* as well as completeness of the proposals, in order to arrive at a "short list" for Level III evaluation.

The Selection Committee and Stakeholders agreed that the following FDCS vendors would be "short listed" and continue on to Level III evaluations: ACS, ImageTrend, Medtronic, and Sansio. It was also agreed that both EMSS vendors Accordis and ADPI were to continue on to Level III evaluations.

**Field Data Capture and
Emergency Medical Services Billing and Collection Systems**

Evaluation of Proposals

After Level III evaluations, which consisted of a detailed assessment of the vendors proposals, oral presentations, cost comparisons, reference checks, and assessment by field personnel of practical usability of the hardware and software for the FDCS, Sansio and ADPI were recommended as the best qualified vendors in meeting the RFP requirements (for a list of Sansio and ADPI estimated costs and revenue projections, see Addendum 1 - *ADPI Intermedix Cost/Revenue Summary Analysis of LAFD RFP*).

Further discussion included, the selecting of alternate vendors in the event that contract negotiations with Sansio and/or ADPI are unsuccessful.

For a complete list of FDCS vendor pricing see Addendum 2 - *EMS RFP Cost Summary of Proposals*.

For a list of vendor client references contacted see Addendum 3 - *EMS RFP Vendor References*.

Field Data Capture System (FDCS)

The following is a summary of the FDCS vendors' evaluation. For the Level III evaluation, Sansio was rated the highest score by the Selection Committee followed by ImageTrend. Both vendors offer a "vendor-hosted solution," which was considered more advantageous to the City and less costly in terms of staffing and hardware requirements.

Sansio

Review of Oral Presentation and Product Demonstration

Sansio's offering of HealthEMS represents a strong pre-hospital patient data collection and reporting system. Written in Java, it has a proven reputation of being a strong product as the company has deployed the application and gained experience in three major United States cities: New York, New York, Reno, Nevada and Kansas City, Missouri.

Sansio's key personnel have a strong background with experience in a number of FDCS related areas including EMS and project management. Led by a Project Manager with over 19 years of experience, the Sansio project team earned reputable experience and knowledge thorough their work within the Fire Department New York (FDNY) a major entity utilizing their product. Each team member proposed by Sansio is strong in their respective areas and appears to be able to provide backup and support for the other members.

**Field Data Capture and
Emergency Medical Services Billing and Collection Systems**

Evaluation of Proposals

There were excellent responses and coverage of the areas specified in the requirements, and a high number of matches on desired and required features (294 Yes, 8 No, 31 Configuration/Modifications, 0 Future changes).

They offered excellent financials, which were reviewed by LAFD Chief Accountant II and Certified Public Accountant, Mr. Greg Vergara.

Their staff exhibited excellent product knowledge and experience during the question and answer session as they covered and answered questions thoroughly and with clear and precise responses.

Their staff also provided a thorough and in-depth presentation that displayed their product capabilities in a well thought out and concise presentation.

Sansio was able to demonstrate the features and functionality of their product as it relates to the desired and required features. Their client product is written in Java, which makes the screens simple to read, easy to use and can be scrolled through without tabbing. In the area of "reporting," their product is rated as: good.

Sansio Pricing Options

Sansio offered both lease and purchase options and was the lowest cost of the four (4) FDCS vendors. They also offered to procure and assist in setting up the tablet hardware. Sansio proposed a purchase base cost of \$4,214,256, or \$4,486,901 with options. The proposed lease cost over a five (5) year period would be \$4,622,713. The total purchase cost would be \$4,867,283 including options, and the providing of additional items not covered in the proposal such as spare tablets and bar code readers.

Sansio is also offering pricing based on a percentage of net collections, for a no-cost up-front solution.

ImageTrend

Review of Oral Presentation and Product Demonstration

ImageTrend is an FDCS only proposal that uses an ASP model for application hosting. Vendor experience is more at the state level, but they have some municipal agencies using their software, such as Kansas City, Kansas and Lee County, Florida. This vendor has the most extensive selection of tools available

**Field Data Capture and
Emergency Medical Services Billing and Collection Systems**

Evaluation of Proposals

and in use than any other FDCS vendor. Their reporting capabilities are extensive and range from ease of use to more complex.

Their team consists of employees with good key personnel experience, but not as extensive as Sansio's team. They have extensive experience at the state level but not as much with local agencies but still very solid. They possess a good background and have retained a good number of key personnel, a plus.

They provided high quality explanations and coverage of the responses in this category. (254 Yes, 2 No, 45 Configuration/Modifications, 18 Future)

They have good financials that were again, reviewed by Mr. Greg Vergara of the LAFD.

The vendor provided thorough and complete responses to questions posed of them. They also provided insight into their product, both the client and backend. They exhibited excellent coverage of their "Bridge" tools and reporting capabilities. Overall, their presentation was solid, smooth, and well organized. They demonstrated excellent coverage of their product, software and hardware, and the relationships that make their product work well.

Their scripted product demonstration not only provided insight into their client, interface tools, and database, but especially their coverage of their reporting capabilities. They offered an excellent overall coverage and demonstration of their product.

They are close in respect to coverage by Sansio, but their development and database platform make the product look like it is full featured, mature, and capable of growing easily in the future. They have a very robust frontend and backend for reporting. Because of their GUI interface and the Tabbing selection, this product may not be viewed as the easiest to use but the potential is endless because of their development platform.

ImageTrend Pricing Options

ImageTrend had the second lowest cost, but did not offer a lease option and offered only a software solution. ImageTrend proposed a purchase base cost of \$4,985,480.00. The cost would be \$8,542,433.10 including options and the purchase of additional items not covered in the proposal such as the tablets, docking stations, printers, spare tablets and bar code readers.

**Field Data Capture and
Emergency Medical Services Billing and Collection Systems**

Evaluation of Proposals

Emergency Medical Services System (EMSS)

ADPI

Review of Oral Presentation and Product Demonstration

ADPI has an excellent background. They are competent and innovative with large municipal agency experience. In Chicago, Illinois after taking over for another EMSS billing vendor, they handle over 200,000 transports a year, and over 160,000 annual transports in Oakland, California.

The vendor has excellent experience and demonstrated that their team would be able to support the LAFD in a rollout of their product using an ASP or hosted model. They use a local firm, IMRI, for project management, which has worked with the City of Los Angeles on other projects and appear to offer a solid background in project management with an understanding of the City as a whole. ADPI also has local (regional) people who are familiar with the area and issues that are faced by large municipal agencies.

As far as explaining their solution to modifications or changes required in the RFP Appendix 1 Desired/Required features, the vendor presented strong responses that were clear and to the point.

The company's financials, which were also reviewed by Mr. Vergara of the LAFD, were deemed to be solid.

The vendor's responses to questions were thorough and complete, with good coverage of the topics and of sufficient detail to provide insight into many areas of their business, hardware and software development and support practices.

Their scripted product demonstration was very thorough and complete. Their product showed exceptional reporting capabilities and a very forward thinking approach in the use of open systems database as well as the use of the Microsoft .NET framework.

ADPI did an excellent job in demonstrating specific features. They excelled at the use of their reporting features and appear ready to move forward with improvements to their reporting capabilities. Overall, they were very creative and innovative in their product offering, which should be noted, offers both a vendor-hosted and self-hosted solution.

**Field Data Capture and
Emergency Medical Services Billing and Collection Systems**

Evaluation of Proposals

ADPI Hosting Options

ADPI is offering three (3) main options: 1. Managed Account Solution, 2. Partial Hosting Solution, and 3. Full Hosting Solution. A fourth option, which is not being considered at this time, is Aggressive Fee Pricing, and involves relatively aggressive fee increases and, among other recommendations, charging for non-transports.

1. The Managed Account Solution

This option offers a hosting of the ADPI computer system while retaining the current LAFD ambulance billing staff. This solution does not take advantage of the expertise and efficiency of ADPI's coding staff, or the advantage of the reduction in LAFD ambulance billing staff costs, and is not recommended.

2. The Partial Hosting Solution

This option offers a hosting of the ADPI computer system, and some of the certified coding and processing staff from ADPI, while retaining most of the LAFD ambulance billing follow-up unit staff. Although this solution does take advantage of some of the expertise and efficiency of ADPI's coding staff, and some of the advantage of the reduction in LAFD ambulance billing staff costs, it does not offer the full advantages that a fully hosted solution would provide, and therefore is also not recommended.

3. The Fully Hosted Solution

This option offers a hosting of the ADPI computer system, and all of the certified coding and processing staff from ADPI. Some of the LAFD ambulance billing staff would be retained for auditing the ADPI Hosted Solution. This option offers the most benefit for the Department and the City, taking advantage of the efficiency of operation that ADPI can provide, as well as reducing the staffing costs (approx \$3 million per year) of the LAFD ambulance billing unit. This option is recommended.

For ADPI cost and revenue projections of these options, see Addendum 1 - *ADPI Intermedix Cost/Revenue Summary Analysis of LAFD RFP*.

Field Data Capture and Emergency Medical Services Billing and Collection Systems

Evaluation of Proposals

ADPI Pricing Options

ADPI's pricing option is for a percentage of the net revenue and offers a complete outsourced solution for 5.5% of net collections, or a reduced percentage for more limited solutions.

Base Proposal Fee:

- During first three months after project initiation - No cost
- Months 4-6 - 0.5% of Net Returns
- Months 8- 48 - 1.5% of Net Returns
- All Future Months - 1.25% of Net Returns

In addition to the monthly fee for the EMSS system as described above in the Base Proposal Fee, Options 1 and 2 as stated below are available to the City of Los Angeles at any point during the life of the agreement with the City. Option 3 is an entirely stand-alone offer that encompasses the use of the EMSS and is a stand-alone percentage of collections price at the rate given below.

LAFD hosted EMSS Solution: At the Option of the City, ADPI will procure and install at the City's data center all hardware required for a self-hosted environment along with the installation and configuration of all necessary server hardware for a fee equal to \$250,000. None of ADPI's clients use this solution, and it is not recommended.

ADPI EMS Billing Services Solution, Menu of Optional Services:

- Electronic Data Interchange Processes: 0.3 % of Net Returns*
- Coding 0.4 % of Net Returns*
- Invoice/Statements printing 0.5 % of Net Returns*
- Remittance Processing 0.4 % of Net Returns*

ADPI EMS Billing Services, Full Service Solution

- Percentage of Collections 5.5% of Net Returns*

Note: This fee is all-inclusive covering all optional services and all software licensing for their hosted solution.

*Net Returns is defined as Total Cash Collections less any refunds paid to patient accounts.

**Field Data Capture and
Emergency Medical Services Billing and Collection Systems**

Evaluation of Proposals

Additional Pricing Proposal Element – Cost of Performance Bond

ADPI will propose alternative performance instruments other than surety bond if the City requires a performance guarantee medium. If the City maintains the requirement for a performance bond, the cost to the City will be as follows:

Cost of Bond + 15%

Pricing Guarantee - Maintenance of LAFD Revenue Floor

ADPI will work with the City to determine the appropriate LAFD Revenue Floor. Once established and agreed upon, ADPI will guarantee achievement of the Revenue Floor, provided that failure to achieve the Revenue Floor is solely due to ADPI's failure to perform. In such event, ADPI will reduce their fee by 10% for any month in which the Revenue Floor is not met. The Revenue Floor shall be determined based on incident month and measured 12 months after incident month.

Accordis

Review of Oral Presentation and Product Demonstration

This vendor has many years of experience in the area of EMS billing and in working with large municipal governments. Although they have been involved in project planning and have assembled a strong team of personnel for the project, there is concern about the absence of current local people who are familiar with some of the local issues, especially the Los Angeles County hospital system.

Another concern that we have with this vendor is, although they have assembled a very strong project team with excellent experience and qualifications it wasn't made clear to us as to why they did not include some of the local team working with Los Angeles County.

They did an excellent job of explaining their responses to the C/G/M issues from Appendix 1.

They are financially stable and profitable according to Mr. Greg Vergara of the LAFD, and they responded well to questions posed by the participants.

The product demo was complete; however it revealed a 30 year-old mainframe architecture based on VSAM (virtual storage access method) files. Although old

**Field Data Capture and
Emergency Medical Services Billing and Collection Systems**

Evaluation of Proposals

in relation to current development and application technologies, they seem to provide a stable platform from which to work. The drawback is that reporting may be difficult unless using their pre-existing reports and somewhat difficult to use reporting tools. Changes to reports may be difficult without vendor assistance. The vendor was successful in demonstrating the features listed as desired or required.

Accordis Pricing Options

The Accordis proposal offers the preferred hosted solution as well, and there are no purchase costs. However, unlike ADPI who offers no up front costs but instead a percentage of net revenue, with Accordis there are recurring yearly license and support costs. Costs for the first year, are to be paid up front, at a cost of \$350,000.00. For years two (2) through five (5), the cost is \$300,000.00 for a total five-year cost of \$1,550,000.00.

Additional costs include a contingency fee of 5% on total collections for any accounts that Accordis staff work, and a coding cost of \$2.50 per PCR.

An optional outsourced option includes a 7.5% contingency fee for all government payors, 9.5% for all commercial insurance and self-pay payors and a coding cost of \$2.50 per PCR. For this option, the fixed pricing component goes away.

ADPI Intermedix Cost/Revenue Summary Analysis of LAFD RFP

A. LAFD Scenario Assumptions

Scenario 1 (Current EMSS - Base case)	No changes, current LAFD billing personnel and system.
Scenario 2 (Current EMSS + Sansio ePCR)	Patient care reports provided by way of Sansio system, reducing lost reports. No changes to current LAFD billing personnel and system.
Scenario 3 (ADPI Managed Acct + Sansio ePCR)	Sansio ePCR system and ADPI EMS Billing system and oversight. Assumes that current LAFD billing personnel will perform at the same levels as ADPI personnel.
Scenario 4 (ADPI Partial Hosting + Sansio ePCR)	Sansio ePCR system and ADPI EMS Billing system and oversight. Coding and insurance gathering is to be done by ADPI personnel, and claims submission, follow up, account reconciliation and hospital look-up program still handled by current LAFD billing personnel.
Scenario 5 (ADPI Fully Hosted + Sansio ePCR)	Sansio ePCR system and ADPI EMS Billing system and staff. This scenario does not require assumptions concerning staff's performance with billing system as ADPI staff already uses our internal EMSS.
Scenario 6 (ASPI Fully Hosted w/fee recommendations + Sansio ePCR)	Same as Scenario 5, except taken into account are the revenue enhancements that will come by way of increased fees for transport services. These same increases can be applied in some measure to the other scenarios as well.

B. Total Annual Dollar Collections, by Scenario

LAFD EMSS Scenario Analysis

	FY 08-09	FY 09-10	FY 10-11	FY 11-12	FY 12-13	Total
Scenario 1 (Current EMSS - Base case)	\$ 50,453,095	\$ 52,755,332	\$ 54,098,068	\$ 54,435,666	\$ 55,759,286	\$ 267,501,447
Scenario 2 (Current EMSS + Sansio ePCR)	\$ 60,741,419	\$ 56,192,251	\$ 57,612,919	\$ 57,975,680	\$ 59,376,496	\$ 291,898,765
Scenario 3 (ADPI Managed Acct + Sansio ePCR)	\$ 60,783,352	\$ 62,462,417	\$ 64,252,519	\$ 64,759,884	\$ 66,282,770	\$ 318,540,942
Scenario 4 (ADPI Partial Hosting + Sansio ePCR)	\$ 59,846,037	\$ 62,288,776	\$ 64,519,864	\$ 65,047,806	\$ 66,573,181	\$ 318,275,664
Scenario 5 (ADPI Fully Hosted + Sansio ePCR)	\$59,932,938	\$61,432,483	\$63,866,492	\$64,394,614	\$65,903,534	\$315,530,061
Scenario 6 (ASPI Fully Hosted w/fee recommendations + Sansio ePCR)	\$ 59,932,938	\$ 71,065,831	\$ 72,545,863	\$ 72,142,416	\$ 72,697,698	\$ 348,384,746

C. Fiscal Year Collection Percentages, by Scenario

LAFD EMSS Scenario Analysis

	FY 08-09	FY 09-10	FY 10-11	FY 11-12	FY 12-13	Total
Scenario 1 (Current EMSS - Base case)	8.71%	8.51%	8.47%	8.57%	8.54%	8.56%
Scenario 2 (Current EMSS + Sansio ePCR)	10.69%	9.51%	9.44%	9.52%	9.45%	9.73%
Scenario 3 (ADPI Managed Acct + Sansio ePCR)	11.38%	7.24%	6.82%	6.84%	6.80%	7.81%
Scenario 4 (ADPI Partial Hosting + Sansio ePCR)	12.74%	7.50%	6.43%	6.43%	6.39%	7.88%
Scenario 5 (ADPI Fully Hosted + Sansio ePCR)	12.62%	8.77%	7.38%	7.37%	7.33%	8.68%
Scenario 6 (ASPI Fully Hosted w/fee recommendations + Sansio ePCR)	12.62%	8.37%	7.18%	7.19%	7.18%	8.41%

EMS RFP COST SUMMARY OF PROPOSALS

	Sansio	ImageTrend	Medtronic	ACS
	Hosted	Hosted	Non Hosted	Non Hosted
Fixed Price Items - Purchase, No Hardware				
Project Management Services	\$ 66,560.00	\$ 50,000.00	\$ 527,680.00	\$ 164,053.60
FDCS Design Document (draft & final)	\$ 7,160.00	\$ 50,000.00	\$ 60,840.00	\$ 1,444,268.00
FDCS Test Plan (draft and final)	\$ 58,240.00	\$ 150,000.00	\$ 27,144.00	\$ 526,533.60
FDCS Training Plan (draft & final)	\$ 37,840.00	\$ 20,000.00	\$ 5,720.00	\$ 479,061.60
Training for identified LAFD personnel on FDCS use and operations for the FDCS production version	\$ 66,560.00	\$ 100,000.00		\$ 63,994.80
FDCS Development and Implementation		\$ 222,000.00		
FDCS pilot program	\$ 100,040.00	\$ 25,000.00	\$ 82,940.00	\$ 461,252.80
Final FDCS system	\$ 65,640.00	\$ 1,350,100.00	\$ 119,080.00	\$ 1,723,222.80
FDCS User System Documentation and User Guides (draft and final)	\$ 104,960.00	\$ 20,000.00	\$ 15,600.00	\$ 304,068.80
Software - total purchase Costs	\$ -	\$ 1,987,100.00	\$ 1,468,821.40	\$ 1,197,799.71
Software-5 year recurring costs			\$ 1,298,719.15	
Year 1				
Year 2	\$ 185,000.00	\$ 252,820.00		
Year 3	\$ 190,000.00	\$ 252,820.00		\$ 220,032.19
Year 4	\$ 195,000.00	\$ 252,820.00		\$ 226,633.16
Year 5	\$ 200,000.00	\$ 252,820.00		\$ 233,432.15
Travel & Living			\$ 75,000.00	
All Other Ongoing operational costs (Shipping, Supplies, Travel, Rent, Etc), Customer Support/Maintencnce costs fro remaining 42 months of contract				\$ 4,343,715.46
** - Surety Bond	\$ 60,000.00		\$ 24,000.00	\$ 909,000.00
Mobile Vehicle Development			\$ 154,160.25	
Total Fixed Price - Purchase, No Hardware	\$ 1,337,000.00	\$ 4,985,480.00	\$ 3,705,544.55	\$ 12,297,068.67

EMS RFP COST SUMMARY OF PROPOSALS

	Sansio	ImageTrend	Medtronic	ACS
	Hosted	Hosted	Non Hosted	Non Hosted
Fixed Price Items - Lease		NOT PROPOSED		NOT PROPOSED
Project Management Services			\$ 527,680.00	
FDCS Design Document (draft & final)			\$ 60,840.00	
FDCS Test Plan (draft and final)			\$ 27,144.00	
FDCS Training Plan (draft & final)			\$ 5,720.00	
FDCS pilot program			\$ 82,940.00	
Final FDCS system			\$ 119,080.00	
FDCS User System Documentation and User Guides (draft and final)			\$ 15,600.00	
Hardware - Total Lease Costs	\$ 3,285,713.24		\$ 3,111,135.72	
Year 4 of 5-year recurring costs				
Software - Total Lease Costs			\$ 3,058,187.40	
Hardware - 5 year recurring costs			\$ 2,897,645.00	
Software-5 year recurring costs			\$ 1,298,719.15	
Travel & Living			\$ 75,000.00	
** - Surety Bond			\$ 24,000.00	
Mobile Vehicle Development			\$ 154,160.25	
Total Fixed Price - Purchase, No Hardware	\$ 1,337,000.00			
Total Fixed Price - Lease	\$ 4,622,713.24		\$ 11,457,851.52	
Total Fixed Price (Purchase) Including Tablet/Printer/Docking		NOT PROPOSED		
Hardware - total purchase Costs (375 tablets and docking stations)	\$ 2,745,770.50		\$ 2,561,867.65	\$ 3,381,293.80
Hardware - 5 year recurring costs			\$ 2,897,645.00	
Year 2 of Hardware Recurring Costs				\$ 342,178.40
Year 3 of Hardware Recurring Costs				\$ 572,453.64
Year 4 of Hardware Recurring Costs	\$ 131,486.25			\$ 652,778.64
Year 5 of Hardware Recurring Costs				\$ 753,734.27
Mobile Vehicle Development			\$ 154,160.25	
Total Fixed Price - Purchase, No Hardware	\$ 1,337,000.00		\$ 3,705,544.55	\$ 12,297,068.67
Total Fixed Price (Purchase) Including Tablet/Printer/Docking	\$ 4,214,256.75		\$ 9,319,217.45	\$ 17,999,507.42

EMS RFP COST SUMMARY OF PROPOSALS

	Sansio	ImageTrend	Medtronic	ACS
	Hosted	Hosted	Non Hosted	Non Hosted
Options			NOT PROPOSED	NOT PROPOSED
HL7 Interface	\$ 24,000.00	\$ 131,200.00		
Integration with ReddiNet		\$ 16,400.00		
Portable ID Reader Interface		\$ 32,800.00		
Development of Unit to Unit Bluetooth	\$ 15,000.00	\$ 16,400.00		
Billing Intelligence		\$ 73,800.00		
Premier Hosting @ 2500/month		\$ 150,000.00		
Point to Point Connectivity	\$ 156,000.00			
Hardware Procurement Management	\$ 68,644.26			
Total Cost of Additional Options	\$ 272,644.26	\$ 420,600.00	\$ -	\$ -
Total Fixed Price (Purchase) Including Options	\$ 4,486,901.01	\$ 5,406,080.00	\$ 9,319,217.45	\$ 17,999,507.42
Additional Items To Complete Vendor Solution				
Non Hosted Server Costs			\$ 160,582.92	\$ 304,488.00
Non Hosted Staffing Costs 463,097.52x5 (1 DBA+1 Sr.SAI+1 PA5+ 2 SAI)			\$ 2,315,487.60	\$ 2,315,487.60
Air Cards (Verizon) @49x399 (375+24 spare)	\$ 1,173,060.00	\$ 1,173,060.00	\$ 1,173,060.00	\$ 1,173,060.00
Spare Tablets (6.5%) = 24	\$ 67,582.60	\$ 67,582.60	\$ 66,700.00	\$ 91,900.00
FAX @49/month +.05 page	\$ 18,800.00			
Bar Code Reader @200 each x 375	\$ 75,000.00	\$ 75,000.00	\$ 75,000.00	\$ 75,000.00
Tablets/Docking Stations (375)		\$ 2,745,770.50		
Total Cost of Additional Items	\$ 1,334,442.60	\$ 4,061,413.10	\$ 3,790,830.52	\$ 3,959,935.60
Cost to City for Vendor Purchase Solution	\$ 5,821,343.61	\$ 9,467,493.10	\$ 13,110,047.97	\$ 21,959,443.02
** The ACS charge for surety bond is reimbursable.				

EMS RFP Vendor References

	Client #	Client Org	Ref Asked	Ref Given	Contact Name	Contact Title	email	Phone	Brief Details	Score
Sansio	1	Fire DepartmentNY	Yes	Yes	Frank Buccellato	Chief Compliance Officer		(718) 999-0734	quite satisfactory	8
	2	ADPI Memphis	Yes	Yes	Thomas Randle		thomas.randle@memphistn.gov	(901) 354-6743	good	8
	3	Westmed Ambulance	Yes	Yes	Steve Melander	Director of Clinical Services	s-melander@sbcglobal.net	(510) 773-0094	excellent	10
	4	New York Presbyterian EMS			Sally McCabe		sam9022@nyp.org	(212) 746-0886		
	5	North Shore Island Jewish Health System	Yes	Yes	Craig Smith	PI Coordinator	cesmith@nshs.edu	(516) 319-5982	good	8
	6	Metropolitan Ambulance Services Trust (MAST)			Mark Malmberg	Edu Project Manager	mark.malmberg@mastambulance.org	(816) 300-8808		
	7	Grady Health Systems EMS	Yes	Yes	Noah Reiter		nreiter@emory.edu	(404) 616-6405	ok	6
	8	Medisys Health Network			Christopher Airey	QI Coordinator	cairey@jhmc.org	(718) 206-8925		
	9	Hunter's Ambulance Service, Inc			David Lowell	Director of Operations	davidl@huntersamb.com	(203) 514-5106		
	10	Polk County EMS	Yes	Yes	Gary Ball	Medical Supervisor	garyball@polkfl.com	(863) 519-7404	excellent	10
	11	REMSA (Regional EMS Authority, Reno, NV	Yes	Yes	Karen Thiele/Stacie Selmi		kthiele@remsa-cf.com	(775) 232-0180	excellent	10
	12	Vanguard Healthcare LLC	Yes	Yes	Ryan Greenberg	COO	rgreenberg@hospitalemail.com	(866) 848-4968	good	8
	13	White Bear Lake Fire Department			Tim Vadnais	Chief	tvadnais@whitebearlake.org	(651) 429-8568		
									Average Score	8.5

EMS RFP Vendor References										
	Client #	Client Org	Ref Asked	Ref Given	Contact Name	Contact Title	email	Phone	Brief Details	Score
ImageTrend	1	Washington Dept of Health	Yes	Yes	Don Fernandes		don.fernandes@doh.wa.gov	(360) 236-2870	excellent	10
	2	Lee County	Yes	Yes	Paul Filla		pfilla@leegov.com	(239) 335-1606	excellent	10
	3	Lansing Fire Department	Yes	Yes	Chuck Fulger		cfulger@ci.lansing.mi.us	(612) 627-5424	excellent	10
	4	Kansas City Fire Department	Yes		Chris Alexander		calexander@kcfcd.org		left message	
	5	Advocate Health Care Good Samaritan Hospital	Yes	Yes	Patrick Sennett		patrick.sennett@advocatehealth.com	(630) 990-5596	very good	9
	6	Columbus Regional Hospital	Yes	Yes	Scott Gordon		sgordon@crh.org		very good	9
	7	Minnesota Emergency Medical Services Regulatory Board, MNSTAR	Yes	Yes	Mary Hedges		mary.hedges@state.mn.us	(612) 627-5424	excellent	10
									Average Score	9.7

EMS RFP Vendor References										
	Client #	Client Org	Ref Asked	Ref Given	Contact Name	Contact Title	email	Phone	Brief Details	Score
ADPI	1	Washington D.C. Fire Department	Yes	Yes	Patricia White	Captain		(202) 715-2857	excellent	10
	2	City of Chicago	Yes	Yes	Tina Consola	Deputy Director, Dept of Revenue		(312) 744-1769	excellent	10
	3	Lee County	Yes	Yes	David Kainrad	EMS Director		(239) 335-1614	excellent	10
	4	Denver Health and Hospital	Yes	Yes	Peg Burnette	CFO		(303) 436-6076	excellent	10
	5	San Francisco Fire Department	Yes	Yes	Julia Dawson			(415) 558-3445	excellent	10
	6	Polk County BOCC-EMS		Yes	Beverly Chenault	Records/Billing Manager		(863) 519-7401	excellent	10
	7	City of Sacramento	Yes	Yes	Chief Jackson	Battalion Chief		(916) 264-8102	ok	6
									Average Score	9.4

EMS RFP Vendor References										
	Client #	Client Org	Ref Asked	Ref Given	Contact Name	Contact Title	email	Phone	Brief Details	Score
Accordis	1	Los Angeles County DHS	Yes	Yes	Larry Gatton	Chief of Financial Applications and Revenue Services		(213) 240-8366	excellent	10
	2	New York City Fire Department	Yes	Yes	Richard Brennan	Deputy Director, Bureau of Revenue Management		(718) 999-1265	good	8
	3	San Francisco Community Health Network (CHN)			Diana Guevara	Assistant Administrator, Patient Financial Services		(415) 206-3286		
	4	Victory Memorial Hospital			Joseph Mazzella	Director of Patient Accounts		(718) 567-1021		
	5	St. Vincent Catholic Medical Centers			Robert Ren	Director of Patient Financial Services		(212) 356-4458		
	6	Riverside County Regional Medical Center	Yes	Yes	Jerry White	Manager of Patient Accounts		(909) 486-4421/4406	excellent	10
	7	MediSys Ambulance Services, Inc.			Peter Diorio	Associate Director		(718) 206-8300		
	8	City of Plattsburgh	Yes	Yes	Kathleen M. Leavine	Principal Clerk, Emergency Services		(518) 563-7704	excellent	10
									Average Score	9.5

EMS RFP Vendor References

	Client #	Client Org	Ref Asked	Ref Given	Contact Name	Contact Title	email	Phone	Brief Details	Score
CDCE	1	Southern California Edison	Yes		Michael Jensen	Vendor Management & Project Deployment Manager		(626) 543-6533	left numerous messages	
	2	Sacramento Municipal Utility District	Yes	Yes	Jim Hayes	Project Manager	jhayes@smud.org	(916) 732-6450	bad	0
	3	County of Sacramento Sheriff	Yes	Yes	Lt. Phil Brelje/Kevin Mason			(916) 606-1165/(916) 344-2986	excellent	10
	4	Orang County Sheriff	Yes	Yes	Capt Mike James			(714) 834-6322	bad	0
	5	Anaheim PD	Yes	Yes	Sgt. Lew Wuest			(714) 497-6401	fairly good	7
	6	San Miguel Fire Department	Yes	Yes	Gary Croucher			(619) 660-5352	excellent	10
	7	County of Ventura Fire Department	Yes	Yes	Jim Norris	Information Technology Manager		(805) 389-9714	bad	0
	8	San Carlos PD	Yes	Yes	Rich Synthio	Commander		(650) 802-4245	good	8
	9	Brisbane PD			Mike Macey	Commander		(415) 508-2170		
	10	Beaumont PD	Yes	Yes	Karl Mendoza			(951) 769-6062	excellent	10
	11	Laguna Beach Fire Department	Yes	Yes	Jeff La Tendresse	Division Chief		(949) 497-0700	bad	0
	12	Laguna Beach PD			Larry Wohrman	Service Specialist (Fleet Management)		(949) 497-0394		
	13	American Medical Response			Richard Kedrowski	Operations Manager		(806) 517-2022		
	14	Santa Paula Fire Department			Richard Fildes	Fire Chief		(805) 933-4254		
	15	Santa Paula PD			Steve McKinnon	Chief of Police		(805) 933-4222		
	16	Amador County Sheriff			Glenn Humphries	Captain		(209) 223-6516		
	17	Marin County Fire			Mark Brown	Battalion Chief		(415) 717-1511		
	18	Novato Fire Protection District			Mark Heine / Gerald McCarthy	Battalion Chief / Captain		(415) 878-2611/(415) 878-2629		
									Average Score	5

EMS RFP Vendor References										
	Client #	Client Org	Ref Asked	Ref Given	Contact Name	Contact Title	email	Phone	Brief Details	Score
Physio Medtronic Medusa	1	MedStar, Fort Worth, Texas			Jack Eades			(817) 632-0509 (817) 923-3700	no phone numbers originally	
	2	Emergency Medical Services Authority, Tulsa, Oklahoma	Yes		H. Stephen Williamson	President/CEO		(918) 596-3135	bad phone #, asked vendor to check	
	3	Mecklenburg EMS Agency, Charlotte, North Carolina	Yes	Yes	Barry Bagwell			(704) 572-2918	ok	6
	4	Guilford County EMS, North Carolina	Yes		David Moran			(336) 641-7565		
	5	Indianapolis Metro Service Area Wishard Health Services			Tom Arkins/Steve Davison			(317) 387-3024		
	6	Province of Nova Scotia - Emergency Health Services	Yes	Yes	Tim Coolen			(902) 832-8393	excellent	10
	7	Sedona Fire District, Arizona	Yes	Yes	Brian Espieu			(928) 254-9151	very good	9
									Average Score	8.3

EMS RFP Vendor References

	Client #	Client Org	Ref Asked	Ref Given	Contact Name	Contact Title	email	Phone	Brief Details	Score
ACS	1	City of Philadelphia, PA	Yes	Yes	David Beatrice	Deputy Commissioner	david.beatrice@phila.gov	(215) 686-1370	wrong product	0
	2	City of Houston, TX	Yes	Yes	Brad Curette	Captain	brad.curette@cityofhouston.net	(713) 247-5051	good	8
	3	City of Norfolk	Yes	Yes	Jack Goldhorn		jack.goldhorn@norfolk.gov	(757) 664-6665	excellent	10
	4	Clayton County, GA	Yes	Yes	Robert Kershaw	Fire/IT Systems Analyst		(770) 473-7833	good	8
									Average Score	6.5