



March 29, 2011

REQUEST FOR PROPOSAL  
#495

**Fire and Life Safety  
FireMed Website and Database Redevelopment**

**ADDENDUM #1**

The City of Springfield is hereby amending or clarifying the above mentioned Request for Proposal (RFP). The original document can be found on the City's website at [www.springfield-or.gov](http://www.springfield-or.gov) by selecting the hyperlink *Purchasing/Contracts* from the menu on the left side of the home page, interested parties will be linked to the RFP/ITB page.

Questions from the mandatory Pre-Proposal Meeting march 25, 2011

- 1. Question:** How is a non-member billed for ambulance service? For example, if I am in a car wreck and I am not a member?

**City's Response:** The first part of the billing process is the same for members and non-members. We first bill any third-party payers, such as insurance companies. After all third-party payers have paid their liability, if there is still a balance on the bill, the patient is billed for that balance. If there is no insurance coverage in effect, the patient gets billed for the full amount. The difference between billing for members and non-members is that this final billing phase, billing the patient, does not occur with members.
- 2. Question:** What is the activity level in the FireMed program during the months that the campaign is not going on?

**City's Response:** FireMed is a program with two permanent people, the FireMed Director and a Program Technician. When the campaign is not going and activity is slower, these are the only two people working. The program technician handles member enrollments, transfers, and questions as they come in the rest of the year. Members can join mid-year, and after the first quarter of the membership year we prorate the price as of the first of each month. All memberships expire June 30 of each year.
- 3. Question:** Is there any desire to go to anniversary-date expiration with memberships effective for one year from date of purchase?

**City's Response:** Having a single expiration date has two advantages. First, by processing all of the membership applications and payments in a short amount of time, we can hire temporary workers who we do not have to pay for the benefit package that permanent employees get. This is a significant cost savings. Second, we gain from applying all of our marketing investment to a few months rather than spreading it out over the full year. By advertising within a three-month period we become a big presence in the market.

4. **Question:** How is payment for JobCare, the employer-based membership, determined, and how is it collected?

**City's Response:** FireMed is very flexible with employers. When an employer signs on to the program, employees get an immediate \$5.00 discount on their memberships, provided by FireMed. There is no obligation on the part of the employer to pay any of the remaining fee. We only ask employers to endorse the program and encourage employees to join, and to pass along information to employees, via hardcopy and email. Some employers also pay a part of the fee for employees. This amount is totally variable. Some pay the whole fee, some pay half, some pay \$10.00 or \$15.00. We encourage employers to pay part of the fee, but do not require it.

The enrollment and payment are also handled a variety of ways. Some employers, especially the ones that just take the FireMed discount and pass it on to employees, prefer that employees join directly with FireMed, not involving the employer at all. Even some of the employers who do pay a portion or the entire fee prefer that employees join directly with FireMed. We track these members and invoice the employers for their share. Some employers prefer that all employees submit their application form to the employer with the partial payment, and then the employer sends the batch of applications, the members' payments and a single employer check for the balance. For employers who pay the full amount this is the most common way it is handled, though we will let employees join on their own and invoice the employer for the fee. For some employers we do a combination of memberships purchased directly by employees and memberships submitted to the employer. We are flexible and will do whatever the employer wishes. We make it as easy for the employer as we can.

5. **Question:** What is not working satisfactorily in the current website and database?

**City's Response:** The website was built many years ago before some of today's technology was available and with the money available at the time. The notable shortcomings of the website are the lack of integration with the database and the process for purchasing a membership. Both resulted from the resources we had at the time.

The database is a highly capable system whose intended users are not membership programs. Raiser's Edge is targeted to fundraising organizations who work on a much larger scale than we do. You can learn more about the product at Blackbaud's website. Most of the functionality in the package is of no use to us. We are selling a product rather than raising money for a cause. The processing and information needs for those different purposes are much different. Also, since it has capabilities far beyond what we need, it is overly complex to accomplish the things we do need. It is also quite expensive for something that does not match our need well. Blackbaud offers a web presence, but it only integrates with Raiser's Edge, so it is not useful to us.

6. **Question:** FireMed currently uses a test site and a live site. Do you need to keep that type of environment, and do you need a content management system to manage changes to the site?

**City's Response:** The City of Springfield has a staging site that pushes to the live site. We use Adobe Dreamweaver for development and Adobe Contribute by many users within the City to maintain content. This works well for us.

Firemed.org is a separate website that currently resides on the City's servers. Living within the firewalls of the City and Regional Information System limits some of the valuable things we could do with our site, which is why we specify that the new [firemed.org](http://firemed.org) be a hosted system. FireMed staff wants the ability to change content on the site to achieve timely and inexpensive improvement and maintenance of information. We are familiar with Dreamweaver and Contribute because we use them to update and maintain the Fire

Department's pages on the City's website, and are comfortable using them. That is just information for you to have in creating your proposal. We do not require that you use these tools.

7. **Question:** In the RFP you ask for two different types of payment systems for patients to pay for ambulance bills. Can you explain the difference?

**City's Response:**

Currently we have no way for patients to make online payment for ambulance service. The two payment methods, or systems, we are asking for are a "dumb" system and a "smart" system.

The first option would be to allow a patient to go to the website, indicate that he or she would like to make a payment on an ambulance bill, and based on the hardcopy bill he or she received in the mail, submit an online payment. This option would not allow the patient to review any information about the bill online, but only make a payment of some amount that the patient chooses.

The second option is to allow a patient to go to the website, review their ambulance billing account, and make a payment. This option requires that the ambulance billing system serve information to the patient over the Internet. We cannot tell you how this would be accomplished through the Zoll RescueNet software. Our IT Department does have some knowledge of how the RescueNet software works and we will post an addendum on the City website explaining what we know. We also understand the difficulty of accomplishing this through the City and Regional firewalls. For Proposers who wish to pursue this option, it will be up to you to learn what you need to know directly from Zoll or any other resources you may have.

8. **Question:** Can Proposers get more information about the Zoll RescueNet system regarding consolidating the membership databases and getting it to supply member information to both billing system?

**City's Response:** The RescueNet Membership module is a separately licensed component from Zoll Data.

However the Membership license is required to activate membership tracking functions within the Billing module. The Membership and Billing modules share a common schema within a single database; therefore it is not possible for a single instance of Membership to share data with both the Springfield and Eugene instances of Billing without custom development on the Billing module. The City has not explored this option with Zoll Data, so the licensing implications to this approach are unknown.

9. **Question:** Would you entertain a replacement of the billing system as part of this project so that the issue of merging the Eugene and Springfield databases is solved?

**City's Response:** The billing system has as a component an electronic patient care report system (ePCR.)

This is a tablet PC-based system that is connected to the Computer Aided Dispatch system via an air card that the paramedics use to record patient information. Replacing that system is beyond the scope of this project.

10. **Question:** Is failover database with replication mandatory?

**City's Response:** This would be preferred, but not mandatory. We will look at such a feature and consider it.

11. **Question:** How do you currently deliver membership info to the billing system?

**City's Response:** There are two membership databases and two billing systems. Springfield uses the Raiser's Edge membership database and the RescueNet billing system. They are not connected. Springfield billing people manually check Raiser's Edge and the Eugene membership database when they create a billing patient record. Springfield also maintains a website that updates overnight with membership data, so that Eugene billing people have access to Springfield and Lane Rural membership data. Eugene's membership database is connected to their billing system. Eugene has an old version of the RescueNet membership module that they use to connect their custom membership database application to the billing system. For Springfield and Lane Rural area patients they consult the Springfield website to check for members.

**12. Question:** Since the two fire departments are combining, can the billing systems be merged so that Springfield can take advantage of Eugene's RescueNet membership module interface?

**City's Response:** This is possible, but unlikely in the near term. Eugene has the membership module, but only bills for itself. Springfield bills for itself and 20 other ambulance providers. The time and expense of migrating those twenty-one "companies" to Eugene's system is a big hurdle. Limited resources make it unlikely Springfield billing will take on this project, even for the increased productivity. Springfield can purchase a current RescueNet membership module for about \$20,000.

**13. Question:** Is storing of Social Security Account numbers a mandatory requirement?

**City's Response:** Yes. Springfield gains in two ways. It helps definitively identify members, and provides billing people a resource for getting the SSA numbers as well. SSA numbers are essential to billing, and not always obtainable from patients because of their condition at the time of transport. The numbers and the security required to safeguard them are required for the redeveloped system.

**14. Question:** A follow up to question about merging the two billing systems: Why will it take a long time to transfer the information from one system to the other?

**City's Response:** The two departments have much different operating models, resulting in significantly different configurations of their respective RescueNet systems. A bigger hurdle is the difficulty in meeting Center for Medicare and Medicaid Services (CMS) requirements. The work CMS requires to recertify a new billing software and location is a burden. In addition to the work involved, there would be a significant cash flow interruption.

Zoll may be willing to sell an API for less than the cost of the membership module, but Springfield has not approached them about that.

**15. Question:** Is there an allocated and approved budget?

**City's Response:** We have a budget line item for this project and other items, but not a specific amount for this project alone. We carried some FY2010 money forward, have an additional amount added in FY2011, and have included additional funding in our FY2012 budget. Our fiscal year ends June 30. We know that this project will continue into FY2012, so we think we have enough money to work with.

**16. Question:** Will there ever be a dollar figure for this project?

**City's Response:** Yes, that will be negotiated at contract time.

**17. Question:** Are your scanned documents secure behind your firewall, and how are they linked to the website with respect to Docuware?

**City's Response:** We require that the website be hosted outside the City's network, and expect that the images will be also. We included the Docuware information just for proposers' information. We could create a secure tunnel to access the image files, but that is what we are trying to avoid by having the system and all data exist outside the City's network.

**18. Question:** Is it necessary for a member to upload a scanned document to the system, for example a document from Medicare or a notification from an insurance company?

**City's Response:** No. Any information that Medicare or an insurance company sends to a patient that the billing people would need to see would also be sent directly to the billing people.

**19. Question:** Do JobCare members need to be able to access their employer information through the website?

**City's Response:** JobCare members and potential members should be able to go to the website, select or enter their employer, enter a code their employer provides, and see pricing for membership that applies to them.

**20. Question:** Will employers need to be able to join through the website?

**City's Response:** Yes.

**21. Question:** Should the database be capable of invoicing employers and processing payment?

**City's Response:** Yes, these items would be fair to include.

**22. Question:** This appears to be a multiphase project. What will be the must-haves in phase 1?

**City's Response:** We do not have detailed phasing in mind. FireMed will collaborate with Springfield IT and the contractor to determine the exact deliverables and the timeline for development. The start date for the project may affect whether the website or database is developed first or if they are developed concurrently. Both the website and the database are important, and the minimum requirements of each will be the highest priorities. Optional items will be considered based on budget and functionality.

In the event that it is necessary to further amend, revise or supplement any part this RFP, additional addenda will be posted on the City's website at <http://www.springfield-or.gov> (select the **Purchase Contracts** hyperlink and Addendum 1 FLS FireMed Website and Database Redevelopment). As stated in the original solicitation, City will make a reasonable effort to provide the addenda to all Proposers to whom City provided the initial Request for Proposal. This addendum shall be considered part of the specification of the Request for Proposal. The City is not responsible for any explanation, clarification, interpretation or approval made or given in any manner except by written addenda issued by City.

**ALL BIDDERS SHOULD ACKNOWLEDGE AND INCLUDE THIS ADDENDA #1 AS PART OF THEIR SUBMITTAL PACKAGE.**