

# CITY OF LONG BEACH

# C-25

TECHNOLOGY AND INNOVATION DEPARTMENT

333 WEST OCEAN BOULEVARD • LONG BEACH, CA 90802 • (562) 570-6455 • FAX (562) 570-5270

July 18, 2017

HONORABLE MAYOR AND CITY COUNCIL  
City of Long Beach  
California

## RECOMMENDATION:

Adopt Specifications No. RFP TI 17-028 and award a contract to Digital EMS Solutions, Inc., of Long Beach, CA, for a new Electronic Patient Care Report System for the Long Beach Fire Department, in an annual amount of \$171,000, and authorize a contingency in the amount of \$30,000, for a total annual amount not to exceed \$201,000, for a period of two years, with the option to renew for two additional one-year periods, at the discretion of the City Manager; and, authorize the City Manager, or designee, to execute all documents necessary to enter into the contract, including any necessary amendments thereto; and,

Increase appropriations in the Fire Department (FD) and in the Capital Projects Fund (CP 201) by \$402,000. (Citywide)

## DISCUSSION

City Council approval is requested to enter into a contract with Digital EMS Solutions, Inc., to provide a new Electronic Patient Care Report System (ePCRS). This system will replace the current manual paper process with a wireless/cellular solution, enabling LBFD to document patient care without interruption regardless of where the incident is located. It will also facilitate continuity of patient care, integrate with the City's existing dispatch, emergency medical services (EMS) diagnostic and billing processes, and include robust reporting tools enabling efficient process improvement and participation in the White House Data Driven Justice (DDJ) Initiative.

In 2013, the Los Angeles County Department of Health Services (DHS) revised Reference No. 607: "Electronic Submission of Prehospital Data" to require EMS provider agency submittal of electronic patient care records (ePCRs). In 2015, Assembly Bill 1129, defined the format in which that data must be submitted and required integration with the local EMS agency's data system. With this contract, the Long Beach Fire Department (LBFD), as an EMS provider agency, will be moving forward to conform to State and County regulations, replacing its existing manual/paper-based process with the required electronic system and delivering data to the Los Angeles County EMS Agency in the required format.

The manual nature of today's Patient Care Report process influences paper report completion rates, EMS quality improvement analysis/training, and revenue recovery. Automatic and secure electronic capture, storage and dispersal of Patient Care Report data will enable increased efficiencies in the City's EMS service delivery and personnel training, analytical reporting, and related billing procedures while maintaining compliance with the Health Insurance Portability and Accountability Act (HIPAA). Data will be routinely, and appropriately, shared with receiving hospitals, enabling enhanced patient care and integrating, where possible, with facility online emergency medical reporting systems, as technology allows. Initiated reports will be tracked to completion, requiring specific data supporting treatment, process analysis, and billing functions to be entered before successful electronic submittal. Data will be automatically and frequently transferred directly into the Financial Management billing system which, along with an increased number of complete reports, will improve opportunities for revenue recovery.

The Request for Proposals (RFP) was advertised in the Long Beach Press-Telegram on November 23, 2016, and 2,298 potential firms specializing in technology hardware/software and services were notified of the bid opportunity. Of those proposers, 35 downloaded the RFP via the City's electronic bid system. The RFP document was also made available from the Purchasing Division, located on the seventh floor of City Hall, and the Division's website at [www.longbeach.gov/purchasing](http://www.longbeach.gov/purchasing). An RFP announcement was also included in the Purchasing Division's weekly update of Open Bid Opportunities, which is sent to 22 local, minority and women-owned business groups. Nine proposals were received on December 23, 2016. Of those nine proposers, one was Minority-owned Business Enterprise (MBE), none were Women-owned Business Enterprises (WBEs), two were certified Small Business Enterprises (SBEs), and one was a Long Beach business (Local).

A selection committee comprised of representatives from the Technology and Innovation Department, the Fire Department, and the Financial Management Department, determined that Digital EMS, of Long Beach, CA (an MBE and Local), as the most qualified firm based on: their extensive knowledge and expertise in providing ePCR solutions using a facsimile of the familiar Los Angeles County PCR form as its primary user interface; familiar workflow to facilitate quick adoption; demonstrated functional competence related to RFP requirements; provision of data in the required format to the Los Angeles County EMS agency for delivery to the State EMS Authority; flexibility in adapting to LAFD's needs; excellent references from several Los Angeles County emergency service providers of various sizes; highly skilled local personnel; reasonableness of cost for value delivered; conformance with the terms of the RFP; and proven financial stability. The selection committee is confident the selected firm will provide a superior application and set of services to the City.

### **Local Business Outreach**

In an effort to align with the City's outreach goal, Long Beach businesses were encouraged to submit proposals for City contracts. The Purchasing Division assisted businesses with registering on the PlanetBids database to download the RFP specifications. Through outreach, 165 Long Beach vendors were notified to submit proposals, of which two downloaded and one submitted a proposal. The Purchasing Division is committed to continuing to perform outreach to local vendors to expand the bidder pool.

This matter was reviewed by Deputy City Attorney Amy R. Webber on June 21, 2017 and by Budget Analysis Officer Julissa José-Murray on June 30, 2017.

TIMING CONSIDERATIONS

City Council action to adopt Specifications No. RFP TI 17-028 and award a contract concurrently to Digital EMS is requested on July 18, 2017, to ensure the City's compliance with State and County regulations.

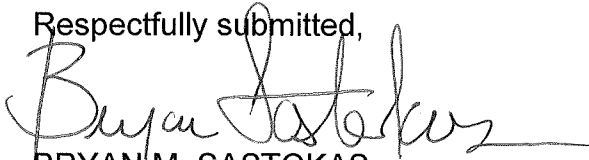
FISCAL IMPACT

The total annual cost of the contract is a not to exceed amount of \$201,000, for a period of two years. An appropriation increase in an amount of \$402,000 is requested in the Capital Projects Fund (CP 201) in the Fire Department, offset by funds available from Fire Facilities Impact Fee revenue. The ePCRs will result in increased ambulance transport and first responder fee revenues, which will support the ongoing costs of the system. After full implementation, costs will be reevaluated and any necessary budget adjustments will be requested. The award of this contract will provide continued support to our local economy by assisting in the preservation of full time employment for two vendor employees residing in Long Beach.

SUGGESTED ACTION:

Approve recommendation.

Respectfully submitted,



BRYAN M. SASTOKAS  
DIRECTOR OF TECHNOLOGY AND INNOVATION



MICHAEL DUREE  
FIRE CHIEF



JOHN GROSS  
DIRECTOR OF FINANCIAL MANAGEMENT

APPROVED:



PATRICK H. WEST  
CITY MANAGER