



City of Tacoma, WA

TACOMA FIRE DEPARTMENT

REQUEST FOR INFORMATION

**ELECTRONIC PATIENT CARE REPORTING SYSTEM
SOFTWARE**

SPECIFICATION NO. FD25-0189F



**City of Tacoma
Tacoma Fire Department**

**REQUEST FOR INFORMATION FD25-0189F
Electronic Patient Care Reporting System Software**

Submittal Deadline: 11:00 a.m., Pacific Time, Tuesday, July 29, 2025

Submittals must be received by the City’s Procurement and Payables Division by 11:00 a.m. Pacific Time.

For electronic submittals, the City of Tacoma will designate the time of receipt recorded by our email server, as the official time of receipt. This clock will be used as the official time of receipt of all parts of electronic bid submittals. Include the specification number in the subject line of your email. Your submittal must be sent as an attachment, links to your electronic submittal will not be accepted.

For in person submittals, the City of Tacoma will designate the time of receipt recorded by the timestamp located at the lobby security desk, as the official time of receipt. Include the specification number on the outside of the sealed envelope. Late submittals will be returned unopened and rejected as non-responsive.

Submittal Delivery: Sealed submittals will be received as follows:

<p>By Email: sendbid@tacoma.gov Maximum email size including attachments: 35 MB. Multiple emails may be sent for each submittal.</p> <p>Note: Email may pass through multiple servers before arriving at its destination. Please allow sufficient time for email delivery of submittals. Timely electronic delivery is at the risk of the supplier.</p>	<p>In Person: Tacoma Public Utilities Administration Building North, Main Floor, Lobby Security Desk 3628 South 35th Street Tacoma, WA 98409 Monday – Friday 8:00 am to 4:30 pm</p>
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Bid Opening: Submittals must be received by the City’s Procurement and Payables Division prior to 11:00 a.m. Pacific Time. Sealed submittals in response to a RFB will be opened Tuesday’s at 11:15 a.m. by a purchasing representative and read aloud during a public bid opening held at the Tacoma Public Utilities Administrative Building North, 3628 S. 35th Street, Tacoma, WA 98409, conference room M-1, located on the main floor. They will also be held virtually Tuesday’s at 11:15 a.m. Attend a Zoom meeting [via this link](#) or call 1 (253) 215 8782, using meeting ID # 884 0268 0573, passcode # 070737.

Submittals in response to an RFP, RFQ or RFI will be recorded as received, but not read at bid opening. As soon as possible, after 1:00 PM, on the day of submittal deadline, preliminary results will be posted to www.TacomaPurchasing.org.

If you believe your submittal was sent timely and was not read at bid opening, please contact sendbid@cityoftacoma.org immediately.

Solicitation Documents: An electronic copy of the complete solicitation documents may be viewed and obtained by accessing the City of Tacoma Purchasing website at www.TacomaPurchasing.org.

- [Register for the Bid Holders List](#) to receive notices of addenda, questions and answers and related updates.
- Click here to see a [list of vendors registered for this solicitation](#).

Pre-Proposal Meeting: A pre-proposal meeting will not be held.

Project Scope: The City of Tacoma Fire Department (TFD or City) is soliciting information for Electronic Patient Care Reporting systems (ePCR) and National Fire Incident Reporting Systems (NFIRS) for all-hazards incident data collection

Estimate: N/A

Paid Sick Leave: The City of Tacoma requires all employers to provide paid sick leave in accordance with State of Washington law.

Americans with Disabilities Act (ADA Information): The City of Tacoma, in accordance with Section 504 of the Rehabilitation Act (Section 504) and the Americans with Disabilities Act (ADA), commits to nondiscrimination on the basis of disability, in all of its programs and activities. Specification materials can be made available in an alternate format by emailing the contact listed below in the *Additional Information* section.

Title VI Information:

“The City of Tacoma” in accordance with provisions of Title VI of the Civil Rights Act of 1964, (78 Stat. 252, 42 U.S.C. sections 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, national origin in consideration of award.

Additional Information: Requests for information regarding the specifications may be obtained by contacting Ryan Foster by email to rfoster1@cityoftacoma.org.

Protest Policy: City of Tacoma protest policy, located at www.tacomapurchasing.org, specifies procedures for protests submitted prior to and after submittal deadline.




Meeting sites are accessible to persons with disabilities. Reasonable accommodations for persons with disabilities can be arranged with 48 hours advance notice by calling 253-502-8468.

Table of Contents

SUBMITTAL CHECK LIST	4
1. INTRODUCTION	5
2. PURPOSE	5
3. CALENDAR OF EVENTS	5
4. INQUIRIES	5
5. DISCLAIMER.....	6
6. QUALIFYING REQUIREMENTS.....	6
7. CONTENT TO BE SUBMITTED	10
8. INSURANCE.....	11
9. ENVIRONMENTALLY PREFERABLE PROCUREMENT	11
10. EQUITY IN CONTRACTING	11
11. STANDARD TERMS AND CONDITIONS.....	12
12. ADDENDUMS	12

SUBMITTAL CHECK LIST

This checklist identifies items to be included with your submittal. Any submittal received without these required items may be deemed non-responsive. Submittals must be received by the City of Tacoma Purchasing Division by the date and time specified in the Request for Information page.

The following items make up your submittal package:	
Letter of Interest	
Literature to include technical specifications, warranty, brochures, and/or standard price lists.	
Technical specification sheets	
<i>Any other additional information relevant to this Solicitation</i>	

1. INTRODUCTION

The City of Tacoma Fire Department (TFD or City) is soliciting information for Electronic Patient Care Reporting systems (ePCR) and National Fire Incident Reporting Systems (NFIRS) for all-hazards incident data collection. Tacoma Fire Department services a geographical area of approximately 72.1 square miles within the Tacoma city limits and contract areas (Fircrest, Fife, and Fire District #10). In 2024, TFD documented approximately 40,000 patient encounters with an average annual increase of 3-5% each year, for the last 5 years. Additionally, TFD documented approximately 53,000 NFIRS incidents in 2024 with an increase of 1-2% per year.

TFD provides emergency and non-emergency services to the citizens and visitors to our response area, utilizing 16 Fire engines, 4 ladder trucks, 5 medic companies, 7 aid companies, specialty units such as fire boats, and an R.N.-staffed alternative response unit that provide services for special events throughout the community. Primary advanced life support (ALS) transports are provided by TFD's fleet of medic companies, and basic life support (BLS) transports are provided by our aid companies.

2. PURPOSE

The City of Tacoma Fire Department (TFD) is issuing this Request for Information (Solicitation) to obtain proposals from potential vendors that can provide software solutions, as well as implementation, training, and hosting options, for an Electronic Patient Care Reporting system (ePCR). TFD is seeking information that include other modules such as analytics, heat mapping, opioid-related reporting, quality assurance/ quality improvement, etc.

3. CALENDAR OF EVENTS

This is a tentative schedule only and may be altered at the sole discretion of the City.

The anticipated schedule of events concerning this Solicitation is as follows:

Question Deadline:	7/15/2025
Questions and Answers Posted:	7/21/2025
Submittal Due Date:	7/29/2025

4. INQUIRIES

Questions should be submitted to Ryan Foster via email to rfoster1@cityoftacoma.org. Subject line to read:

FD25-0189F – Electronic Patient Care Reporting System Software – *VENDOR NAME*

- 4.1** Questions are due by 3 pm on the date included in the *Calendar of Events* section.
- 4.2** Questions marked confidential will not be answered or included.

- 4.3 The City reserves the discretion to group similar questions to provide a single answer or not to respond when the requested information is confidential.
- 4.4 The answers are not typically considered an addendum.
- 4.5 The City will not be responsible for unsuccessful submittal of questions.
- 4.6 Written answers to questions will be posted in the event approximately one week after the question deadline.

5. DISCLAIMER

The City is not liable for any costs incurred by the Respondent for the preparation of materials or a submittal submitted in response to this RFI, for conducting any presentations to the City, or any other activities related to responding to this RFI, or related to the contract negotiation process.

Please note that this Request for Information is not a Request for Bids (RFB) or a Request for Proposals (RFP), and there is no guarantee that either a RFB or RFP will be issued. A Respondent's decision to respond, or not to respond, to this Solicitation will NOT be a factor in evaluating any later RFB or RFP.

While the intent of this Solicitation is to help identify vendors who meet various requirements for a competitive solicitation, there is no guarantee that any specific information presented by any Respondent will ultimately be included in any future solicitation issued by the City.

Each Respondent shall bear all expenses incurred by the preparation and presentation of its Solicitation response. The City will therefore reject any claim made against them in this matter, regardless of the results of the subsequent processes, if any.

6. QUALIFYING REQUIREMENTS

- a. HIPAA Compliant – Vendor has Standards for Privacy as defined by the U.S. Department of Health and Human Services, the HIPAA Privacy Rule, and the HIPAA Security Rule; must have physical, network, and process security measures in place and follow them to ensure HIPAA Compliance.
- b. Compatible with ImageTrend Technologies billing software – Vendor will describe in detail the process/workflow for billing using ImageTrend. If custom development/programming is required, provide a detailed explanation of work required, responsibility, estimated timeline to complete the work, and estimated cost to achieve compatibility.
- c. CAD Integration – Vendor will describe in detail the ability to use Intergraph CAD (I/CAD) with their ePCR solution. If custom development/programming is required, provide a detailed explanation of work required, responsibility, estimated timeline to complete the work, and estimated cost to achieve compatibility.

- d. Dashboards – Vendor has the ability to produce visual analytic tools such as graphs, gauges, meters, charts, and maps. Explain how this is accomplished: a built-in feature, an optional feature, or using a third-party application.
- e. Notifications / Alerts – Vendor has the ability for a notification to be sent when established criteria are met. For example, TFD’s Medical Director should receive an alert when ketamine is administered to a patient. Explain in detail how this is accomplished: email, text, etc. Clarify if this is an integrated feature or is executed using another process such as a third party tool, database job/report/script, etc. Explain if the notification is real-time, near real-time, and/or scheduled.
- f. Messaging capability built-in to software – Vendor’s software solution has a messaging feature integrated into the program. Explain how the messaging feature is integrated into the ePCR solution. Examples include: the capability to link relevant ePCR(s), EKGs, photos, video/audio files; the ability to send a message to a group of users based on involvement in the care of a specific patient or based on permissions; whether the messaging is separate from the patient record or assimilated into the patient record; how permissions are set to determine who can view messages.
- g. Compatible with multiple operating system platforms, including Microsoft Windows 11 and Apple iOS devices (iPads)– Vendor will list what operating systems (including version numbers) are compatible with their ePCR solution and their commitment to remaining compatible with each operating system as updates and new versions are released.
- h. Data sharing with hospital data systems (Epic) – Vendor will describe in detail how data is to be shared with Pierce County area hospital data systems, all of which utilize Epic. Vendors who utilize an electronic fax system as the primary means of data sharing with hospitals may be rejected as being non-responsive. Clearly explain how the data transfer is executed, including whether industry-standard protocols such as HL7, FHIR, or other relevant formats are used, and if a different product/vendor is required to execute the data transfer. If applicable, explain the two-way data sharing capability, and include a brief example dataset and/or example of how Vendor’s data sharing solution is unique. If custom development/programming is required, provide a detailed explanation of work required, responsibility, estimated timeline to complete the work, and estimated cost to achieve compatibility.
- i. NEMESIS 3.5 compliance – Vendor is currently NEMESIS 3.5 compliant and able to produce a Washington State Emergency Medical Service Information System (WEMSIS) data extract in a format that is compatible with WEMSIS. Explain the commitment to seek NEMESIS 3.5.1 (and future) compliance. Explain the process to implement WEMSIS and/or NEMESIS dataset requirement changes (required, mandatory, recommended, and optional) to the TFD ePCR system.
- j. Audit tracking of ePCR – Vendor will describe in detail the audit capability of the ePCR system. Include details such as, HIPAA compliance, who viewed the data, what data was viewed, entered, or changed, as well as tracking any edits performed on the data.
- k. Quality Assurance / Quality Improvement:

- i. Vendor will have an integrated report-writing tool. Describe how the report-writing tool works, how many built-in reports are included, ability to customize, save, share reports and results with others.
 - ii. Vendor will have a feature to manage QA/QI of ePCRs. Describe how this feature works, can an ePCR be assigned to multiple users for review, can parameters be set to auto-assign ePCRs for review.
- l. Data validation rules – Vendor’s software has data validation rules, which can be configured by TFD, throughout the ePCR form, to assist in thorough completion of the ePCR. Describe if the configuration of data validation rules is performed by the vendor, or by TFD personnel using a tool or feature of the software.
- m. Administrative User Management– Vendor’s software will have a user management tool with the ability to assign roles and/or permissions to individual users. Describe the features of the tool, whether there is a finite number of roles, and how configurable the permissions for each role or individual are. Describe the different methods to add new users, such as, manually entered, or an import process from Active Directory or another database, etc.
- n. NFIRS Module and NERIS Transition Readiness – Vendor must provide a fully integrated National Fire Incident Reporting System (NFIRS) 5.0 module. In addition, the vendor shall demonstrate a clear commitment and provide a projected development timeline to achieve full compliance with the National Emergency Response Information System (NERIS) by January 1, 2026. Describe the approach to NERIS readiness, including current progress toward development, anticipated milestones, strategies for ensuring data continuity during the transition, and plans for training and user support.
- o. Community Health or Mental/Behavioral Health Module – Vendor shall provide a dedicated module or functionality within the ePCR system to support community health initiatives, including the ability to track and manage repeat or chronic utilizers of the 911 system. The module must also support documentation and case management related to mental/behavioral health unit responses. Describe if/how the system identifies and flags high-utilization patients, supports longitudinal tracking, and enables custom workflows for follow-up care, referrals, and outcome monitoring. Include information on integration with external case management systems, configurable reporting tools, and any built-in analytics to support community risk reduction and behavioral health programs.

6.1 Optional Features

The following features are not required:

- a. Thin client or web-based, vendor-hosted application – explain redundancies, caching, offline mode, uptime guarantee, etc.
- b. Ability to configure, rename, or move elements in the ePCR – define areas of the ePCR that allow configuration, define areas of the ePCR that do not allow configuration, explain how configuration is executed. Provide an estimate of the percentage of fields/labels/titles/etc. that are configurable.
- c. Milestone or benchmark notifications
- d. Completion percentage or quality assurance score on screen of field user

- e. Sentinel Event trigger – Ability for field user to flag an ePCR as a Sentinel Event
- f. Quality assurance / quality improvement trigger – Ability to flag an ePCR for QA review
- g. Quick input of treatments and medications for critical patients, e.g. CPR, RSI, Trauma
- h. Dynamic Questioning – ability to display or hide questions/elements based on data entry
- i. Ability to link directly to ePCR, without leaving the HIPAA secure environment, from: reports, maps, dashboards, notifications/alerts, etc.
- j. Heat mapping
- k. Compatible with Physio-Control LifePak 15 and 35 Monitor/Defibrillator
- l. Washington State Key Performance Index – explain how the criteria are updated
- m. Hide data fields where TFD chooses the not reporting option for that particular NEMSIS element
- n. Training tools – manuals, videos, webinars, and other resources to aid in training users on this software product
- o. Ability to create multiple run forms – EMS Form; Lift Assist Form; non-injured person
- p. Ability to perform QA review of ePCR without affecting/delaying billing process
- q. Spell check integrated throughout software.
- r. Ability to attach photos, videos, audio files to ePCR – explain this process.
- s. Repeat patient look up – explain this feature.
- t. Ability to send administrative notifications/reminders, system-wide.
- u. Describe the log-in procedure and how to add personnel to the ePCR from additional arriving units.
- v. Ability to transfer an ePCR between two TFD response units.
- w. Ability to transfer an ePCR from TFD to another EMS agency.
- x. Tracking and notification of incomplete reports.
- y. HIPAA compliant voice dictation.
- z. Artificial Intelligence or auto-scribe feature in SOAPED narrative format.
- aa. Tracking TFD use of ultrasound, iSTAT analyzers, whole blood administration, patient ventilators.
- bb. Scan of patient identification cards, barcodes, or hospital medical ID bracelets
- cc. Security/Password management – explain customizability of password length/complexity requirements; password history/re-use enforcement; does the end-user can reset password without IT/administrator involvement.

- dd. Strategic planning tools of any kind to increase operational efficiency, optimize unit hours of utilization, forecast future system demand, trend analysis, scenario modeling, etc.

7. CONTENT TO BE SUBMITTED

Provide a detailed description of how your ePCR solution meets the minimum and optional requirements.

All descriptions shall include the following details for each feature:

1. Compliance/configuration description
2. Cost. Indicate if cost is:
 - a. Included in proposal
 - b. Additional cost for development/programming, if applicable
3. Explanation of:
 - a. how the feature meets the requirement and/or is compliant
 - b. what configuration or custom programming is needed for implementation at TFD, if applicable

whether the feature is part of the basic ePCR program, or an add-on feature/component.

7.1 Products and Services Provided

- A. Describe the products and services provided by your firm with respect to the subject areas listed in Section 6 (above). Please reference the corresponding section number, as appropriate.
- B. If reference is made to supporting literature or documentation included with your submittal, direct the reader using specific reference to the document that address the topic, including document name, section and page number.
- C. Provide a detailed description of ePCR software solution implemented at other cities/Fire Departments/Fire Districts. Specifically identify which cities/Fire Departments/Fire Districts. If available, provide contact information for staff who may discuss the elements of this Solicitation.
- D. Provide a detailed description of manufacturer's experience accommodating various types of reporting activities.
- E. Provide information about development services if customizations to the product are necessary.
- F. Provide information about assistance in implementation of the product.
- G. Provide a detailed description of manufacturer's long-term involvement on maintenance, maintenance costs, software updates, and whether the tool is cloud-based, or would be a hosted-on premise solution. If the proposed solution is cloud-based, include a specific example of implementation at another city/fire department/fire district.
- H. Identify measures taken to meet security requirements.

- I. Indicate whether your firm is able to provide the City an on-site demonstration. The City may request an on-site demonstration following review of material received through this Solicitation. The purpose of the demonstration is to discuss capabilities with the intent of assisting the City in finalizing elements for a potential RFP.

7.2 Pricing Information

Please provide as much general information as possible about your firm's pricing and fee structure. The City is interested in assessing the cost of the total ePCR software solution.

8. INSURANCE

During the course and performance of the testing and demo phase, Supplier will provide proof and maintain the insurance coverage in the amounts and in the manner specified in the City of Tacoma Insurance Requirements document applicable to the services, products, and deliverables provided under the Solicitation. The City of Tacoma Insurance Requirements document, if issued, is fully incorporated into the Solicitation by reference.

9. ENVIRONMENTALLY PREFERABLE PROCUREMENT

In accordance with the [City's Sustainable Procurement Policy](#) and [Climate Action Plan](#), it is the policy of the City of Tacoma to encourage the use of products or services that help to minimize the environmental and human health impacts of City Operations. Respondents are encouraged to incorporate environmentally preferable products or services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. This comparison may consider raw materials acquisition, products, manufacturing, packaging, distribution reuse, operation, maintenance or disposal of the product or service.

The City of Tacoma encourages the use of sustainability practices and desires any awarded contractor(s) to assist in efforts to address such factors when feasible for:

- Durability, reusability, or refillable
- Pollutant releases, especially persistent bioaccumulative toxins (PBTs), low volatile organic compounds (VOCs), and air quality and stormwater impacts
- Toxicity of products used.
- Greenhouse gas emissions, including transportation of products and services, and embodied carbon
- Recycled content
- Energy and water resource efficiency

10. EQUITY IN CONTRACTING

The City of Tacoma is committed to encouraging firms certified through the [Washington State Office of Minority and Women's Business Enterprise](#) to participate in City contracting

opportunities. See the **TMC 1.07 Equity in Contracting Policy** at the City's [Equity in Contracting Program website](#).

11. STANDARD TERMS AND CONDITIONS

City of Tacoma [Standard Terms and Conditions](#) apply.

12. ADDENDUMS

In the event it becomes necessary to revise any part of this Solicitation, an addendum will be issued through the event in Ariba.