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## Header 1

List View

## General Information

Contact

Default Values

Discount

Document Information

Clarification Request

Procurement Folder: 751672

Procurement Type: Central Contract - Fixed Amt

Vendor ID: VS0000007390

Legal Name: IMAGETREND INC

Alias/DBA:

Total Bid: \$1,166,133.00

Response Date: 10/06/2020

Response Time: 15:33

Responded By User ID: imagetrend

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Last Name: McBrady

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SO Doc Code: CRFQ

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Solicitation Description: EMERGENCY MEDICAL SERVICES DATA SYSTEM

Total of Header Attachments: 1

Total of All Attachments: 1



Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

State of West Virginia  
Solicitation Response

**Proc Folder:** 751672  
**Solicitation Description:** EMERGENCY MEDICAL SERVICES DATA SYSTEM  
**Proc Type:** Central Contract - Fixed Amt

Solicitation Closes	Solicitation Response	Version
2020-10-07 13:30	SR 0506 ESR10062000000002845	1

**VENDOR**  
VS0000007390  
IMAGETREND INC

**Solicitation Number:** CRFQ 0506 BPH2100000003  
**Total Bid:** 1166133  
**Response Date:** 2020-10-06  
**Response Time:** 15:33:14  
**Comments:**

**FOR INFORMATION CONTACT THE BUYER**  
Crystal G Hustead  
(304) 558-2402  
crystal.g.hustead@wv.gov

<b>Vendor Signature X</b>	<b>FEIN#</b>	<b>DATE</b>
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All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Emergency Medical Services Data System - YEAR ONE				303850.00

Comm Code	Manufacturer	Specification	Model #
80101500			

**Commodity Line Comments:**

**Extended Description:**

Maintain and Manage WV EMS DATA System - Year 1

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Emergency Medical Services Data System - YEAR TWO				278975.00

Comm Code	Manufacturer	Specification	Model #
80101500			

**Commodity Line Comments:**

**Extended Description:**

Maintain and Manage WV EMS DATA System - Year 2

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Emergency Medical Services Data System - YEAR THREE				287344.00

Comm Code	Manufacturer	Specification	Model #
80101500			

**Commodity Line Comments:**

**Extended Description:**

Maintain and Manage WV EMS DATA System - Year 3

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Emergency Medical Services Data System - YEAR FOUR				295964.00

Comm Code	Manufacturer	Specification	Model #
80101500			

**Commodity Line Comments:**

**Extended Description:**

Maintain and Manage WV EMS DATA System - Year 4



# ImageTrend's Response to State of West Virginia's Solicitation No. CRFQ BPH2100000003

October 7, 2020



Department of Administration  
Attn: Purchasing Division  
2019 Washington Street East  
Charleston, WV 25305-0130

*Presented By:*

Michael J. McBrady  
Chief Executive Officer  
&

Joseph T. Graw  
President & Chief Operating Officer

**IMAGETREND®**

20855 Kensington Blvd., Lakeville, MN 55044 | [www.ImageTrend.com](http://www.ImageTrend.com)

October 7, 2020

Department of Administration  
Purchasing Division  
2019 Washington Street East  
Charleston, WV 25305-0130

Dear Sir / Madam,

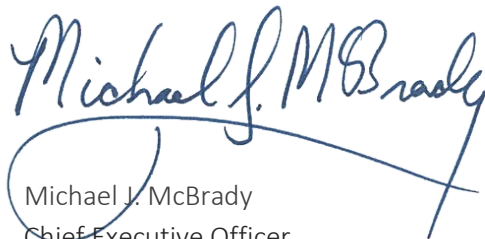
ImageTrend is honored to respond to the State of West Virginia's Solicitation for an Emergency Medical Services Data System.

ImageTrend believes in serving our clients' communities, no matter how big or small, every day. Our mission is to create a better world through technical innovation and envisioning what is possible. ImageTrend's business practices and solutions will make a positive impact on your state. Our licensing and ePCR solutions are implemented all across the country and we believe the process-oriented workflows will allow the State of West Virginia to save enormous amounts of time and money by streamlining and automating your licensing workflows. With 40 states utilizing ImageTrend Elite™ (Elite) pre-hospital data collection software and 27 states using our License Management Software (LMS), West Virginia can trust that our solutions have been tested and proven effective for large state enterprise systems. Additionally, both systems allow for a powerful bi-directional connection between them, providing a constant flow of data that keeps personnel and licensing records up to date.

Your point of contact at ImageTrend throughout the proposal evaluation process will be Sherri Leflay, Contracts & Proposals Manager. Her telephone number is (952) 469-6451 and email address is [proposals@imagetrend.com](mailto:proposals@imagetrend.com).

We have taken great care in preparing our response to your RFP and we look forward to hearing from you. ImageTrend would be honored to enter into a relationship with the State of West Virginia.

Sincerely,



Michael J. McBrady  
Chief Executive Officer  
20855 Kensington Blvd.  
Lakeville, MN 55044  
Phone: (952) 469 - 1589  
Fax: (952) 469 - 5671

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# EXECUTIVE SUMMARY



## LICENSE MANAGEMENT SYSTEM

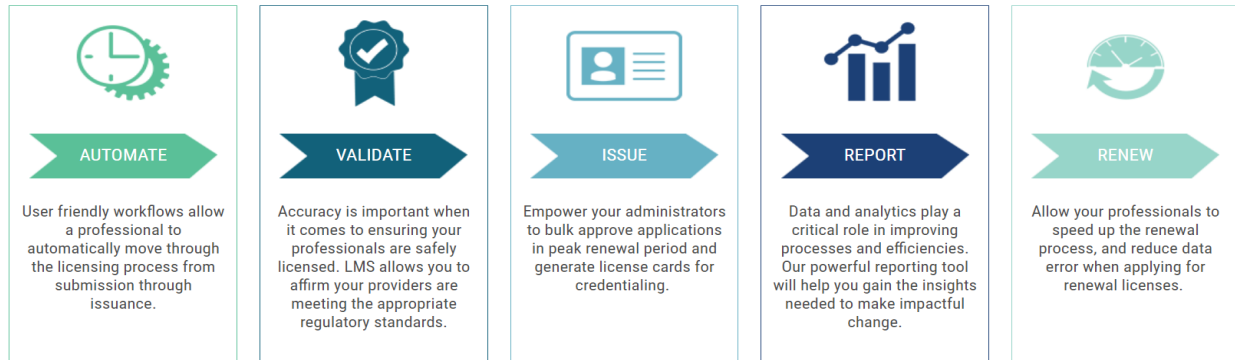
ImageTrend offers a commercial-off-the-shelf (COTS) solution that not only meets the desired needs of the State, but goes beyond with optional features that provide incremental value to the State such as:

- ✓ **Improved data quality** with optional features, including integrated background checks: a critical element in the licensing of private security services;
- ✓ **More efficient licensing** through unique features, including integrations to external systems, streamlining data validation, data capture and data extractions; and
- ✓ **Exceptional data reporting capabilities** through an integrated Report Writer.



In addition to providing a highly configurable, high-quality licensing solution, we have an implementation approach for the project that will start providing value faster, will improve the likelihood of the overall project success, and will identify problem areas more rapidly to provide time to mitigate identified risks. Additionally, our approach will provide the State's team more time to learn the system and allow them to have more input into the solution, resulting in a smoother transition to support after go-live.

LMS allows users to initiate records, process records through various departments, and approve and request copies of licenses and certificates online. Once an application form is submitted, the administrator view will allow for application review, status tracking and additional processing steps including payment and delivery. Many of the processing steps are either self-service or automated providing both cost and time efficiencies. It features a user-friendly interface for initial applications and renewals, and provides reporting and license lookup through a configurable public web portal to secure public trust and transparency.



## > Key Features

- ✓ Offer self-service applications, including initial, renewal, reinstatement, reciprocity and more
- ✓ Track details about all licensed entities, from demographic information to service areas
- ✓ Manage your full roster of inspections, including scheduling, correspondence and checklists
- ✓ Accept payments online for fees using your preferred payment provider
- ✓ Tailor the forms, workflows, communications and reports to application type
- ✓ Simplify correspondence with templates and the ability to automatically send and track correspondence
- ✓ Stay aware of profiles that may need extra attention with automatic alerts
- ✓ Collect comprehensive training record information, including class topics, rosters, completion status and test scores



### EMS Expertise

ImageTrend is a provider of health care solutions to 40 states. Our solutions cover a wide range of needs in the health care space, including the complex licensing needs of Emergency Medical Services and Fire Rescue. This expertise provides us with the depth of understanding of the entire health care licensing process, and how to optimize the licensing process to reduce costs, while improving quality.



### Adaptable Licensing Solutions

LMS is designed to adapt to the ever changing needs of the licensing and regulation community, no matter what the profession, service or business. Forms can be quickly updated, workflows enhanced and communications streamlined to provide staff with the smoothest operation possible, while keeping leadership in the loop with extensive reporting that fits their needs.



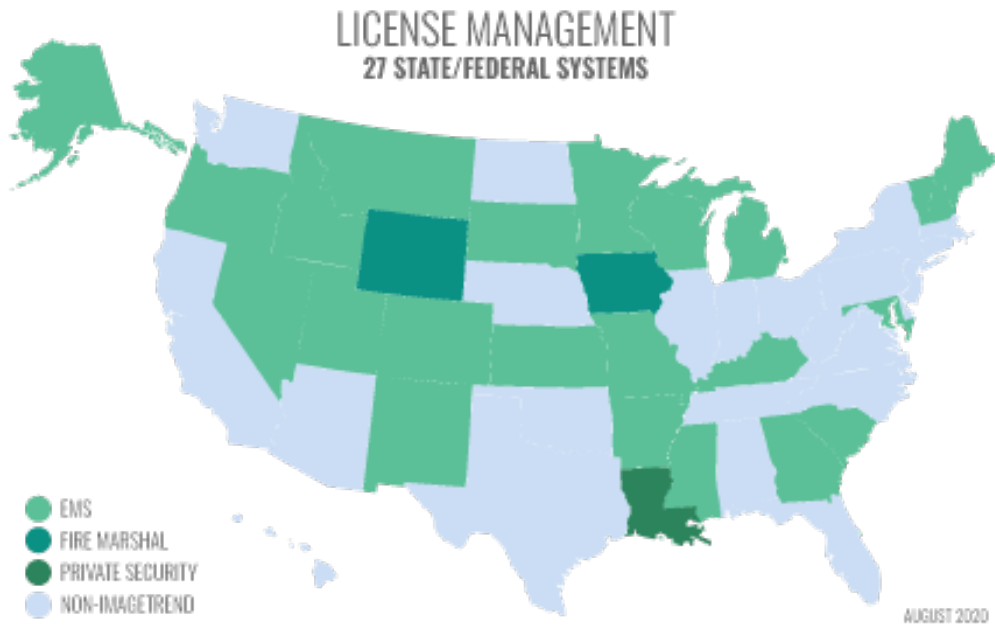
### Information You Need, at your Fingertips

Capturing information in a rapid and high quality manner allows the LMS to become your source of truth for licensing and regulation information, demographic information, background checks, training and exam information and associated certifications and licenses. This is specifically valuable with the ability to sync to with Elite.



### Rapid Implementation

LMS reduces the administrative burden of licensing and the regulation of licenses. Our implementation experts work to identify the quickest path to implementation to allow our customers to obtain value from our systems as quickly as possible.



LMS is a software as a service (SaaS) offering that provides extensive capabilities for the regulatory management of Emergency Medical Service professionals. As a scalable and configurable solution, LMS can be applied to a variety of uses, including managing the full licensing, and investigation process. System administrators can track every step of an applicant's process, including payment and delivery. Automation and self-service features reduce staff workloads to save your agency time and money.

Of course we cannot take all of the credit for our solutions - collaboration with our customers is key to our success. We value our customers' input into product improvements that make their workflow and lives better. Over the years, these improvements have freed up our customers' time from most licensing tasks, allowing them to focus on improving their professions. According to one client:



Within about four (4) months of turning on ImageTrend, we went from 60-90 days to get a license, to less than four (4) hours. Huge change.

**Fabian P. Blache III**

Executive Director, Louisiana State Board of Private Security Examiners & President of IASIR (International Association of Security and Investigative Regulators)

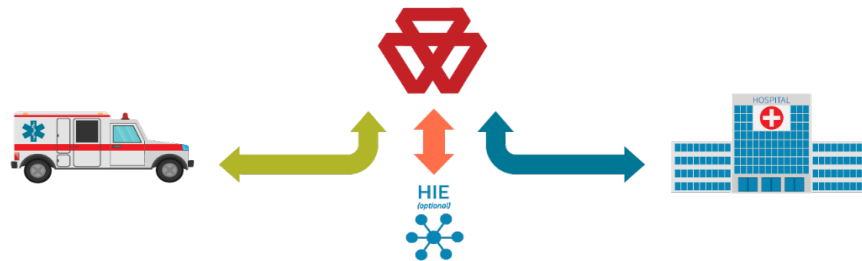


## ELITE

Our flagship product, Elite, is an electronic patient care reporting (ePCR) solution that provides a secure method of collecting pre-hospital data, extracting existing data, and exporting or sharing data with other agencies, hospitals, counties, states and applications.



Elite has been described by our clients as the most innovative, patient-centric and configurable solution available in the market today. It is designed for you to customize the solution to your work flows resulting in an exceptional user experience. No other product from any other vendor gives users that power. We are confident that our solutions will enable you to provide the improved continuity of patient care and beyond pre-hospital data collection. Our Health Information Hub™ (HIH) solution connects your pre-hospital data to your hospital's emergency medical record (EMR). With this seamless integration, you can vastly impact your data and gain valuable knowledge in patient outcomes.



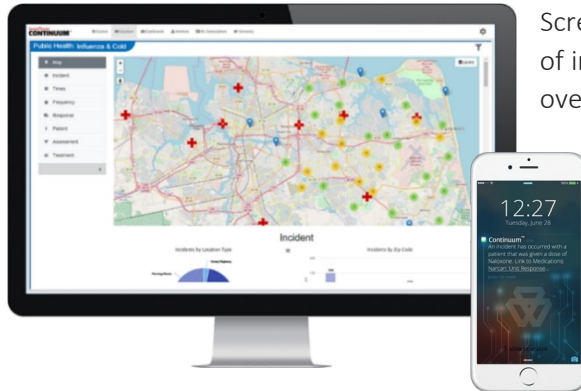
As part of a fully integrated healthcare system, your community paramedicine program will rely on data from various sources to provide a complete picture of the patient's conditions, medications, environmental factors and barriers to care.

Elite provides tools for turning your data into useful information; analysis and mining tools give you extensive reporting and geographical-displayed information. Data collected in Elite, whether it is a standardized element or a custom-field added by your organization, is reportable.



Once your data is entered, the Report Writer tool will give you the means to analyze and report on your data, meaning any data entered into your system can be reported on. Report Writer provides a way to

turn your operational data into powerful, impactful information. Your users will have access to standard reports as well as the ability to create their own ad hoc reports. Coupled with our near real-time monitoring platform, Continuum®, your data can be transformed into captivating and meaningful visual graphics.

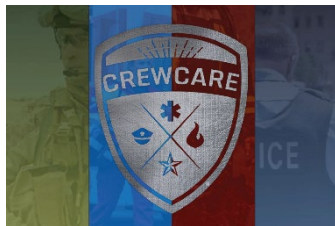


Screenshot displays an example of Continuum: incidents of influenza & cold, but can also display opioid overdoses or other predefined criteria.

The mobile device image illustrates Continuum's alerting capabilities.

Released just this year is ImageTrend Aware™, a free mobile app designed for all ImageTrend users – not just administrators. It brings together vital information specific to the user from the ImageTrend solution(s) they use, allowing the user to always stay abreast of relevant information. For the first time ever, users can access data from all ImageTrend solutions used at organizations they are associated with in one single mobile application.

ImageTrend also understands the industry's need to bring awareness and insights into the realm of provider mental health. Based on our conversations with industry leaders and professionals who are identifying concerns regarding anxiety, burnout, depression, PTSD and even suicide – which are ever present in the EMS community – ImageTrend has created CrewCare™, a free mobile app for use by all first responders and healthcare personnel.



The app's users are able to anonymously keep track of their individual information regarding stresses in their life, engagement, mood and other associated activities. The goal of the app is to provide knowledge and insight to individuals, organizations and to the industry overall. CrewCare is able to collect aggregated, non-identifiable data to achieve these goals while maintaining anonymity, contributing to industry-wide research and leading to change. Optionally, CrewCare, coupled with our Epidemiologist, can work with your organization to understand the data gathered to empower meaningful change.

Aware is not a mobile ePCR solution, but a hub to access the information most relevant and important to the user. Aware is available as a free download from the Apple App Store for iOS devices and from Google Play for Android devices. Access is included with all signed ImageTrend solution contracts.

In addition to our written proposal, we have created a personalized webpage showing the benefits and values of working with ImageTrend. We welcome you to visit: [www.imagetrend.com/WV](http://www.imagetrend.com/WV).

# RESPONSES TO MANDATORY REQUIREMENTS



## 4.1.1 ARCHITECTURE

4.1.1.1. The vendor must provide a web-based system that can run on all standard web browsers and operates within all types and speeds of internet connections.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

All ImageTrend solutions are web-based. LMS and Elite will work in standard web browsers, connections and speeds.

4.1.1.2. The vendor must provide a system that can run on any type of mobile device (e.g., laptop, tablet, smartphone).

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

ImageTrend solutions will run on any device that is connected to an internet connection. However, the products will display better on screens larger than seven inches.

4.1.1.3. The vendor must host system hardware, software, and all data.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Elite and LMS are hosted entirely by ImageTrend.

4.1.1.4. The vendor must perform the initial system setup to include agency setup, agency rosters, facilities, geographical information using Federal Information Processing Standards (FIPS) codes for West Virginia and contiguous states, and variable tables using variables approved and supplied in an agreed-upon format.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

ImageTrend works directly with you through the implementation process to complete proper installation and setup of the product.

4.1.1.5. The vendor must provide a full set of comprehensive, accurate, and up-to-date technical documentation.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Through ImageTrend Help/University, all documentation is available and updated regularly.

4.1.1.6. The vendor must provide a system that can allow for a minimum of fifty (50) simultaneous connected users without degradation of performance.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Elite and LMS are designed to scale to allow as many users as needed to be working simultaneously.

4.1.1.7. The vendor must provide a system that ensures all sensitive information be transmitted securely, using industry standard encryption, and disables insecure cyphers, algorithms, and protocols.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

All sensitive information is encrypted throughout the applications.

4.1.1.8. The vendor must provide a user ID field that uses the current system's user IDs and begins with the next logical sequential number. Example: WVXXXXXX (WV followed by a minimum of six (6) digits).

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows to you to configure the numbering format, such as WVXXXXXX (WV followed by a minimum of six digits), for user ID or number. User ID or number can be automatically generated upon account creation through the Public Portal.

4.1.1.9. The vendor must provide a system with capability to upload all current system user data from the existing data system.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

ImageTrend offers a standard legacy data import process with six defined data workbooks that your organization can use to supply the data. These workbooks contain multiple tabs to account for each data relationship associated with licensing data. The workbooks consist of:

- ✔ Personnel
- ✔ Service
- ✔ Training
- ✔ Vehicle
- ✔ Inspections
- ✔ Investigations

There are three phases for the legacy data import process:

- ✔ **Phase 1: Initial Review and Import** - ImageTrend will import the workbooks from you and will notify you upon completion. The State will have two weeks to review the data and modify any data that is in error.
- ✔ **Phase 2: Secondary Review and Import** - ImageTrend will import any updated data you provide. The State will have two weeks to review the data.
- ✔ **Phase 3: Final Import** - ImageTrend will import the final workbooks from the State prior to go-live. All previously imported data will be deleted to ensure a clean transition. The timing of this will be coordinated with the State.

Beyond standard import workbooks, ImageTrend also offers premium legacy data import services for organizations who do not have the capacity to populate licensing data from their legacy system(s) and/or database into our standard import workbook. The State can provide the legacy data source (e.g. Access

Database, SQL files, or Excel workbooks) for ImageTrend to evaluate the required effort and will be billed at an hourly rate.

4.1.1.10. The vendor must provide an application architecture that allows for changes to data validation to be made by the West Virginia Office of Emergency Medical Services (OEMS) as needed (not requiring vendor intervention to complete/implement).

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

ImageTrend products come standard with a validation engine. The validation engine allows the system administrators to make changes to what fields are required throughout the application.

4.1.1.11. The vendor must provide application architecture that allows for configurable business rules including data validation.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Elite and LMS include validation tools to ensure data collection meets the State's requirements.

4.1.1.12. The vendor must provide a system that allows new users to create an account with restricted access. Account creation will require email validation and acceptance of system security and usage agreements. New accounts will be created by issuing a unique User ID (per 4.1.1.8) and require a unique email address.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows public users to create new accounts through an online Public Portal with restricted access. When the applicants submit the account creation form, the email address field is required and validated to be unique within the system. Then, login information will be sent to the entered email address. User IDs will be automatically generated during account creation. Before logging into the Public Portal, users will be asked to accept the system security and usage agreements.

4.1.1.13. The vendor must provide a system that has application or upgrade procedures designed to have minimal impact on system availability.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Our regular application or upgrade procedures are designed to have minimal impact on system availability.

## 4.1.2 CERTIFICATION

4.1.2.1 The vendor must be responsible for daily processing of the National Registry test scores and post those test results in the credentialing profile of the individuals.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS offers a continuous integration with the National Registry to retrieve real-time certification and testing data for the day-to-day application verification process. The test data points that can be exchanged include, but are not limited to, cognitive exam status, cognitive exam date, cognitive exam attempt, psychomotor exam status, psychomotor exam date and psychomotor exam attempt. When an applicant applies for an EMS license, automated licensing workflows can be configured to display these test results in the credentialing profile of the individual and be used for updating the application status or sending notifications to reviewers. A daily scheduled task can also be configured to verify the latest test data for the in process applications.

4.1.2.2. The vendor must develop a cooperative agreement to interface with the National Registry (NREMT) regarding certifications and education.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Using the real-time, secure integration with National Registry, your staff can manually type in an individual's NREMT number to retrieve the latest certifications and education data through the administrative interface. In addition, licensing workflows can be configured to obtain National Registry data automatically when applicants submit application forms or on a regular basis. The seamless integration process can reduce manual effort in checking multiple platforms and ensure data quality in licensing of EMTs and paramedics.

LMS has been integrated with the National Registry since 2016, automating the EMS verification process and has an active data sharing agreement in place for our partnership. Through our ongoing collaboration with the National Registry, LMS will also extend the integration offering to connect with the EMS Compact Coordinated Database in 2020. For states that are committed to the EMS Compact, they can easily share the licensees' certification standing to other member states electronically through LMS.

4.1.2.3. The vendor must provide a system that allows designated security roles to edit recertification dates.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Both Elite and LMS are designed to have role-based security. An administrative user can be assigned to multiple security groups. Within each security group, your organization can grant read, edit, add, and delete permission for each system functionality, such as editing certification dates. During implementation, our team will work with your administrators to define the permission settings, as well as the specific roles that will need to be separated. That way, key data fields can only be edited by system users with appropriate security permissions.

4.1.2.4. The vendor must provide a system that allows West Virginia-certified EMS instructors, regardless of job role, to teach any class at or below their current certification level.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS supports an EMS instructor application and certification process. A user can apply online for an instructor certification level through the LMS' Public Portal and submit the required forms or documents. Once your organization approves the individual's certification level and assigns the education topics and locations they can teach, the system will limit the instructor assignments during course creation.

4.1.2.5. The vendor must provide a system that automatically generates recertification dates based upon configurable business rules.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows administrators to configure the licensing renewal cycle based on your organization's needs. Expiration dates can be setup differently based on application types, such as initial, renewal, reciprocity, temporary, or reinstatement. The licensing workflow can also be configured to generate expiration dates automatically matching the National Registry expiration date.

4.1.2.6. The vendor must provide a system that captures and displays Advanced Life Support (ALS), Basic Life Support (BLS) and Unrestricted Hours for courses on personnel profiles.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS captures and displays education hours for courses on personnel profiles. Both the administrators and applicants can view the individual's training report at any time to visualize the requirements or earned hours. Course coordinators or instructors specify the topic name (i.e. ALS or BLS) and credit hours for each course. When the individual completes the course, the earned hours will reflect on the personnel profiles in real-time. Completed hours can also be used to verify training requirements automatically through the configurable licensing workflow.



Be

My Account

Applications

Training

Manage Courses

Requests

Registrations

Report

Services

Lookup

Welcome, Joe Gage | Logout

**Gage, Joe (14IT00008)**

EMT  
Issue Date: 06/29/2015  
Expiration Date: 06/29/2017

Lead Instructor - BLS  
Issue Date: 02/11/2014  
Expiration Date: 02/11/2020

**My Training Report**

Click the links at the top of the page to switch between viewing a summary of your credit hours by level and a list of the trainings that you have recorded.  
To narrow down the information displayed on each page, use the *Training Levels* drop down menu and the *Date Range* search filters and click Go.

7 topics remaining to meet EMT Basic requirement within filtered date range.  
Click 'Find My Courses' to show you all of the courses that would satisfy your remaining requirements.

Training Levels associated to License Level: EMT Date Range: 06/29/2015 to 06/29/2017

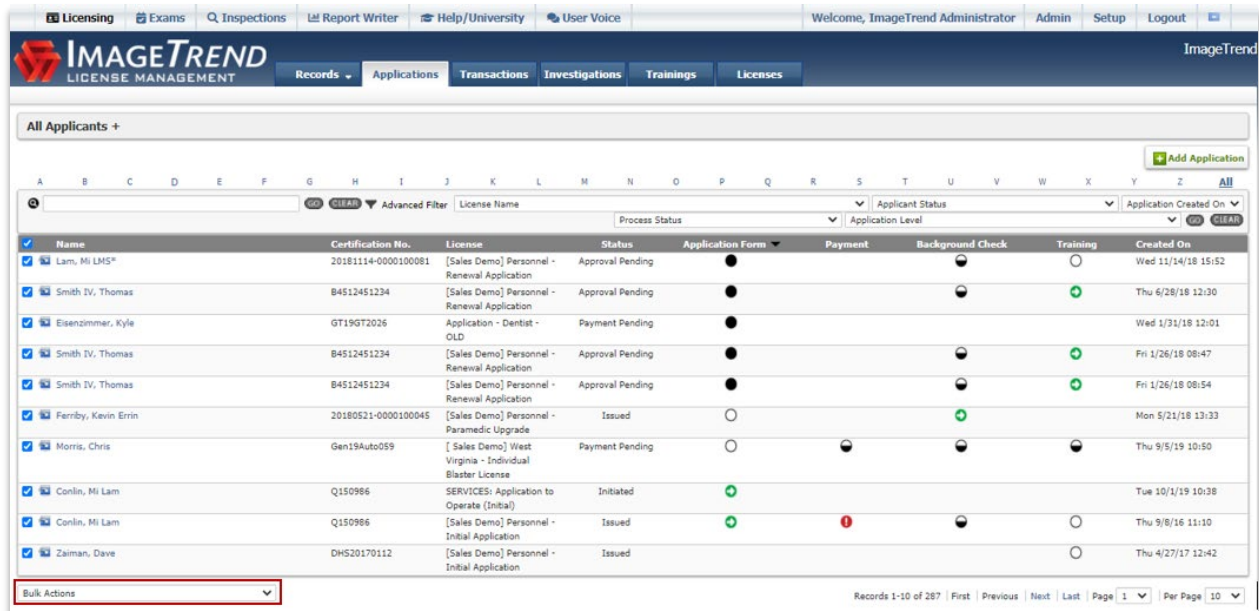
Level	Requirement	Topic/Competency	Required	Max	Completed	Remaining
EMT Basic						
Reporting hours/credits from 06/29/2015 to 06/29/2017						
EMT Renewal Course Complete						
	EMT Renewal Course Complete		24.00	24.00	0.00	24.00
<b>Requirement Total:</b>			<b>24.00</b>		<b>0.00</b>	<b>24.00</b>
Flex Hours:			0.00		0.00	0.00
Category 1						
	Childbirth & Children		1.00	0.00	0.00	1.00
	Circulation		3.00	0.00	0.00	3.00

Figure 1. Profile Overview.

4.1.2.7. The vendor must provide a system with the ability to allow designated security roles to batch print certification cards and certificates.

✅ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS is designed to have role-based security. During implementation, we will work with the administrators to define the security groups and access for each internal administrative user. An internal administrator can be granted access with multiple application views with configurable columns, filters, and criteria. That way, approvers can easily see the process and status of all applications at all times for their daily operation. Through the at-a-glance view, approvers can bulk select the applications and generate a PDF of the certification card for printing.



Name	Certification No.	License	Status	Application Form	Payment	Background Check	Training	Created On
Lam, Mi LMS*	20181114-0000100081	[Sales Demo] Personnel - Renewal Application	Approval Pending					Wed 11/14/18 15:52
Smith IV, Thomas	84512451234	[Sales Demo] Personnel - Renewal Application	Approval Pending					Thu 6/28/18 12:30
Eisenzimmer, Kyle	GT19GT2026	Application - Dentist - OLD	Payment Pending					Wed 1/31/18 12:01
Smith IV, Thomas	84512451234	[Sales Demo] Personnel - Renewal Application	Approval Pending					Fri 1/26/18 08:47
Smith IV, Thomas	84512451234	[Sales Demo] Personnel - Renewal Application	Approval Pending					Fri 1/26/18 08:54
Ferrby, Kevin Ervin	20180521-0000100045	[Sales Demo] Personnel - Paramedic Upgrade	Issued					Mon 5/21/18 13:33
Morris, Chris	Gen19Auto059	[Sales Demo] West Virginia - Individual Blaster License	Payment Pending					Thu 9/5/19 10:50
Conlin, Mi Lam	Q150986	SERVICES: Application to Operate (Initial)	Initiated					Tue 10/2/19 10:38
Conlin, Mi Lam	Q150986	[Sales Demo] Personnel - Initial Application	Issued					Thu 9/8/18 11:10
Zaiman, Dave	DHS20170112	[Sales Demo] Personnel - Initial Application	Issued					Thu 4/27/17 12:42

Figure 2. Applicant List.

4.1.2.8. The vendor must provide a system with the ability to allow designated security roles to print certificates for initial in-state certifications both as a batch and individually.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS is designed to have role-based security. During implementation, we will work with the administrators to define the parameters, as well as the specific roles that system users will utilize. PDFs of the LMS certification card can be printed individually or in bulk. After applicants apply to a license, PDFs of the certification card can be generated through the automated license workflow. Administrators can also select multiple application records and bulk generate the certification card PDF for printing.

4.1.2.9. The vendor must provide the WV DHHR unit responsible for certification access to licensing data for all agencies.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows your organization to grant certification access to different groups of administrative users. Specific application views can be configured for each approving unit by license type, process status, submissions date or other criteria. That way, the WV DHHR unit can access the licensing data for all agencies.

4.1.2.10. The vendor must provide the OEMS unit responsible for certification access to licensing data for all educational institutions.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows your organization to grant certification access to different groups of administrative users. Specific application views can be configured for each approving unit by license type, process status, submissions date or other criteria. That way, the OEMS unit can access the licensing data for all educational institutions.

4.1.2.11. The vendor must provide the WV DHHR unit responsible for certification access to licensing data for all educators.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows your organization to grant certification access to different groups of administrative users. Specific application views can be configured for each approving unit by license type, process status, submissions date or other criteria. That way, the WV DHHR unit can access the licensing data for all educators.

4.1.2.12. The vendor must provide a system that allows designated security roles to view certification history.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS is designed to have role-based security. During implementation, we will work with the administrators to define the parameters, as well as the specific roles that system users will utilize. When the administrative user is granted permission to view certification history, you can see the certification number, status, level, and date information under the EMS personnel profile in a log format.

4.1.2.13. The vendor must provide a system that documents which users granted approval of certifications and, based on designated security roles, allows viewing of granting users for each approval.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS is designed to have role-based security. During implementation, we will work with the administrators to define the parameters, as well as the specific roles, that system users will utilize.

4.1.2.14. The vendor must provide a system that allows designated security roles to manually change certification dates.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS is designed to have role-based security. During implementation, we will work with the administrators to define the parameters, as well as the specific roles that will need to be separated to manually change certification dates under the EMS personnel's profile.

4.1.2.15. The vendor must provide a system that allows for options for certification cards and certification card distribution depending on legislative rules and technologies available.

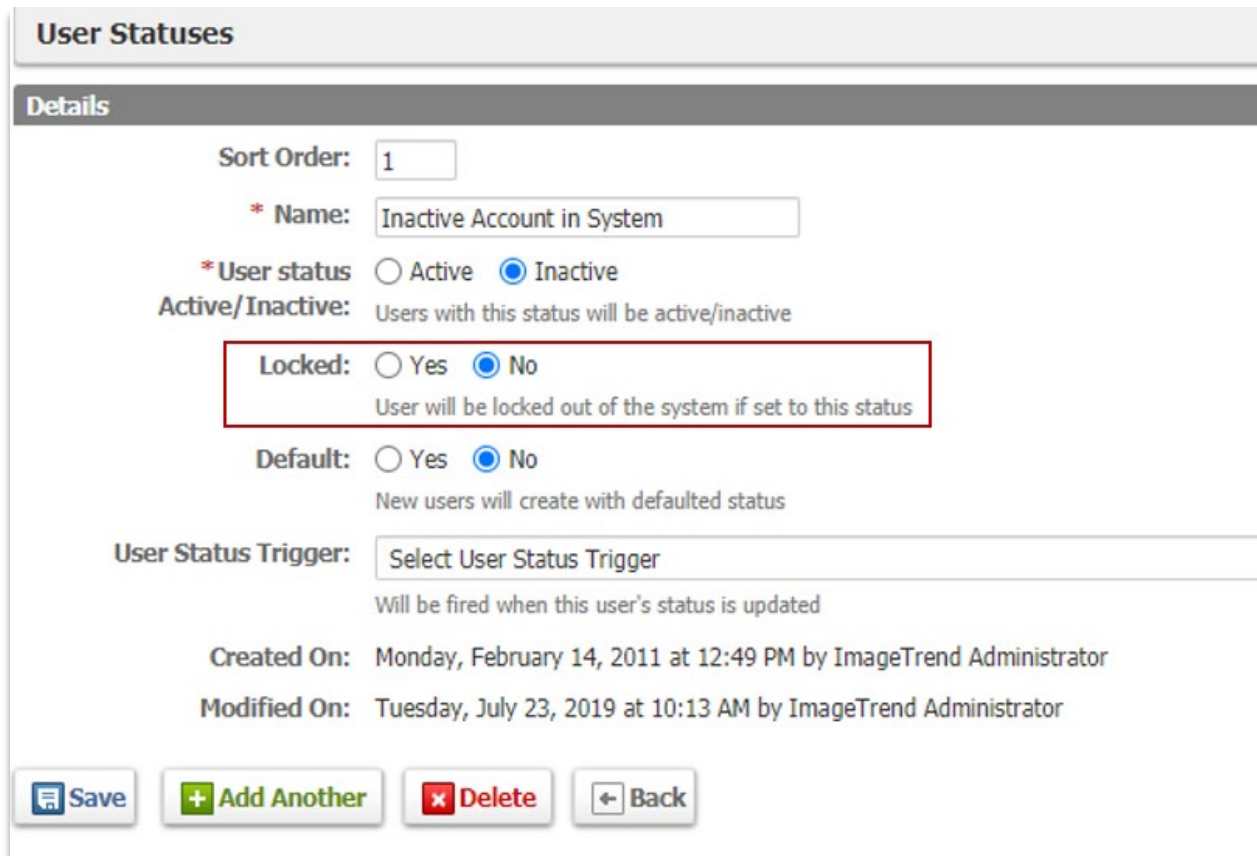
✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows certification cards to be generated in PDF format with your organization's logo and signatures. Leveraging the LMS trigger workflow, you can control when the certification card should be generated and visible to the applicants. The PDF files can then be printed depending on the available hardware.

4.1.2.16. The vendor must provide a system that allows designated security roles to block individuals from receiving certifications. The system will then block certification until designated security roles remove the block.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows you to configure the public user statuses with customizable labels and permission settings. When an individual is in the locked status, the user will be blocked from receiving certifications.



**User Statuses**

**Details**

Sort Order:

\* Name:

\* User status: ☐ Active ☒ Inactive

Active/Inactive: Users with this status will be active/inactive

**Locked:** ☐ Yes ☒ No  
User will be locked out of the system if set to this status

Default: ☐ Yes ☒ No  
New users will create with defaulted status

User Status Trigger:   
Will be fired when this user's status is updated

Created On: Monday, February 14, 2011 at 12:49 PM by ImageTrend Administrator

Modified On: Tuesday, July 23, 2019 at 10:13 AM by ImageTrend Administrator

Figure 3. User Status screen.

4.1.2.17. Vendor must provide a system that captures and displays the following certification information for individuals

4.1.2.17.1. Status of the account (pending, active, inactive)

✓ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.2.17.2. Title

✓ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.2.17.3. Suffix

✓ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.2.17.4. First name

✓ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.2.17.5. Middle Name

✓ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.2.17.6. Last Name

✓ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.2.17.7. Nickname(s)

✓ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.2.17.8. SSN (but only displaying the last four)

✓ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS captures and displays the social security number (SSN) in full or only the last four digits. Protected personal identifying information (PII), such as a SSN, is masked and encrypted in LMS. Administrators can configure the record if the data should be collected or required within the system. When an administrator views or edits a user's PII, the activity is logged with a date and time stamp.

4.1.2.17.9. Race

✓ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.2.17.10 Gender

✓ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.2.17.11 Date of Birth

✓ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 4.1.2.17.12 Email Address

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 4.1.2.17.13. Affiliation Status

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 4.1.2.17.14. Mailing Address

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

##### 4.1.2.17.14.1. Street Address/P.O. Box Number

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

##### 4.1.2.17.14.2. City

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

##### 4.1.2.17.14.3. County

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

##### 4.1.2.17.14.4. State

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

##### 4.1.2.17.14.5. Zip code

✔ IMAGETR`END COMPLIES WITH THIS REQUIREMENT.

#### 4.1.2.7.15. Current Job data (Employer Name, Employer Type, Job Type, Start Date)

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 4.1.2.7.16. Certification Infonnation both current and historical

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

##### 4.1.2.7.16.1. Current certification level

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

##### 4.1.2.7.16.2. Date Certified

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

##### 4.1.2.17.16.3. Date recertified

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 4.1.2.17.16.4. Expiration Date

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 4.1.2.17.16.5. Certification Status (Active or expired)

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 4.1.2.17.16.6. Certification type (Initial recertification, Supplementary, and Continuing education)

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows your organization to configure multiple certification types.

#### 4.1.2.17.17. Phone Numbers, including home, mobile, work, emergency, fax and pager.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 4.1.2.17.18. Background Check data viewable only by designated security role (Payment Received, Initiated Date, Submission Date, Completion Date, Status, Comments) according to CHS Standards

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

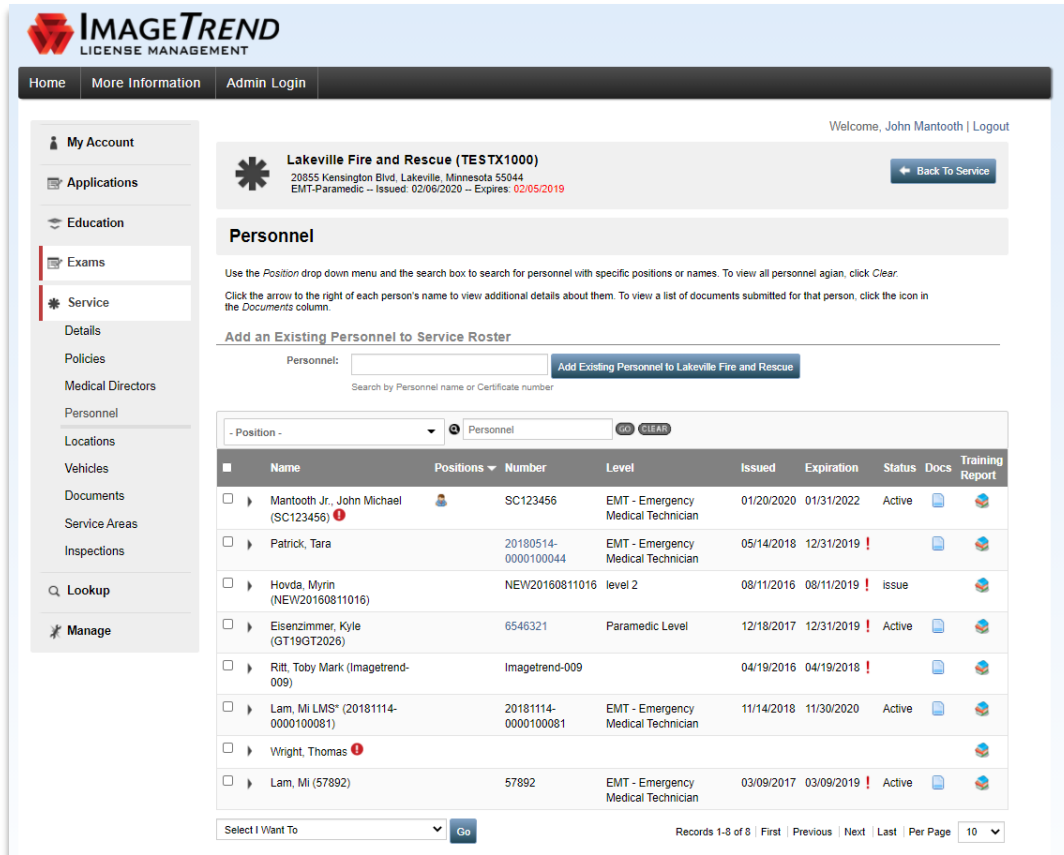
Your background check processes and statuses can be configured within LMS for application processing. Different permission levels can be granted to each internal administrator for viewing and editing the background check process within the application records. Each status change, such as Initiated or Payment Received, will be timestamped with the administrator's name who made the modification.

#### 4.1.2.18. The vendor must provide a system that shows certification status on the agency roster.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows agency administrators to view, add or remove personnel from the agency roster. Through the online Public Portal, users with the designated position of the agency have permission to view the certification status, documents, and education progress of the personnel. If applicable, your organization may also turn on the capability for the agency administrators to start or pay for the application of their personnel.

Below is the screen capture of the Agency Roster view on the Public Portal.



The screenshot shows the ImageTrend License Management interface. The top navigation bar includes 'Home', 'More Information', and 'Admin Login'. A sidebar on the left contains links for 'My Account', 'Applications', 'Education', 'Exams', 'Service', 'Details', 'Policies', 'Medical Directors', 'Personnel', 'Locations', 'Vehicles', 'Documents', 'Service Areas', 'Inspections', 'Lookup', and 'Manage'. The main content area is titled 'Lakeville Fire and Rescue (TESTX1000)' and includes a 'Back To Service' button. Below this is the 'Personnel' section, which provides instructions on using the search and position dropdown menus. A section for 'Add an Existing Personnel to Service Roster' includes a search box and an 'Add Existing Personnel to Lakeville Fire and Rescue' button. The main table lists personnel with columns for Name, Positions, Number, Level, Issued, Expiration, Status, Docs, and Training Report. The table contains 8 rows of data, including personnel like John Michael Mantooth Jr., Tara Patrick, Myrin Hovda, Kyle Eisenzimmer, Toby Mark Ritt, Mi LMS, Thomas Wright, and Mi Lam. At the bottom, there is a 'Select I Want To' dropdown, a 'Go' button, and pagination information: 'Records 1-8 of 8 | First | Previous | Next | Last | Per Page | 10'.

	Name	Positions	Number	Level	Issued	Expiration	Status	Docs	Training Report
<input type="checkbox"/>	Mantooth Jr., John Michael (SC123456)		SC123456	EMT - Emergency Medical Technician	01/20/2020	01/31/2022	Active		
<input type="checkbox"/>	Patrick, Tara		20180514-0000100044	EMT - Emergency Medical Technician	05/14/2018	12/31/2019	!		
<input type="checkbox"/>	Hovda, Myrin (NEW20160811016)		NEW20160811016	level 2	08/11/2016	08/11/2019	! issue		
<input type="checkbox"/>	Eisenzimmer, Kyle (GT19GT2026)		6546321	Paramedic Level	12/18/2017	12/31/2019	! Active		
<input type="checkbox"/>	Ritt, Toby Mark (Imagetrend-009)		Imagetrend-009		04/19/2016	04/19/2018	!		
<input type="checkbox"/>	Lam, Mi LMS* (20181114-0000100081)		20181114-0000100081	EMT - Emergency Medical Technician	11/14/2018	11/30/2020	Active		
<input type="checkbox"/>	Wright, Thomas								
<input type="checkbox"/>	Lam, Mi (57892)		57892	EMT - Emergency Medical Technician	03/09/2017	03/09/2019	! Active		

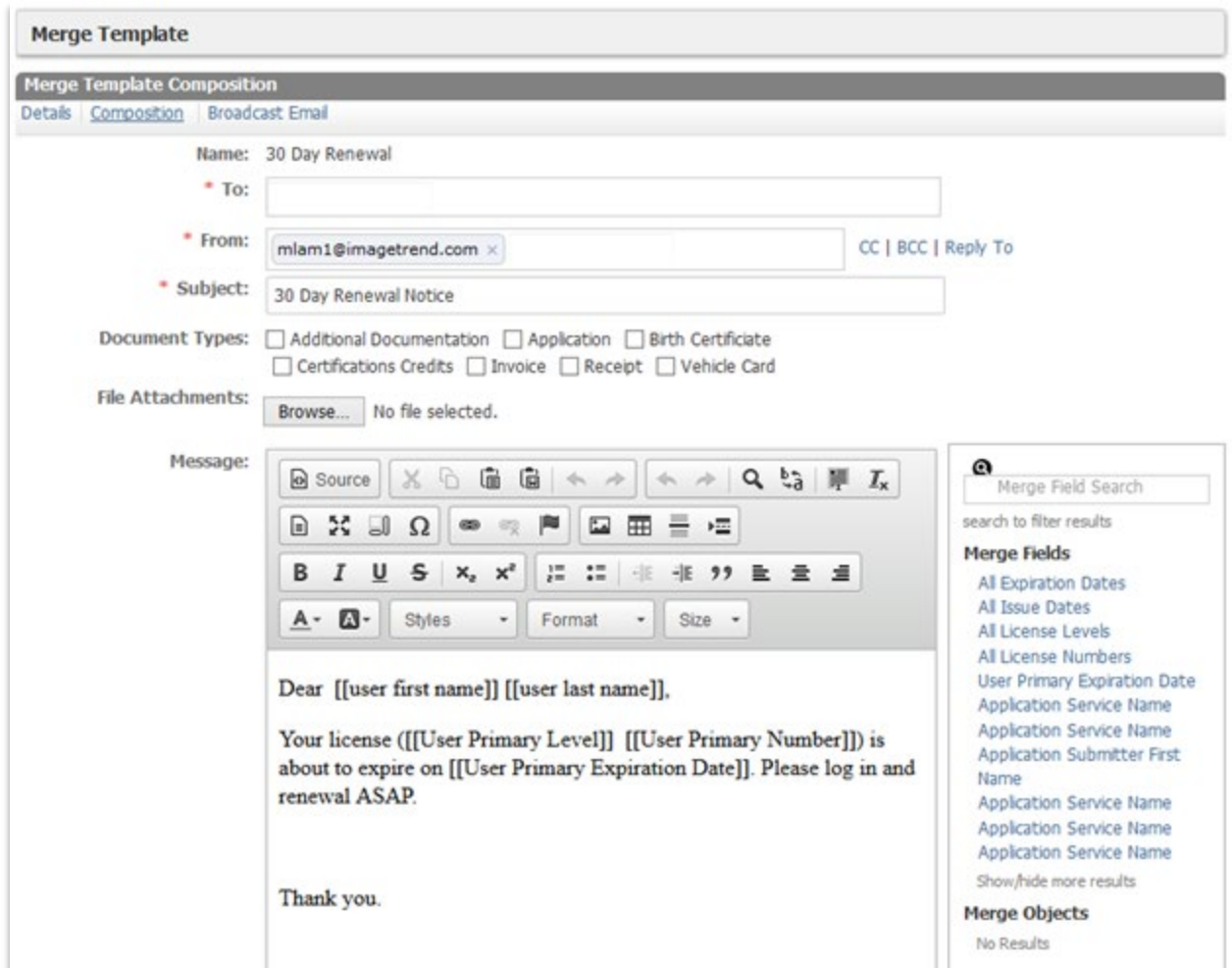
Figure 4. Personnel screen overview.

4.1.2.19. The vendor must provide a system that notifies individuals when they are 30, 60, and 90 days out from certification expiration.

✅ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Automated correspondence can be configured into any step in the application process. As an administrator, you can compose different merge templates using over 100 system merge fields to broadcast email notifications to all of your applicants. 30/60/90 day email reminders can be scheduled to remind your applicant to renew or let them know when key steps are completed. With the merge template utilities, administrators can easily include links, organization logo, or signature images using the rich-text editor to communicate with your applicants, see below screenshot.





**Merge Template**

**Merge Template Composition**

Details | **Composition** | Broadcast Email

Name: 30 Day Renewal

\* To:

\* From:  CC | BCC | Reply To

\* Subject:

Document Types: ☐ Additional Documentation ☐ Application ☐ Birth Certificate  
☐ Certifications Credits ☐ Invoice ☐ Receipt ☐ Vehicle Card

File Attachments:  No file selected.

Message:

Source

Dear [[user first name]] [[user last name]],

Your license ([[User Primary Level]] [[User Primary Number]]) is about to expire on [[User Primary Expiration Date]]. Please log in and renewal ASAP.

Thank you.

Merge Field Search  
search to filter results  
**Merge Fields**  
All Expiration Dates  
All Issue Dates  
All License Levels  
All License Numbers  
User Primary Expiration Date  
Application Service Name  
Application Service Name  
Application Submitter First Name  
Application Service Name  
Application Service Name  
Application Service Name  
Show/hide more results  
**Merge Objects**  
No Results

Figure 5. Sample Merge Template.

4.1.2.20. The vendor must provide a system that tracks certification history when a new certification is created or changed.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

You can view information about changes to a license in several places within the license record, depending on whether you want to see information about changes to the license details or changes to the license trigger configuration. The History page within the system displays information about changes to the license details.

4.1.2.21. The vendor must provide a system that includes a drop-down option for the user's status with the following options:

1. Active
2. Certified
3. Suspended
4. Expired
5. Revoked
6. Restricted Practice

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows you to configure different user's statuses with the verbiage of your choice.

## 4.1.3 LICENSURE

4.1.3.1. The vendor must provide a system that allows each agency to be assigned a single system-generated unique identifier.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows each agency to be assigned with a single system-generated unique identifier. As an administrator, you can configure the auto-numbering format with a combination of text, date, and incremental numeric values for the unique identifier. When the system generates and assigns the number to an agency, the number will be validated as unique from other agencies.

4.1.3.2. The vendor must provide a system that captures and displays items including but not limited to:

1. Mailing Address

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

2. City

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

3. County

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4. Agency Name

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 5. Agency Doing Business As

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The system captures and displays the Agency Doing Business As with drop down options.

#### 6. Agency License Issue Date

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 7. Agency Number

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 8. Billing Status

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The system captures and displays the Billing Status with drop down options.

#### 9. Dispatch Center Fax

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 10. Dispatch Center Phone

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 11. Email

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 12. Emergency Medical Dispatch Vendor

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 13. Emergency Number

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 14. Expiration Date

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 15. Fax Number

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 16. Inspection Date

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 17. Inspector

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 18. National Registry Exam(s) list

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The system captures and displays National Registry Exam(s) list as a text field.

#### 19. Organization Status

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The system captures and displays organization status.

#### 20. Organization Type

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The system captures and displays organization type.

#### 21. Other Services

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The system captures and displays other services.

#### 22. Website

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 23. Zip

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 24. State

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 25. State Exam(s) List

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The system captures and displays State Exam(s) list as a text field.

#### 26. Status

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The system captures and displays statuses.

#### 27. Service Level(s)

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The system captures and displays service level(s) as a multi-select field.

#### 28. Phone Number

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 29. Physical Address

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 4.1.3.3. The vendor must provide a system that tracks all EMS agency vehicles.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

##### 4.1.3.3.1. The vendor must provide a system that tracks all vehicle identification numbers.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

##### 4.1.3.3.2. The vendor must provide a system that tracks all vehicle license plate numbers.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

##### 4.1.3.3.3. The vendor must provide a system that tracks all vehicle models.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

##### 4.1.3.3.4. The vendor must provide a system that tracks all vehicle unit names.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

##### 4.1.3.3.5. The vendor must provide a system that tracks all vehicle pennit numbers.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

##### 4.1.3.3.6. The vendor must provide a system that tracks permit expiration dates.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

##### 4.1.3.3.7. The vendor must provide a system that tracks vehicle permit types.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

##### 4.1.3.3.8. The vendor must provide a system that tracks vehicle permit levels.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.3.3.9. The vendor must provide a system that tracks vehicle permit status.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.3.3.10. The vendor must provide a system that tracks the most recent EMS vehicle inspection date.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

## 4.1.4 EDUCATION

4.1.4.1. The vendor must provide a system such that the instructor or designated security roles are able to input/view items including, but not limited to:

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS not only has a standard set of data points for course records, but allows administrators to configure specific course data elements in text, radio button, or check box format for additional information.

As an example, below is a screen capture of what the course instructor or administrator can input/view. Other data elements can be configured during the implementation.

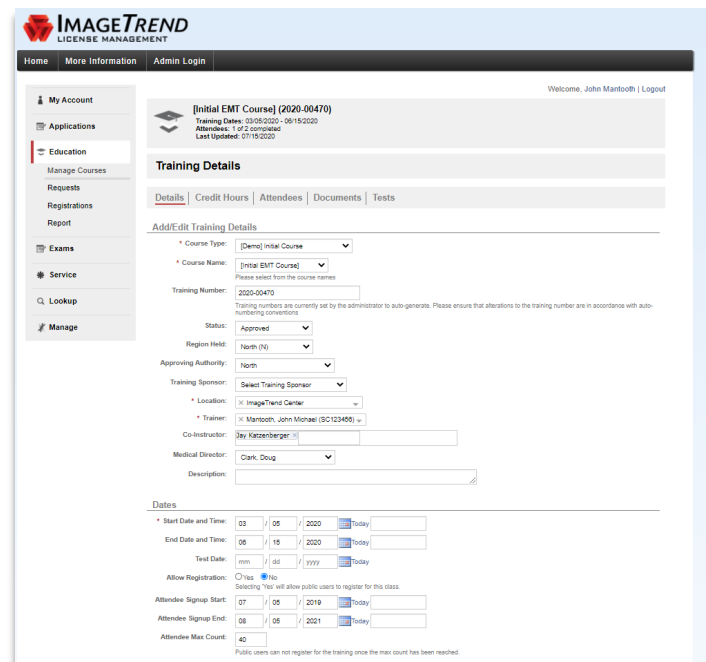


Figure 6. Training details page.

1. Course Level

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

2. Course Registration Code

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

3. Course Status

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4. Course Type

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

5. Course Description

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

6. Course Start Date

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

7. Course End Date

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

8. Course Start Time

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

9. Class End Time

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

10. Course Size

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

11. Classes Offered

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

12. Comments

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

13. Comments Field

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

14. Contact Information

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

15. County

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

16. Course Instructors (Instructor Name, Instructor Number, Instructor Type - including but not limited to Advanced Life Support, Basic Life Support, Critical Care Transport), Guest Instructor Name)

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows you to select the primary instructor and multiple guest instructors within a course. The instructors list can be filtered by the sponsoring agency and training location based on course type. Once the instructor is selected for the course, the instructor name and certification information can be displayed on the course.

4.1.4.1.1. The course data must include data elements-including, but not limited to:

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

1. Current Instructor Certification(s) with the following data on each certification: Level, Certification, Issue Date, Recertification Date, Expiration Date, License Status.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

2. Date

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

3. Cutoff Date

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4. Delivery Type

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

5. Demographic Information

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

6. Location

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

7. Maximum Students

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

8. Personnel Roster

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.



9. ExamCode

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

10. Exam Format

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

11. Exam level

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

12. Exam Location

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

13. Exam Type

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

14. Institution Number

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

15. Institution Category

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

16. Institution Credentials

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

17. Institution Name

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

18. Institution Number

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

19. Institution Type

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

20. Instructor

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

21. Most recent Certification (Level, Expiration Date, Status)

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 22. Name

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 23. Region

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 24. SSN

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The SSN information can be captured on the attendee or instructor's profile record, but will not be displayed to public users.

#### 25. State ID Number

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The State ID number will be captured on the attendee's or instructor's profile record.

#### 26. Status (Completed, Passed, Failed, Withdrew Passing, Withdrew Failing, or Never Attended).

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 27. Student's Name

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

#### 4.1.4.2. The vendor must provide a system that allows instructors to add students to the course roster.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Instructors can add students to the course through the Public Portal based on capacity and prerequisite requirements.

#### 4.1.4.3. The vendor must provide a system that allows designated security roles to access, export, and/or print a master list of approved classes.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

During the implementation process, permission access can be granted to specific administrative users to access, export, and/or print a master list of approved classes through our reporting tool.

4.1.4.4. The vendor must provide a system that includes data fields for out-of- state education and/or certification information.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows users to enter education and/or certification information that can be sourced from out-of- state entities. These data points should be entered into the system following the same format.

4.1.4.5. The vendor must provide a system that shows statistics on initial course information, course progress, and course completion percentage.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows administrators to generate reports to provide count, average and percentage criteria with the collected course data using Report Writer.

4.1.4.6. The vendor must provide a system that allows designated security roles to access, update, and edit class information.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows designated security roles to access, update, and edit class information.

4.1.4.7. The vendor must provide a system that allows designated security roles to add instructor first and last names, contact information, state identification number, certification level, entity type, and job type.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS designates administrators to add instructor first and last names, contact information, state identification number, certification level, entity type and job type.

4.1.4.8. The vendor must provide a system that allows course instructors to enter pass, fail, and withdrawal for the students taking their course(s).

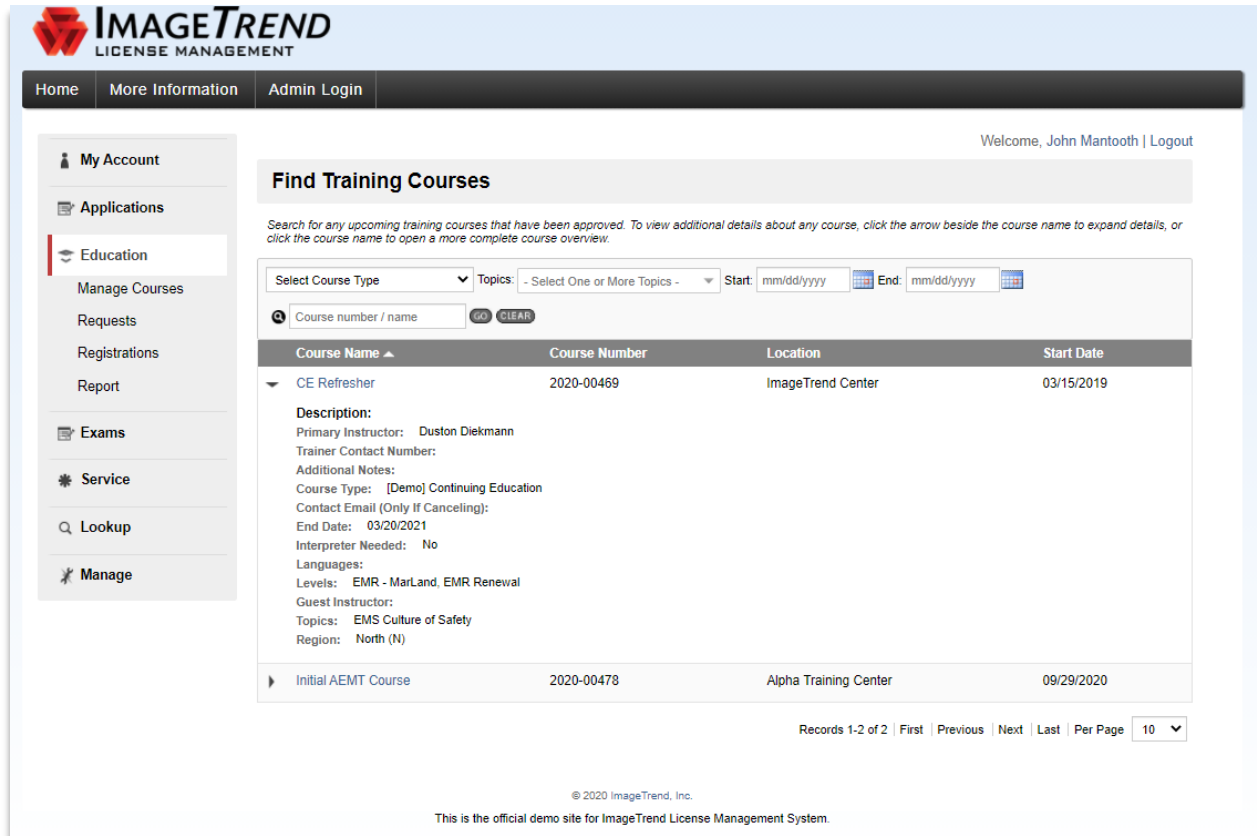
✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows course instructors to enter pass, fail, and withdrawal for the students taking their course(s) through the online Public Portal.

4.1.4.9. The vendor must provide a system that allows users to search all available courses by course type, course format, course date range, and course region/county.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows users to search all available courses by course type, course format, course date range, and course region/county.



The screenshot shows the 'Find Training Courses' section of the ImageTrend License Management system. It includes a sidebar with navigation links like 'My Account', 'Applications', 'Education', 'Exams', 'Service', 'Lookup', and 'Manage'. The main area features search filters for 'Select Course Type', 'Topics', 'Start', and 'End' dates, along with a search bar for 'Course number / name'. Below the filters is a table listing courses with columns for Course Name, Course Number, Location, and Start Date. Two courses are visible: 'CE Refresher' and 'Initial AEMT Course'. The 'CE Refresher' course has a detailed description expanded, showing information like the primary instructor (Duston Diekmann), contact details, and course type. At the bottom, there is a pagination control showing 'Records 1-2 of 2' and a dropdown for 'Per Page' set to 10.

Figure 7. Public Portal Course Lookup.

4.1.4.10. The vendor must provide a system that allows searches for Educational Institutions by Number, Name, Type, Category, Instructor, Course, Region, County, and Status.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.4.11. The vendor must provide a system that has a picklist of pre-approved courses.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS supports course requests and approval processes through the online Public Portal. Administrators can specify the courses that are preapproved and hide or display the courses from public registrations based on your needs.

4.1.4.12. The vendor must provide a system that allows designated security roles to add to the pre-approved list.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows your organization to grant permission to administrative users for specific usage within the Education module.

4.1.4.13. The vendor must provide a system that can track credentials and instructor cards for WV EMS educators.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS can track credentials and instructor cards for WV EMS educators.

4.1.4.13.1. The EMS Educator fields must include but not be limited to:

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows specific users to apply and be certified as the EMS Educator. Data points can be stored under their user profile.

1. The person's unique instructor number

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The system captures and displays the instructor number.

2. Associated Medical Command Region

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The system captures and displays the Associated Medical Command Region as a drop down selection.

3. Associated Region

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The system captures and displays the Associated Region as a drop down selection.

4. Personnel Certification Length

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The system captures and displays the Personnel Certification Length as a text field.

5. Primary Dispatch Transmit Frequency

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The system captures and displays the Primary Dispatch Transmit Frequency as a text field.

#### 6. Primary Service

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The system captures and displays the Primary Service as a drop down selection.

#### 7. Service Level

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The system captures and displays the Service Level as a drop down selection.

#### 8. Standard

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The system captures and displays the Standard as a text field.

#### 9. Status

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The system captures and displays the Status as a drop down selection.

#### 10. Demographics (Gender, Race, Ethnicity, Status)

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The system captures and displays the demographics data points, such as Gender, Race, Ethnicity, and Status.

#### 11. Continuous Tone-Coded Squelch System Transmit Receive Frequency

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The system captures and displays the Continuous Tone-Coded Squelch System Transmit Receive Frequency in text format.

#### 12. Allow ability to use data from external feeds when building Reporting.

- ✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

ImageTrend is willing to work with other external systems to determine if integration and communication is possible from all parties for data reporting.

13. Allow editing and updating of saved specifications

✓ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The system allows specifications to be edited and save for each report.

14. Allow entry of multiple parameters for any report field (such as a date range)

✓ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Report Writer allows for the creation of "standard reports" that can be accessed by all staff, or selected users. With an easy-to-use interface, Report Writer also allows for the creation of ad-hoc reports with multiple parameters, such as date range.

15. Allow inclusion of any field in the database

✓ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

16. Allow running of Reporting using the software, without any additional desktop requirements

✓ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

17. Allow saving of report specifications to be re-used

✓ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

18. Create custom Reporting

✓ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

19. Save and share custom/ad-hoc report definitions

✓ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

20. Utilize, filter, and sort on any data element captured

✓ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

21. Course Code

✓ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

22. Course End Date

✓ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

23. Class Start Date

✓ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

## 24. Class Start Time

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.4.14. The vendor must provide a system that has the ability to generate an education institute and instructor report on individual certification expirations, application due dates, and updated lists of eligible instructors.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows you to generate transactional reports from data that is related to education institutes, eligible instructors, individual certification expirations, and application due dates.

4.1.4.15. The vendor must provide a system with search options to search for specific instructors on instructor last name, institution, course name, license level, approval level, region, or county.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows administrators to search for specific instructors with different search filters.

4.1.4.16. The vendor must provide a system with the ability to allow designated security roles to add and delete courses.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows administrators the rights to designate permissions to course instructors or coordinators to add and delete courses.

4.1.4.17. The vendor must provide a system with the ability to have multiple course instructors listed.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows multiple course instructors to be listed to a course.

4.1.4.18. The vendor must provide a system that links with West Virginia's current testing Scantron system to import test scores.

4.1.4.18.1 The vendor must import test scores from the State within 24 business hours of receipt of the scored exams.

ImageTrend does not integrate with the West Virginia Scantron system currently. The business requirements, design and development for this import can be discovered through our standard custom development process. Please see our Statement of Work Process outlined in the Appendix of our proposal.



4.1.4.19. The vendor must provide a system that allows designated security roles to add instructors by name.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows designated security roles to add instructors by name. As an administrator, you can specify the training location and topic for each instructor.

4.1.4.20. The vendor must provide a system that allows designated security roles to see who approved courses and include options for courses to be edited or canceled.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows designated security roles to be granted to course coordinators or instructors. These users can be granted permission can edit or cancel courses through the Public Portal. Automated correspondence can be sent to administrators when the course status is changed.

4.1.4.21. The vendor must provide a system that includes online registration to classes.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows public users to search for courses and register online. Each course can have its own registration period and capacity. Once the course capacity is met, the public user will see the course is full and cannot register for the course. When an attendee is registered for a course, automated correspondence can be sent out to the attendee or instructor.

4.1.4.21.1 The online registration portal must allow instructors to pull Excel spreadsheets with class rosters.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS allows instructors to upload and download documents to their assigned course.

## 4.1.5 EXPORTING DATA

4.1.5.1. The vendor must provide a system that allows data to be exported in various file formats including but not limited to: .pdf, .docx, .xlsx and

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Data can be exported through the Report Writer in PDF, CSV, Word, HTML, and XML formats.

4.1.5.2. The vendor must provide a system that can generate a report of any errors encountered in the export process.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Report Writer in Elite allows for reports to be generated looking for errors in the import/export history.

4.1.5.3. The vendor must provide a system that can generate and send notifications to designated security roles when system errors occur in the export process.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Reports can be generated based upon a timeframe such as daily, weekly, monthly, and yearly to assigned personnel. Scheduled reports are currently sent to users and not permission groups to make sure only the people that need the information receive the data.

4.1.5.4. The vendor must provide a system with an integrated export tool that allows designated security roles the ability to build exports.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

All access to data and exports is based upon the user's permission within the application. For example, a user may have access to build reports to look at data but not be allowed to export in any format. All permission groups are maintained by the system administrator.

4.1.5.5. The vendor must provide a system with the ability to send/replicate data to external data warehouses or other repositories for indexing and reporting purposes in various formats, including HL7.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

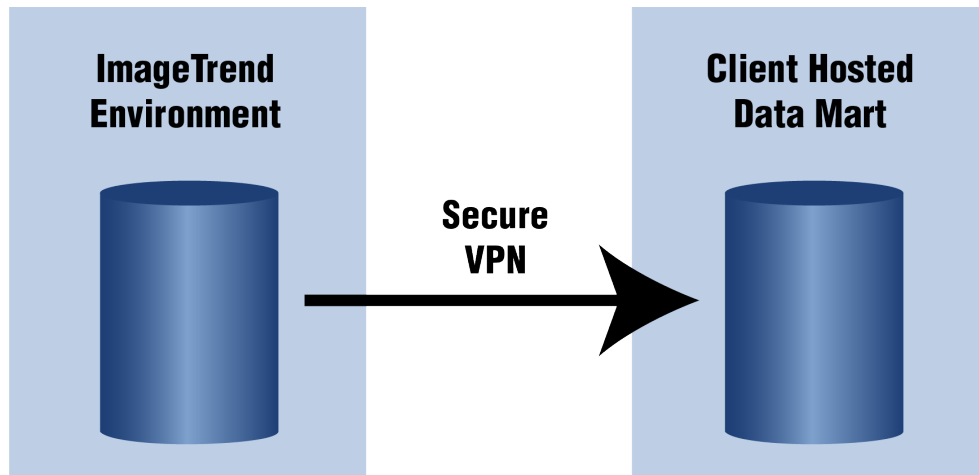
Data Mart is the solution that provides clients the ability to extend and expand their Elite system and give them more control over their data. Data Mart makes available a replicated copy of the Elite solution reporting database(s) into the State's own managed database environment. Data Mart is ideal for clients who have technical staff, analysts and other staff looking to dive deeper into their data by using their own reporting, analysis and business intelligence tools. It will also serve as a powerful tool in connecting and combining Elite data with other internal data sources.

With Data Mart, your data is transformed into structures designed, tuned and documented for optimum reporting and analysis. This approach saves valuable staff time by removing the complexity of writing reports against raw transactional data structures. Data Mart is analytically structured and well documented to reduce the learning curve and allows you the ability to work with your data at the lowest levels.

Data Mart can be queried using any industry-standard business intelligence tools such as Crystal Reports, SAS and Tableau, as well as any other tool that can connect to a Microsoft SQL Server Database.

Data Mart data is loaded continuously throughout each the day. As data is entered into Elite, it is also transformed and populated into Data Mart and its corresponding reporting structures. These data structures provide the foundation for ImageTrend's existing suite of reporting tools, as well as for the Data Mart.

Data Mart (in the ImageTrend environment) is delivered to the client through one of two methods: with a continuous feed through a Virtual Private Network (VPN), or with a scheduled delivery of a database backup over a File Transfer Protocol (FTP) connection.



**Figure 8.** Public Portal Course Lookup.

A continuous feed between the ImageTrend and client environments is provided through a shared VPN connection, with all data encrypted in transmission. Depending on client requirements, data refreshes can occur anywhere from weekly to down to 5-minute intervals.

For clients receiving Data Mart via a database backup through FTP, the process is the same, with additional steps for encrypting the database file and transferring it to the client's FTP server. The client is responsible for moving the file from the FTP location, decrypting the database file and restoring it into their SQL environment. FTP delivery is best for clients with requirements to receive the data no more frequently than weekly.

## 4.1.6 FUNCTIONALITY

4.1.6.1. The vendor must provide a system that allows West Virginia MIS staff full access to the system and the data.

✓ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

WV MIS Staff, with the proper permissions, will have all administrative access to the system and data as directed by the WV Office of EMS.

4.1.6.1.1. The vendor must provide a system that allows for automated reporting capabilities.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The system provides for the scheduling of transactional reports to run at predetermined intervals (i.e., daily, weekly, monthly, etc.).

4.1.6.1.2. The vendor must provide a system that allows the State to programmatically test system accessibility.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

All ImageTrend solutions are web-based. There are tools available to determine if a site is online.

4.1.6.2. The vendor must provide a system that is configurable to account for any changes to statutory or administrative code or regulatory requirements.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

ImageTrend products provide the tools needed for system administrators to make changes to the data without intervention by ImageTrend.

4.1.6.3. The vendor must provide a system that allows users to save and edit a partially entered record (i.e., no data are lost if user is interrupted and must leave system and return before record is complete) and enter any missing data at a later time.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

All ImageTrend solutions allow for data to be saved at any moment. Depending on the application being used, data is auto saved as users move within the application. The user can return and finish documentation from where they stopped in their previous session.

4.1.6.4. The vendor must provide a system that displays the date and time of most recent record update and identify who provided the update.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Each application and record has an audit trail that shows the history of the documentation.

4.1.6.5. The vendor must provide a system that allows designated security roles the ability to merge records identified as duplicate; business rules may automate the merging process but still allow users to approve record merges.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Duplicate prevention will warn or prevent users from creating new records if the new record meets criteria indicating that it is a duplicate of an existing profile. You can choose whether users entering a personnel profile that matches the duplicate criteria should be warned but allowed to proceed, or whether the system should both warn and stop the user from adding the profile if it meets the criteria.

4.1.6.6. The vendor must provide a system that allows designated security roles to restore records to the state prior to most recent data change.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The user would have the ability to change answers back to the original information with enough permissions.

4.1.6.7. The vendor must provide a system that allows designated security roles to configure data standards for mandated agencies, and must be able to score those agencies relative to those standards.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Administrators can establish the specific workflow for each license and certification, and map the entire process from the application submission to approval. All agencies will be required to complete the same workflow for applications. In essence, all agencies will be completing the same application with only a score of pass or fail.

4.1.6.8. The vendor must provide a system that assigns a system-generated unique identifier for a record upon its creation.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Elite and LMS both generate this record identifier upon creation.

4.1.6.9. The vendor must provide a system that auto-populates applicable fields logically (e.g., age in years given birth date).

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The solution can auto-populate multiple fields logically.

4.1.6.10. The vendor must provide a system that auto-populates the county field based on address and zip code.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

When a user enters a postal code, the county is populated for the user. If the postal code is in multiple counties, then the users is presented with the option to select the correct county.

4.1.6.11. The vendor must provide a system that can facilitate the search for a previously submitted individual record.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Based on permissions, previously created individual records can be searched.

4.1.6.12. The vendor must provide a system that can query by specific certification levels (e.g., paramedics) for targeted communication.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Correspondence is very important for communication to personnel and agencies. This has been built into the capabilities of LMS, as well as the ability to correspond with specific groups, the entire system, and individual etc.

4.1.6.13. The vendor must provide a system that has fuzzy search functionality.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

As search criteria begins to be entered by the users, the system will bring back corresponding results without full text being entered; this is not case sensitive.

4.1.6.14. The vendor must provide a system that is accessible 24/7/365 with at least 99.999% availability, not including planned maintenance and/or outages.

LMS is accessible 24/7/365 with at least 99.9% uptime per the Service Level Agreement included in the Appendix of our response.

4.1.6.15. The vendor must provide a system that negates applicable fields ("grayed-out" or not shown) logically (i.e., no EMS transport data if patient refused, no trauma O.R. data if no operations performed, etc.) with appropriate default codes entered automatically into the record.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Elite utilizes visibility rules, which can be configured to show or hide any field based on specified criteria being met such as that described in the question. For example, if a patient is male, then all pregnancy information can be removed from the form, if desired; many agencies and states use visibility rules to streamline documentation.

4.1.6.16. The vendor must provide a system that has save and cancel functionality on all input screens with an "Are you sure?" popup if there will be a data loss.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Elite will alert a user if they try to navigate away from a web page without saving their information. This happens in all areas where changes have been made.

In LMS, the data is being saved as the user navigates the throughout the solution.

4.1.6.17. The vendor must provide a system with an automated workflow that prompts electronic patient care records (ePCRs) and other reports through the necessary steps for report confirmation and completion (quality assurance group, medical directors, etc.).

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Client-driven validation rules clearly identify fields configured as required for report completion and can be accessed easily in several ways including a single click "jump to" function. Each record has a status that can be used as a workflow engine to determine if further review is needed.

Elite provides a QA/QI module that we call Continued Quality Improvement (CQI) which allows administrators to set up CQI reviews buckets to review calls that meet that specific criteria. The reviewer can answer questions pertaining to the review bucket to indicate if the incident provider properly documented fields and/or followed protocol during patient care. The reviews can be manually or automatically assigned to certain reviewers or require a minimum number of reviewers to complete the review.

Elite's CQI module allows the reviewer to see the incident's validation score in addition to the CQI validation score. This is the result of the EMS incident form's data and the CQI rules to check the information entered by providers is documented as required to drive clinical monitoring and performance improvement.

The Elite Inbox includes the ability to set up messages to send to external emails, or message directly within Elite. Message content can be restricted to external emails, based upon administrative set up. Messages can be created via an incident, through the CQI module with a link in the message leading directly to the incident for QA or directly through the Inbox. Messages can be sent to users by permission group, contact type, users listed as crew members on an incident or individually. Inbox messages that are linked to incidents through the incident or CQI are viewable based upon permission access.

4.1.6.18. The vendor must provide a system with change tracking, showing previous versioning and the previous value of any changed records, along with who made any changes and when they made changes.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Once a Patient Care Report has been completed/finalized, only authorized personnel have the ability to make changes. Any changes made are tracked at the data field level and identify who made the change; when it was made; what the original response was; what the changed value is. Within LMS, internal administrators can see the previous value of any change under an individual's profile record, along with who and when the change was made.

4.1.6.19. The vendor must provide a system with drop-down and/or pick-list selections for multi-choice fields.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.6.20. The vendor must provide a system with the ability for designated security roles to generate notification systems based upon defined criteria.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Elite has a dashboard that is visible to all users upon log in. The Dashboard messages that appear will depend upon the permission level the user is associated with.

4.1.6.21. The vendor must provide a system with the ability to create maps based on system data or at a minimum, the ability to export a report with geotags.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Our Mapping and Reporting Solution (MARS) and Continuum solutions meet this requirement.

4.1.6.22. The vendor must provide a system with the ability to flag potential duplicate records, and based on business rules, the system must have the ability to de-duplicate records.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

ImageTrend does not flag potential duplicate records. When data is input directly into the system, it alerts the user if they are trying to enter data that is already entered in certain areas, such as state certification ID. In NEMSIS imports, the system administrator determines how to handle duplicate records. There is a setting that allows duplicates to enter the system or to overwrite the existing ePCR with the newest data.

There is not a de-duplication process in Elite.



4.1.6.23. The vendor must provide a system with. the ability to support user errors during password reset, and which allows the system to authenticate users through online security questions, by email, or by phone.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

All users can request a reset of their own password by using an email address associated with their account.

4.1.6.24. The vendor must provide a system with the ability to run reports without impacting online system response time.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The running of reports does not impact the user experience.

4.1.6.25. The vendor must provide a system with the capability to run queries related to errors and warnings pertaining to submitted records.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Report Writer has the fields available to report against errors and warnings in the data submission to Elite from third party vendors.

4.1.6.26. The vendor must provide a system with the ability to broadcast messages to all entities on a front page, as well as separate electronic notification (e-mail, text message, etc.).

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Yes, the system has Dashboard messaging for users to see upon login as well as the ability to push these notifications via text message through the free Aware application.

4.1.6.27. The vendor must provide a system that verifies the user's email address at least annually, and upon change to email address.

ImageTrend does not verify email addresses annually at this time.

4.1.6.28. The vendor must provide a system that has the ability for the user to update the email address.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Yes, users can access and update their personnel information, including email address.

4.1.6.29. The vendor must provide a system that generates a paper patient care record summary.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Yes, patient care reports can be printed. These patient care reports can be designed by the State, if desired. Each agency will have the ability to add their log to the printed reports based upon permissions from the State and system administrator.

## 4.1.7 INCOMING DATA

4.1.7.1. The vendor must provide a system that allows designated security roles to pull up previously entered records and update information.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Each user belongs to a permission group that will determine how much information is available to the end user.

4.1.7.2. The vendor must provide a system that generates error messages for duplicate record entry.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

ImageTrend does not generate messages for duplicate records. The system administrator decides how to handle records that are duplicates within the NEMSIS imports. Most state systems choose to accept the newest data and overwrite the existing ePCR. The other option is that the system administrator can choose to have the record imported but will have to locate the duplicate looking at incident number and time of call.

4.1.7.3. The vendor must provide a system that generates reject and error messages for incomplete records.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Based upon the state schematron, records can be rejected and error messages are available in the Data Exchange module. ImageTrend does send a confirmation message back to the originating software to let them know if a record was successful or unsuccessful.

4.1.7.4. The vendor must provide a system that prevents patient care records from being deleted by users once entered.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The ability to delete data from the system is permissions driven and can be restricted as such.

4.1.7.5. The vendor must provide a system that receives National Emergency Medical Services Information System (NEMSIS) data from other EMS systems via standard data exchanges, such as XML, text, HL7, and JSON interfaces.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

ImageTrend imports thousands of ePCR records daily via the NEMSIS XML file format. Other formats such as HL7 or JSON can be accepted, but most commonly used when accepting data from hospital systems after an incident.

4.1.7.6. The vendor must provide a system that rejects submission of, and provides an error message when a report is completed illogically (e.g., future date of birth, date of birth 150 years ago, pregnant male).

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

During implementation, you will determine the schematron to be used. You can determine the rules for when a record is rejected during import. The rejection reason is shown to the sending system so they can address the issue before submitting the file again.

4.1.7.7. The vendor must provide a system that sends file transfer notification and validation receipts electronically to the data submitter and the data owner as applicable and includes the specific record rejected, reason for rejection, and specific error type and definition.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

ImageTrend complies with this requirement and it is being used by all state customers today.

4.1.7.8. The vendor must provide a system that can securely exchange HL7 data with approved entities.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

ImageTrend's HIE has the ability to securely exchange data using many protocols, including HL7.

4.1.7.9. The vendor must provide a system that allows individual records with errors to be rejected from a batch while all error-free records in the batch are accepted.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

In Elite, the schematron is checking the entire file to see if the records pass or fail. If any record does not meet the requirements, it will fail all records in the batch. However, in our experience, each record is sent one at a time via the NEMSIS XML to keep rejections to a minimum.

4.1.7.10. The vendor must provide a system that allows submission of batch data files.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The data can be submitted in batches or individually depending on the sender's needs or process.

4.1.7.11. The vendor must provide a system that identifies and tracks users (by name, date, submitting entity, etc.) for each record submitted.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Through the Data Exchange, all files are stored with the user and date submitted. Based upon permissions, users can see each record if desired.

4.1.7.12. The vendor must provide a system that identifies and tracks users (by name, date, submitting entity, etc.) for each revised record.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Each record has an audit trail associated. If a record is locked and later unlocked, the ePCR will track all changes by user, date and time of old answers and new answers. This information is available through the user interface and can be exported to excel, if desired.

4.1.7.13. The vendor must provide a system that rejects incomplete records and generates an error message for the missing fields.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

If a record is rejected, the originating system receives a rejection notice and the reasons why the file could not be imported. It is also stored in the Data Exchange for reference. If a user leaves a field incomplete when using direct entry, they are notified by an icon on the screen or score letting them know what still needs to be completed.

4.1.7.14. The vendor must provide a system that generates a message immediately to confirm successful file transfer with count of total records transferred, number of records accepted, and number of records rejected for errors.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The data exchange contains the number or records that were successfully imported along with any rejections.

## 4.1.8 INTERFACE

4.1.8.1. The vendor must provide a system that allows users to submit EMS run data through a web-based data entry tool, or through a file import process.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.8.2. The vendor must provide a system that communicates with other state systems.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

ImageTrend has a long history of integrations with other third-party vendors. All ImageTrend products were developed to communicate with other software. ImageTrend is willing to work with other third party systems to determine if integration and communication is possible from all parties involved. ImageTrend has a Statement of Work process that gathers all of the details before moving forward on any integration that is not a standard product offering. For further information, please see our Statement of Work Process included within the Appendix of our proposal.

4.1.8.3. The vendor should provide a system that communicates with the state police system for background checks.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

ImageTrend has integrated with a background check system previously. ImageTrend is willing to work with the West Virginia police system to determine the development effort for a background check integration. ImageTrend has a statement of work process that gathers all of the details before moving forward on any integration that is not a standard product offering. For further information about our Statement of Work Process, please see our verbiage in the Appendix of our proposal.

4.1.8.4. The vendor must provide a system that has the ability to connect to other local or state systems or data sources such as the West Virginia Health Information Network, hospital electronic health records, vital statistics, crash statistics, and census statistics.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

HIH allows for bidirectional data to be shared between the ePCR and hospital EMR or HIE. The HIH delivers the transactional efficiency by automatically sending pre-hospital information to the hospital's ED and/or EMR systems, so EMS ePCR data is attached to a patient's medication record and available to all care providers. HIH allows the ultimate goal of improved patient outcomes to be realized through continuous quality improvement and interoperability. The information exchange between hospitals and EMS agencies includes discharge outcomes, demographic information and more, leading to high quality reporting. Other data sources can be tied together using similar methodology.

4.1.8.5. The vendor must provide a system that communicates with current registries (including but not limited to trauma, stroke, cancer) as well as future registries (including but not limited to bum, child, sepsis, Narcan).

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

ImageTrend has completed a number of integrations to registries including the ones listed in your requirement. ImageTrend will need some information from the current registry vendors to complete the integration. Their required methods may cause the need for a Statement of Work and custom development. ImageTrend looks forward to this discussion. For further information, please see our Statement of Work Process included within the Appendix of our proposal.

4.1.8.6. The vendor must work with EMS agencies to approve the EMS run data transfer format and verify data quality.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Elite is a NEMSIS version 3 compliant software application that accepts standard NEMSIS V3 xml files. Agencies using vendors that are not NEMSIS V3 compliant, and complaint with the State's allowed version will be rejected upon import attempt. ImageTrend can work with you to develop the best process for vendors or agencies to test files manually for approval. Each service will be notified if records do not pass the State's approved schematron.

4.1.8.7. The vendor should provide a system that tracks background checks through West Virginia Clearance for Access: Registry & Employment Screening (WVCARES).

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

ImageTrend has integrated with a background check vendor previously. ImageTrend will need the data exchange details from West Virginia Clearance for Access: Registry & Employment Screening (WVCARES) system. Their required integration methods may cause the need for a Statement of Work and custom development. For further information, please see our Statement of Work Process included within the Appendix of our proposal.

4.1.8.7.1 The vendor should comply with additional requirements for access to WVCARES.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

ImageTrend will comply with additional requirements for access to WVCARES and will continue to make changes based on enhancements.

## 4.1.9 LEGAL

4.1.9.1. All data is the property of the State of West Virginia.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.9.2. The vendor must obtain written consent from the State of West Virginia before using data for research or other purposes.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.9.3. The vendor must comply with all federal, state, and Agency security and privacy policies and procedures found on the WV Office of Technology site (<http://www.technology.wv.gov/Pages/default.aspx>) and the National Institute of Standards and Technology (<http://www.nist.gov>).

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.9.4. The vendor must follow all federal, state, and Agency policies, procedures, and guidelines related to breach notification found on the WV Office of Technology (<http://www.technology.wv.gov/Pages/default.aspx>), and the National Institute of Standards and Technology (<http://www.nist.gov>).

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.9.5. The vendor must make any amendment(s) to protected health information in a designated record set as directed or agreed to by the Agency, if necessary, pursuant to 45 CFR 164.526 or take other measures as necessary to satisfy the Agency's obligations under 45 CFR 164.526.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.9.6. The vendor must make available protected health information in a designated record set (file or report, format to be presented) to the Agency as necessary to satisfy the Agency's obligations under 45 CFR 164.524.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.9.7. The vendor must make its internal practices and records available to the Agency for purposes of determining compliance with Federal, State, and Agency policies and procedures, if necessary.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

ImageTrend acknowledges and agrees to comply with this requirement with reasonable advance notice of any such request.

4.1.9.8. The vendor must transfer all or requested parts of the data to any contractors of the State or to the State directly in a format of the State's choosing if/when the vendor ceases to be able to provide hosting services, upon contract termination, or the State chooses to host the application on State servers, or upon demand.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

In the event that ImageTrend ceases to be able to provide hosting services, ImageTrend agrees to this requirement. ImageTrend agrees to work with the State to transfer all data directly to the State in a mutually agreed upon format upon contract termination. Should the State choose to host the application on the State's servers or upon demand, ImageTrend reserves the right to charge the State for reasonable time and materials related to the State's request.

4.1.9.9. The vendor must, in accordance with 45 CFR 164.502(e)(1)(ii) and 164.308(b)(2) if applicable, ensure that any subcontractors that create, receive, maintain, or transmit protected health information on behalf of the vendor agree to the same restrictions, conditions, and requirements that apply to the vendor with respect to such information.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.9.10. The vendor must, to the extent the vendor is able to carry out one or more of the Agency's obligation(s) under Subpart E of 45 CFR Part 164, comply with the requirements of Subpart E that apply to the Agency in the performance of such obligation(s).

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.9.11. Vendor must provide a copy of all applicable software terms with bid submission for review and approval by the State of West Virginia.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

## 4.1.10 ELECTRONIC PATIENT CARE RECORD

4.1.10.1. The vendor must provide a system that has advanced vital signs documentation including BP, HR, Resp., MAP, SpO2, Capnometry and auto-calculation of Glasgow Coma Scale, Revised Trauma Score, and Pediatric Trauma Score.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.10.2. The vendor must be NEMESIS compliant.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

ImageTrend is NEMESIS compliant in both Collect Data and Send & Receive - and based upon the most current version of the NEMESIS data set, which is version 3.3.4 and 3.4.0. ImageTrend is committed to



supporting the national data set and its most current versions. ImageTrend is committed to meeting all NEMSIS data version updates, including NEMSIS version 3.5.0.

4.1.10.3. The vendor must support the most recent version of NEMSIS.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Elite supports the most recent version of NEMSIS. As the current leader in state level electronic ePCR in 40 States, ImageTrend will continue to meet this requirement moving forward.

4.1.10.4. The vendor must provide a list of mandatory data elements (as available on the NEMSIS website) that also incorporate West Virginia-specific fields.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

ImageTrend is committed to the NEMSIS standard. Elite will incorporate any West Virginia specific elements or custom configuration fields required that are above and beyond national standards. ImageTrend works directly with every state customer to define and implement state data elements, advise in Data Dictionaries, and state schematron files. Tools within the Elite user interface are also available to the State Data Manager to generate an export of state validation rules and comparisons, import values and fields that can be provided to NEMSIS ensuring compliance.

4.1.10.5. The vendor must provide a system with data warehouse functionality.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Report Writer works against a data warehouse and not the transactional database. Elite complies with this requirement.

4.1.10.6. The vendor must provide a system that migrates and crosswalks the current NEMSIS V2 data system so that reports can be run using the most recent NEMSIS version.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

ImageTrend will need to engage in discussions to evaluate what elements the State would like to migrate and crosswalk. Since the version change from NEMSIS 2.0 to NEMSIS 3.34/3.4 resulted in the deprecation of many elements and the migration to ICD-10 elements, crosswalks and continuation reports are limited and need to be tailored to the client. ImageTrend's Clinical & Research Services Team has been able to assist and create continuation reports from NEMSIS version 2 to NEMSIS 3.3.4/3.4 for particular key metrics. Our in-house Epidemiologist and Clinical Experts are currently using advanced analytics by leveraging our partnership with Microsoft to standardize NEMSIS crosswalks for NEMSIS 2.0, 3.34, 3.4 and now NEMSIS 3.5. Our team looks forward in gaining further insights and understanding your needs.

## 4.1.11 PLANS

4.1.11.1. The vendor must maintain a Risk and Issue Log.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.11.2. The vendor must provide a 24/7/365 support and maintenance plan for host system maintenance and support service, upgrades, consultations, technical support, and includes but is not limited to: the ability to reset passwords, assist in issues inputting run sheets, and for emergency system help and/or instruction.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.11.3. The vendor must provide a Business Continuity Plan within 30 days of contract execution.

4.1.11.3.1 The Business Continuity Plan must include how data is restored, what backup measures are in place in case normal business operations cannot continue due to power outages/catastrophe, where the data is stored in such emergencies, and how data is safeguarded in normal and emergency situations.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.11.4. The vendor must provide a Change Management Plan within 30 days of contract execution.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.11.5 The vendor must provide a Project Management Plan for the implementation phase, which includes tasks, milestones and timelines, a Project Schedule, a Security, Privacy, and Confidentiality Plan within thirty (30) calendar days, a Cost Management Plan, a Quality Management Plan, a Resource Management Plan, and a Risk Management Plan.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Within the first 30 days after contract signature, ImageTrend will provide you with all of the items listed in this requirement. For the purposes of this solicitation response, please see our sample Implementation Workplan included in the Appendix of our proposal. The Implementation Workplan outlines tasks, milestones and a timeline for a project similar to yours.

4.1.11.6. The vendor must provide weekly status reports throughout implementation.

Our Implementation Coordinators and Project Management Team are well versed in the need for efficient and timely communication. We will provide weekly status updates on the implementation progress.

4.1.11.7. The vendor must provide a Stakeholder Engagement Plan within 30 days of contract execution.

ImageTrend respectfully requests additional information regarding this requirement as it relates to the content of a Stakeholder Engagement Plan.

4.1.11.8. The vendor must provide a Communication Plan within 30 days of contract execution.

In accordance with the provided Communication Plan, we will provide you with weekly status updates.

4.1.11.9. The vendor must provide a Training Plan within 30 days of contract execution.

We will assign an Implementation Coordinator to assist with the State of West Virginia's transition to ImageTrend. We will prepare a comprehensive Implementation Schedule (Training plan) that outlines important project tasks, education sessions whether onsite or virtual and milestones. The implementation schedule will be discussed at project kick off.

4.1.11.10. The vendor must follow the Project Management Body of Knowledge (PMBOK®).

Jen Gates, our Project Manager, was trained using the PMBOK methodology. ImageTrend will be in collaboration with your Project Manager to create a project plan that identifies project phases with corresponding task durations, project milestones and deliverable submittals. We have provided Ms. Gates' resume in the Appendix of our proposal.

## 4.1.12 REPORTING

4.1.12.1. The vendor must provide a system that allows designated security roles to download raw data for reporting and analysis purposes.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

All access to data in Elite is controlled based upon permissions granted to the users. Permission groups and their permission objects are created, managed and defined by the Elite system administrator. Raw data can be extracted from the Report Writer for further analysis, as long as the user has permission to view the data and access Report Writer. The bulk export tool makes it easy for users to run large reports to extract the needed data.

4.1.12.2. The vendor must provide a system that allows multiple data sources to be tied to a single query.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Report Writer can combine data from different sources for reporting. Reports can be built using data from users and the ePCR details as an example.

4.1.12.3. The vendor must provide a system that allows queries to be sorted by any field, with the ability to sort by multiple fields.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.12.4. The vendor must provide a system that can store and retrieve queries, filters, populations, and other select criteria.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

All queries and reports within Report Writer are standard or have the option to be customized to save for future use.

4.1.12.5. The vendor must provide a system that facilitates basic statistical analysis (i.e., mean, median, nth percentile, and standard deviation).

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

All of the listed functions are available in Report Writer.

4.1.12.6. The vendor must provide multiple options for data visualization, including charting, graphing, and infographics, for all reports.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Visual Informatics™ (VI) is the analytics module for Report Writer. It allows for the expansion of standard reporting to include more in-depth analysis of data including historical trending.

VI creates an element of reporting that is not possible with conventional report methods. With these data mining tools, specific data can be analyzed in different views and multiple relationships, rearranging of data views, data drill-down, and creating dynamic charts and graphs. This gives the user flexibility in how to view the data with precise control and display.

There are multiple chart types including: angular gauge or KPI gauge, area, bar or KPI bar, bubble, column or KPI column, combination, funnel, line or KPI line, pie, polar and scatter. The following reports, charts and graphs are examples of the power of VI.

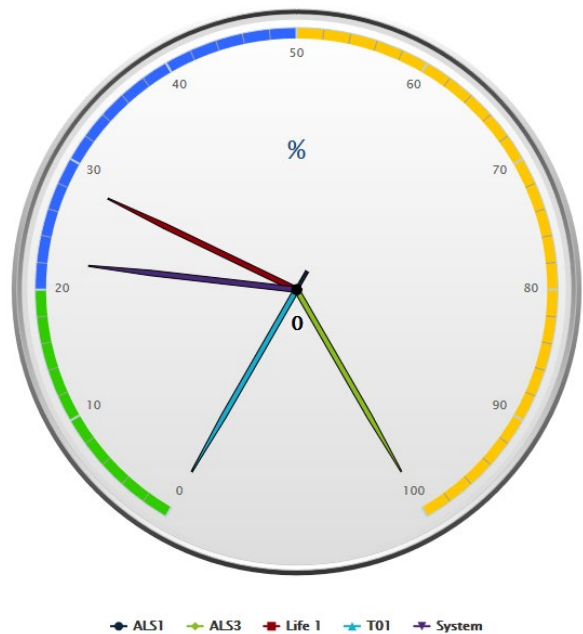
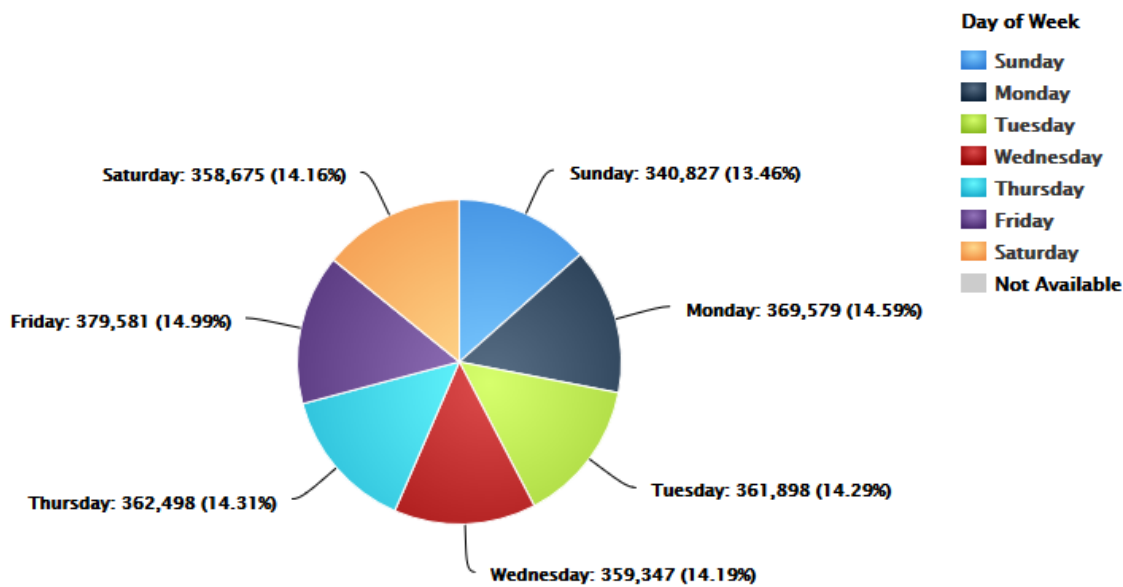


Figure 9. Gauge and KPI gauge examples.

### Count of Patients by Day of Week



Date Generated: March 9, 2015 3:4.20 PM

ImageTrend.com

Figure 10. Pie chart example.

Design

Actions ▾

Data Set: Incidents Cube

This new report has not yet been saved. To save your report, go to Actions -> Save.

Chart Type: Area ▾

Line Type:

None

Basic

Spline

Step

Stacking:

None

Stacked

Percent

Y-Axis Measure:

\* Select One \*

Filter...

Area Names:

\* Select One \*

All

Each

Filter...

X-Axis Categories:

\* Select One \*

All

Each

Filter...

Apply

Cancel

Figure 11. Example settings for a Visual Informatics analytical chart.

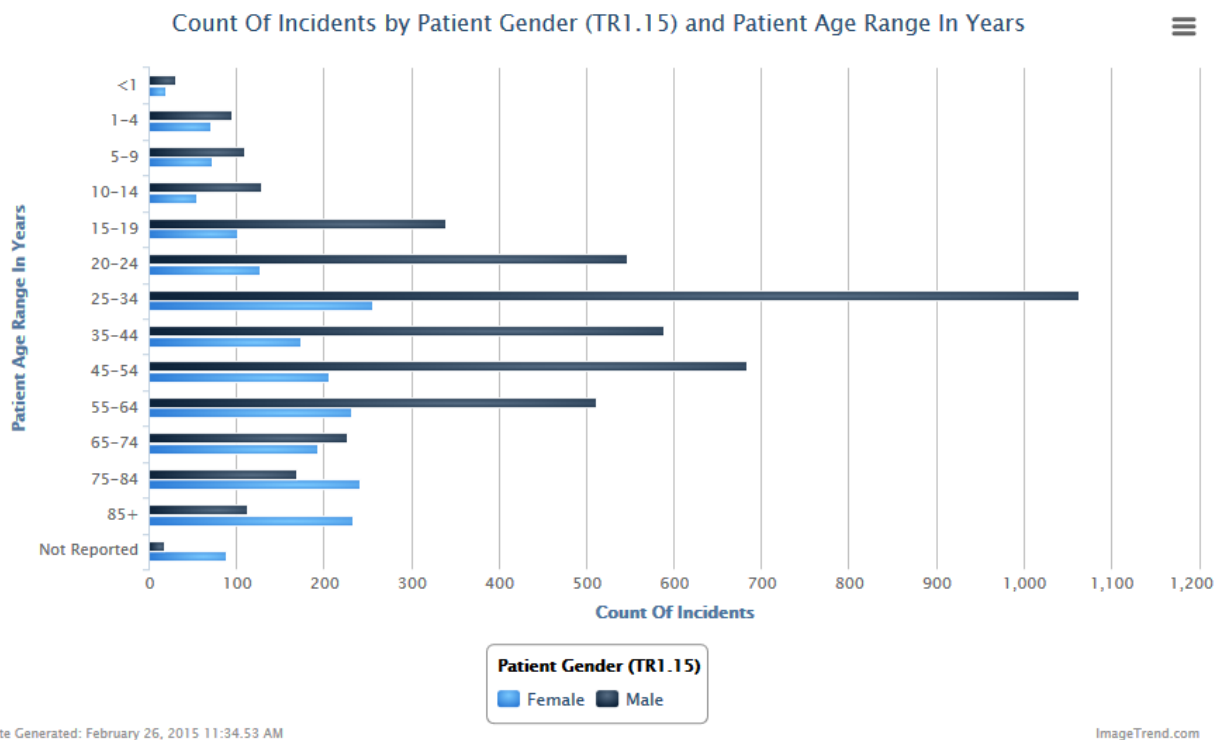


Figure 12. Bar chart example.

4.1.12.7. The vendor must provide a system that has data search capability for quality improvement reporting.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

All data collected in Elite can be reported on using the Report Writer. Data collected in the CQI module is available for analysis including review notes and messages sent to providers.

4.1.12.8. The vendor must provide a system that has dynamic and ad hoc reporting capabilities, and that allows reports to be saved and reused.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Report Writer is a proprietary reporting tool complete with over 160 pre-built reports capable of customization to save as a new, personalized report. Ad-hoc transactional reports are simple to build, and include NEMSIS or custom built questions into the available reportable fields. Users with access to Report Writer can adjust the grouping, sorting, and the layout of the report, while including criteria and/or filters to drill down further into the data with many operators to help define the criteria based on full or limited data. Reports can be scheduled to send, or export into several formats, be aggregated, can reconcile CAD incidents, report on controlled substances, etc.

Report writing in Report Writer is endless with all of the fields and many criteria that can be applied to a report. ImageTrend's VI is available to create tabular or graphical reports. This allows the user to create custom reports that can be easily consumed by many different stakeholders. The tabular reports work similarly to pivot tables for users that are familiar with Excel. These types of reports are available only for incident data in the NEMSIS data set. These reports can be saved and scheduled for later use. With ImageTrend, user security is strictly enforced allowing only users to report and view information that they have rights to.

Additionally, based on your permission group, you will have rights to the following report functions: choose field properties, define selection criteria, configure report layout options, save reports, schedule reports and set up report permission.

4.1.12.9. The vendor must provide a system with the ability to generate reports and statistics based upon configurable business rules.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Report Writer empowers users, such as agency administrators and data managers, to gauge key performance indicators and monitor CQI factors. Report Writer is unrivaled in the industry and is included with Elite.

Report Writer allows you to dynamically create, display, and store pre-created and ad hoc reports. Within Elite, many pre-created reports are ready for you to use or even adjust for your specific needs. Report Writer also allows you to schedule the report generation on regular intervals and have these then distributed via email to a predetermined list of recipients.

Understanding the story your data is telling can make a substantial difference in your community. Whether you want to improve treatment outcomes, predict areas of concern or find cost savings, ImageTrend's reporting tools can help you achieve your goals.

### *Ad Hoc Reports*

Create custom reports with the easy-to-use ad hoc reporting tools. Report Writer allows you to dynamically create, display, and store ad hoc reports. This provides you the power to find and display desired data without relying on static reports that may not have the necessary data. Report Writer encompasses a single reporting tool that gives you complete control of data output and display.

### *User Interface*

Choose from multiple display methods including a row/column report or single record display per page. Database search criteria can be defined on a field level basis, allowing you to choose your desired fields. User-defined headers, sorting, and grouping provides you the ability to display search results using a number of options, and the save feature allows for editing and reviewing along with the option to save content as a CSV or PDF document.

With ImageTrend, user security is strictly enforced allowing only users to report and view information that they have rights to. Additionally, based on your permission group, you will have rights to the following report functions:



Columns
Display
Grouping
Sorting
Criteria
Additional Options
Actions
Generate Report »

This new report has not yet been saved. To save your report, go to Actions -> Save.

### Criteria

Data Set: Staff

#### Criteria

And/Or	Field	Operator	Value
+ -	* Field *		

#### Aggregate Function Criteria

And/Or	Field	Operator	Value
+ -	* Field *		

#### Filters

Search:

Available

Selected

\*Average  
Account Access  
Active Service Time  
Address (D8.4)  
Address 2 (IT9.23)  
Agency Certification Effective Date (D7.6)  
Agency Certification Expiration Date (IT9.24)  
Agency Certification Level  
Badge Number (IT9.2)  
Billing Rate  
Birth Date (D8.11)  
Cell Phone (IT14.7)

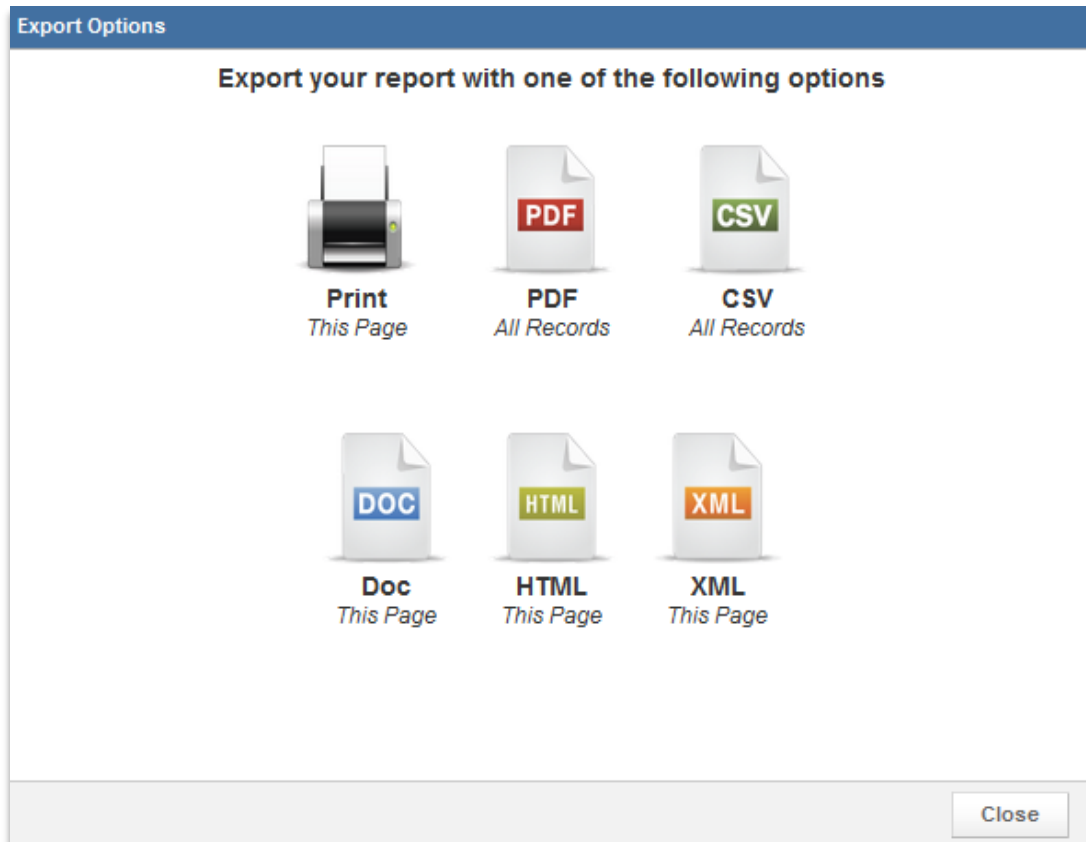
>  
<

↑  
↓

Edit Labels...

Back
Continue

Figure 13. Narrow results by values in your records.



**Figure 14.** Choices to export your data, if preferred.

4.1.12.10. The vendor must have the ability to generate hospital or agency reporting compliance reports by individual hospital or agency, trauma region, or statewide.

✓ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Reports can be generated at all levels for compliance.

4.1.12.11. The vendor must provide a system that allows query results to be conditionally formatted (e.g., use red font if results are a negative number).

✓ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

The font color in Elite can be manipulated; however, Elite does not automatically know when the color should display differently. Once the results are displayed, the user could change the display to a different color, if desired, through the report properties.

4.1.12.12. The vendor must provide a system that can plot Patient Care Record (PCR) trends over time for major events.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Report Writer allows for data visualization through the VI component of Report Writer. Mapping is supported through MARS.

Mapping is also supported by Continuum, which also allows for the import of geo files (such as custom map layers), which could be used to define the ATAB regions and map the associated registry incidents.

4.1.12.13. The vendor must provide a system that supports the development and sharing of reports and query solutions.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Report Writer allows for the creation of standard reports that can be accessed by all staff, or selected users. With an easy-to-use interface, Report Writer also allows for the creation of ad-hoc reports to satisfy individual user's needs. Among the capabilities of the Report Writer are:

- ✔ Selection of fields and ordering of fields to include on the report
- ✔ Summary information to include in the report
- ✔ Sort order of the report data
- ✔ Selection criteria for records to include in the report
- ✔ Ability to schedule reports to auto-generate and transmit to selected recipients
- ✔ Ability to export the report information to a .CSV, .DOC, HTML and .PDF formatted file

Reports can also be shared between ImageTrend customers on different websites. The query with all criteria can be delivered to another customer for use against their own data.

## 4.1.13 SECURITY AND RECOVERY

4.1.13.1. The vendor must implement security patches in a timely manner (monthly at minimum) and address bug fixes in a timeframe negotiated with the Department.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.13.2. The vendor must provide a disaster recovery site a minimum of 125 miles away from the production environment.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Each Elite SQL database is replicated in real-time to a second database within our data center, as well as a third database that is in a data center in a different state. The application itself also has safeguards built in to prevent data loss, such as Elite Field cloud. Disaster recovery servers are hosted in a data center located much farther than 12 miles away from our primary hosting environment.

4.1.13.3. The vendor must provide a system that allows designated security roles to configure rules and data validation.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Both Elite and LMS allow for business rules to be created by the system administrator for data validation.

4.1.13.4. The vendor must provide a system that allows designated security roles to create, modify, and disable business rules.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.13.5. The vendor must provide a system that allows designated security roles to lock out an individual user or user group.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.13.6. The vendor must provide a system that allows designated security roles to set general and client-based reminders.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Users with enough permission can set announcements as reminders on the dashboard of the system.

4.1.13.7. The vendor must provide a system that allows designated security roles to tie alerts to user log-in at the program or individual level.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Announcements can be set to display upon log in to Elite based upon a user's permission level in the system. These announcements can also be displayed in the ImageTrend Aware app on user's mobile phones, if permitted by the system administrator.

4.1.13.8. The vendor must provide a system that allows individual facilities to access patient care records.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Hospital Hub™ streamlines communication between EMS providers in the field and medical staff in hospitals. Hospitals can prepare for incoming patients while EMS services receive outcome data. Hospital Hub can be set up to alert the hospital when EMS has entered a new patient that is being transported to their hospital. The alert will show a message on the screen in the hospital with a snapshot of information from EMS and can provide an audible alert. Hospital Hub can be paired with HHH to make easy and reliable data sharing between hospitals and EMS a reality.

**Enter Outcome Data for Johnson, Michelle (Incident #23423423)**

Emergency Department Disposition (eOutcome.01)  
 - Emergency Department Disposition -

Hospital Disposition (eOutcome.02)  
 - Hospital Disposition -

Patient Registry ID (eOutcome.04)  
 Patient Registry ID

Emergency Department Chief Complaint (eOutcome.06)  
 Emergency Department Chief Complaint

Emergency Department First SBP (eOutcome.07)  
 Emergency Department First SBP

Patient Care Registry (eOutcome.08)  
 - Patient Care Registry -

Total ICU Length of Stay (Days) (eOutcome.14)  
 Total ICU Length of Stay (Days)

Total Ventilator Days (eOutcome.16)  
 Total Ventilator Days

Date/Time of Hospital Admission (eOutcome.11)  
 Date: Time: Format HH:mm (24-Hour Format)

Date/Time of Hospital Discharge (eOutcome.16)  
 Date: Time: Format HH:mm (24-Hour Format)

Close Save

Figure 15. Entering outcome data.

Johnson, Michelle	Pearson, Pearson	Fowler, Nadine	Blair, Inez	Gonzalez, Jesus	Phelps, Chris	Phelps, Chris	w, rich
Incident Nu... 23423423	Incident Nu... BREMS705	Incident Nu... 49203	Incident Nu... 49109	Incident Nu... OCBillingTest	Incident Nu... BREMS671	Incident Nu... BREMS670	Incident Nu...
Triage Status	Triage Status	Triage Status	Triage Status	Triage Status	Triage Status	Triage Status	Triage Status
Status Requires Reviv	Status Requires Reviv	Status In Progress	Status Requires Reviv	Status Finalized	Status Requires Reviv	Status Requires Reviv	Status
PI Icon ?	PI Icon ?	PI Icon	PI Icon	PI Icon	PI Icon ?	PI Icon ?	PI Icon
Arrival Date 03/02/2016 07:00	Arrival Date 02/29/2016 02:00	Arrival Date 02/28/2016 21:00	Arrival Date 02/27/2016 21:00	Arrival Date 02/23/2016 21:00	Arrival Date 02/19/2016 15:00	Arrival Date 02/19/2016 14:00	Arrival Date 02/17/2016 08:00
100% Jedi EMS	20% Beta Agency	53% Sales Team	100% Sales Team	90% Sales Team	50% Beta Agency	0% Beta Agency	100% Cambridge Memorial Hos
fink, kevin	smith, eric	Patient, Demo	patock, michael	cup, coffee3	cup3, coffee	bambard, Eric	[Unknown], [Unknown]
Incident Nu...	Incident Nu...	Incident Nu...	Incident Nu...	Incident Nu...	Incident Nu...	Incident Nu...	Incident Nu...
Triage Status Delayed	Triage Status Immediate	Triage Status Minor	Triage Status In Progress	Triage Status Minor	Triage Status Immediate	Triage Status Immediate	Triage Status Minor
Status	Status	Status	Status	Status	Status	Status	Status
PI Icon	PI Icon	PI Icon	PI Icon	PI Icon	PI Icon	PI Icon	PI Icon
Arrival Date 02/16/2016 07:00	Arrival Date 02/11/2016 13:00	Arrival Date 02/11/2016 12:00	Arrival Date 01/28/2016 14:00	Arrival Date 01/13/2016 09:00	Arrival Date 01/05/2016 16:00	Arrival Date 12/11/2015 12:00	Arrival Date 12/01/2015 20:00
0% ImageTrend Fire	100%	100%	100% DOD EMS and Rescue	100% ImageTrend Fire	100% ImageTrend Fire	100%	100%
Smith, Samantha	patock, mike	Dillard, justine	Robinson, Joe	Pagel, Leo	Pearson, Anthony	Hippopotamus, Drew	Alaska, Rose
Incident Nu... JMV123	Incident Nu...	Incident Nu... TX test	Incident Nu...	Incident Nu...	Incident Nu... Incident21888	Incident Nu... INC20150817	Incident Nu... INC20150805
Triage Status	Triage Status	Triage Status	Triage Status	Triage Status	Triage Status	Triage Status	Triage Status
Status Billed	Status	Status Completed	Status Minor	Status Minor	Status Need Crew Att	Status In Progress	Status Medical Direct
PI Icon	PI Icon	PI Icon	PI Icon	PI Icon	PI Icon	PI Icon	PI Icon
Arrival Date 11/25/2015 09:00	Arrival Date 10/09/2015	Arrival Date 10/02/2015 08:00	Arrival Date 10/01/2015 11:00	Arrival Date 08/29/2015 19:00	Arrival Date 08/27/2015 07:00	Arrival Date 08/17/2015 11:00	Arrival Date 08/05/2015 12:00
100% ImageTrend Fire Depart	100%	100% ImageTrend Fire Dept (D	100%	100%	100% Beta Agency	100% Beta Agency	100% Beta Agency
Pearson, Anthony	QPE3, QPE3	Rees, Craig	Pagel, Dave	Pagel, Dave	Pagel, David	Dirt, Joe	Thompson, Trina
Incident Nu... 789000789	Incident Nu...	Incident Nu...	Incident Nu...	Incident Nu... HH-INCIDENT3	Incident Nu... HH-INCIDENT2	Incident Nu... INC20150716	Incident Nu... INC20150716
Triage Status	Triage Status	Triage Status	Triage Status	Triage Status	Triage Status	Triage Status	Triage Status
Status Ready for Reviv	Status	Status	Status Minor	Status Completed	Status Completed	Status In Progress	Status In Progress
PI Icon	PI Icon ?	PI Icon ?	PI Icon	PI Icon	PI Icon	PI Icon ?	PI Icon ?
Arrival Date 08/05/2015	Arrival Date 07/30/2015 14:00	Arrival Date 07/29/2015 16:00	Arrival Date 07/29/2015 11:00	Arrival Date 07/28/2015 16:00	Arrival Date 07/28/2015 16:00	Arrival Date 07/16/2015 04:00	Arrival Date 07/16/2015 04:00
100% Sales Team	100%	100%	100% KDS Fire	100% ImageTrend Fire Depart	100% ImageTrend Fire Depart	49% Beta Agency	100% Beta Agency
Doe, John	Boyd, Scott	OPE, OPE	Dillard, Justin	Anderson, Larry	[Not Known]	Mingo, Parker	Dillard, Justin
Incident Nu... IFD87564321	Incident Nu... 20150714028	Incident Nu...	Incident Nu... DPF09886787	Incident Nu...	Incident Nu... 546346	Incident Nu... 061220151	Incident Nu... KWH 121
Triage Status	Triage Status	Triage Status	Triage Status	Triage Status	Triage Status	Triage Status	Triage Status

Figure 16. Hospital Hub dashboard.

4.1.13.9. The vendor must provide a system that has backup, recovery, and restores capability in place at start-up.

✅ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.13.10. The vendor must provide a system that:

4.1.13.10.1. Requires two-factor password authentication as approved by OEMS.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Elite can require two-factor authentication, which can be enabled by the system administrator.

4.1.13.10.2. Requires minimum password length and complexity per established National Institute of Standards and Technology (NIST) standards.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Password length and complexity requirements are configurable by the system administrator.

4.1.13.10.3. Automatically logs users out after a set period of non- activity and includes a notification message of timeout.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.13.10.4 Locks users out after a number of unsuccessful login attempts, and sends a notification email to the user.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

This requirement is configurable by the system administrator.

4.1.13.11. The vendor must provide a system in which the State can implement a single sign-on solution using the same credentials as for the vendor's system.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Between Elite and LMS, there can be a single sign-on. ImageTrend would have to work with the State to determine if a larger single sign-on process would be possible with already in place state systems. This would require discovery and potentially custom development through a Statement of Work. For further information, please see our Statement of Work Process included within the Appendix of our response.

4.1.13.12. The vendor must provide a system that has data encryption to protect the data in the database at rest and during data transmission.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.13.13. The vendor must provide a system that includes role-based user management.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

LMS and Elite are designed to have role-based security. During implementation, we will work with the administrators to define the parameters, as well as the specific roles, that system users will utilize.

4.1.13.14. The vendor must provide a system that tracks user account activation and user activity for monitoring use and security purposes.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

Elite has audit tracking functionality that can be utilized by system administrators to monitor account activation and user activity.

4.1.13.15. The vendor must provide application upgrades to protect sensitive data (Open Web Application Security Project standards).

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

## 4.1.14 SUPPORT AND TRAINING

4.1.14.1. The vendor must complete all user training before the project go-live date.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.14.2. The vendor must provide end-user documentation to include a full set of comprehensive, accurate, and up-to-date user manuals written in non-technical English. (Fifth grade reading level as measured by the Flesch-Kincaid Grade Level Test).

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.14.3. The vendor must provide in-person training sessions for each of the seven trauma regions, as well as at least three in-person training sessions for OEMS staff.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.14.4. The vendor must provide initial on-site support and training and train-the-trainer sessions, including recording the support and training programs, and furnish OEMS copies of all materials used in the support and training programs in the requested format, including online support and training module(s).

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.14.5. The vendor must provide post-implementation support.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.14.6. The vendor must support multiple methods of contact for submitting and resolving technical and end-user support requests.

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

4.1.14.7. The vendor must provide support and training (including manuals) for both administrators and general users

✔ IMAGETREND COMPLIES WITH THIS REQUIREMENT.

# REFERENCES





Below you will find a number of client references that we are very proud to share with you. We welcome any discussion regarding these clients and encourage you to reach out to us, or them, with any questions you may have.

## EMS DIVISION OF THE COLORADO DEPT. OF PUBLIC HEALTH

**Contact:** Adreanna Early  
**Title:** Management and Technology Advisor  
**Address:** 4300 Cherry Creek Drive South,  
 Denver CO 80246  
**Phone:** (303) 692-2985  
**Email:** adreanna.early@state.co.us

**Contact:** Amber Viitanen  
**Title:** EMS State Data Manager  
**Address:** 4300 Cherry Creek Drive South,  
 Denver CO 80246  
**Phone:** (303) 692-2985  
**Email:** amber.viitanen@state.co.us



The State of Colorado adopted Elite in 2011 to manage and track their patient care records in a centralized platform. Using Elite's intelligent interface, and powerful reporting data base, Colorado has been able to speed up run time, improve data accuracy and automate complex or repetitive processes.



Speed Up Run Time



Improve Data Accuracy



Automate Processes

## 500,000 Records



EMS Records per Year

In 2013, Colorado integrated with LMS. This integration has been essential for Colorado to help create one user experience for their personnel operating both Elite and LMS. Data syncing between the two systems allows for automation and faster turnaround times for applicants, as well as one place to enter demographic information. With LMS, personnel have been able to enjoy a configurable and scalable solution that has been applied for managing personnel, vehicle and service licensure, continuing education, as well as inspections and investigations.

### Benefits of this unique relationship:

- ✓ Interact with both Elite and LMS with single sign-on functionality
- ✓ Share personnel, service and vehicle license and demographic information between systems
- ✓ Search license lookup to validate all rostered providers are up to date and safely administering care



Active Users



National Registered  
EMS Providers



Applications Submitted  
in 2020



Average Processing  
Time



“Everything is streamlined, everything is electronic. It’s been a huge time saver for both the provider, as well as the education programs. We have had a lot of great feedback saying “I don’t have to track people down” or “I get immediate notification” and it’s really cut down on what used to be a very burdensome part of the renewal process.” - **Adreanna Early**

## MARYLAND INSTITUTE FOR EMERGENCY MEDICAL SERVICES SYSTEMS (MIEMSS)

**Contact:** Dave Balthis  
**Title:** Chief of IT and Communications  
**Address:** 653 West Pratt Street, Baltimore,  
Maryland 21201  
**Phone:** (410) 706-2599  
**Email:** dbalhis@miemss.org

**Contact:** Terrell Buckson  
**Title:** Director of Licensing and Certification  
**Address:** 653 West Pratt Street, Baltimore,  
Maryland 21201  
**Phone:** (410) 706-3166  
**Email:** tbuckson@miemss.org

Maryland has one of the few truly comprehensive pre-hospital patient care reporting systems in the United States. MIEMSS owns the statewide electronic Maryland EMS Data Systems (eMEDS) software, which is currently being upgraded to Elite. All of Maryland’s jurisdictional EMS operational programs (EMSOP), and most licensed commercial ambulance services, submit patient care reports directly into eMEDS.



Comprehensive Prehospital  
Patient Care Reporting System

Along with Elite, Maryland integrates directly with LMS. Together this interoperable system allows for the regulation of EMS professional certification and licenses to sync directly with Maryland’s eMEDS system.

The integration between LMS and Elite creates real-time data exchange that enables agencies the ability to: interact simultaneously with single sign-on functionality, share personnel, service and vehicle license as well as demographic information between systems. LMS also provides the ability to search license lookup to validate all rostered providers and agencies have valid and up-to-date licenses to safely administer emergency medical care and access to Elite.



In 2012  
**17,566** Applications Processed



Implemented in 2012



**77,943** Personnel



**680** Services



**7** Vehicles

The eMEDS system supports a number of important system goals, including:



Providing consistent, uniform, data collection and reporting on prehospital medical care delivered by Maryland's emergency medical providers.



Supporting the advancement of the practice of EMS medicine, which includes the modification of scope of practice, roles of EMS providers, and destination capacity.



Enhancing the foundation for applying performance measures to patient care and provider compliance with protocols by local departments, EMSOPs, regional medical directors, and MIEMSS.



Enabling data reporting to NEMSIS provides timely information to hospital emergency department physicians and nurses. All Maryland hospitals use the eMEDS Hospital Hub website to access prehospital patient care reports.



Delivering an interface to populate prehospital data into the Maryland State Trauma Registry and to report hospital patient outcomes back to EMS services.

All jurisdictions have



CAD Data flowing into Elite

**1,236,000+**



Total Number of Runs in the Last Year

# CLIENT SERVICES OVERVIEW



# IMAGETREND IMPLEMENTATION

## *Implementation Coordinator Role*

The purpose of your Implementation Coordinator is to act as a point of coordination during your implementation. This person manages the project from kick-off to go live utilizing resources and tools available to complete the implementation. Your coordinator may engage other members of the ImageTrend community when necessary, for example CAD and Billing Integrations, reporting and any other requirements needed for a successful implementation. During the implementation, your Implementation Coordinator will be your point of contact and upon go live will assist with a transition of your account to our Client Services Support Team.

## *Client Role*

ImageTrend recommends assigning a client representative(s) for the entire implementation. This individual(s) should be knowledgeable in the requirements and needs of the implementation from the client perspective. This person should participate in all meetings and help in the coordination of final requirements gathering, stakeholder input coordination, ongoing project status reviews, acceptance testing and training logistics coordination. Client representative(s) responsibility is the coordination of the following:

- ✓ Be a vital part of the project team and carry the project through to completion
- ✓ Be the point of contact on all issues
- ✓ Partner with your Implementation Coordinator to see that project deadlines are met and that deliverables are provided as discussed
- ✓ Coordinate tasks between different departments and functions within your agency
- ✓ Identify and resolve project conflicts and issues

## *Implementation*

ImageTrend will use an implementation timeline for the project. The goal of ImageTrend's implementation timeline is to shape, organize and control the details of the work to be done. This document itemizes each implementation task, its estimated duration, dependencies and resource assignments.

Included in the implementation is coordination of the following:

- ✓ An initial conference call with the key stakeholders, system administrator, and any other applicable participants to establish ongoing communication, as well as project roles, timelines and deliverables.
- ✓ Weekly (or at an agreed upon frequency) education sessions via webinar based on goals and expectations discussed during the project kickoff call. Our goals for the education sessions include:
  - Configuring your system to ensure the tools are comprehensive and efficient for the end user
  - Sharing best practices, which are designed to help system administrators become technically competent with the configuration
  - Ensure knowledge transfer to promote local subject matter experts with your system

- ✓ Workbooks may be utilized to facilitate importing data. This data may include but is not limited to: destinations, staff, vehicles, station.
- ✓ Optional webinars and onsite training available

### *User Acceptance Testing*

The implementation timeline will include time for user acceptance testing prior to go live. The client will determine the appropriate number of test cases. ImageTrend will assist with the creation of User Acceptance Testing (UAT) based on the requirements. The client will track and report progress.

## IMAGETREND TRAINING

ImageTrend offers training courses for each product offering, as well as customized training for clients with specific learning needs. Our programs are designed to help site administrators and field personnel make the most of the system. The ImageTrend training curriculum will be reviewed with the client and customized to ensure that all courses are designed to address specific needs. Our response incorporates the “train-the-trainer” approach by ImageTrend personnel for cost savings; we can, however, deliver comprehensive training for all personnel. “Train-the-trainer” sessions will train a designated person(s) in all aspects of system administration and usage and provides the basic materials for the training plan for all field personnel.

ImageTrend is experienced in conducting training for clients requiring a large number of personnel to be trained and can work with the client to establish a training plan to best meet those needs. Below is an example of a training plan used in recent implementations.

### *Sample Training Plan*

#### *Administrative Review - Half day (4 hours)*

This phase requires the client to prepare in advance of the session by completing workbooks and pre-training activities provided by ImageTrend. It is most effective when the client has a clear understanding of their internal processes.

#### *Train-the-Trainer and/or End User Training - 3 hours per class*

This can be done over multiple days to train each shift or all crews. The schedule is established with the client to best meet shift needs.

### *Administrative Training*



Administrative training focuses on system administration and all features associated with maintaining the application, including the knowledge to provide level one support and training to field personnel. Additional training will focus on data collection as well as reporting and data analysis. This training session can easily accommodate 10 to 15 people and can be accomplished within an 8-hour session. It is recommended that this training be accomplished in groups, since the interactive questions and assistance improves the learning

process and establishes communication links for ongoing system usage. ImageTrend will hold this training at the location specified by the client.

### *Free Training for Service Administrators*

ImageTrend offers free hands-on training to service administrators for select products at the corporate office located in Lakeville, MN. This training is available on predetermined dates set by ImageTrend. ImageTrend will train up to two administrators per service on setup, navigation and use of Elite and Elite Field or LMS. Service administrators will also learn how to create ad hoc reports based on their data and how to maintain their user information. This training is offered periodically to services with a valid support agreement and is intended to educate service administrators to help them more effectively and independently use their application. With this inexpensive educational option, service administrators have the opportunity to improve education and understanding of the software.

### *Train-the-Trainer Field User Training*

ImageTrend's Education experts will work directly with the client to create a field user training program that is designed with the client to fit within the client's preferred training method. The intention is to find the best training solution to distribute education to their end user field providers. The Train-the-trainer training methodology has been a successful tool used by many clients to teach the designated "trainer" personnel team from within the client's department to learn and understand the "trainer" role and what topics will need to be covered to successfully disseminate the training materials to the field users around the Field User permission settings determined during the system implementation.

Should a client determine the Train-the-Trainer training method is best suited for their department, ImageTrend will work with the State's leadership to schedule sessions with the chosen State trainers and to educate them how to train their field personnel. The typical field training session takes about 4 to 8 hours, depending upon the group size and items covered, to equip department trainers to understand and take the knowledge learned so they can train internally.

The training program is reviewed and revised as necessary to incorporate the department's specific requirements. ImageTrend is available for training guidance or End User training, if desired. These sessions, both Train-the-Trainer can be performed virtually, or onsite, as an option.

ImageTrend also provides webinar training, which has proven successful in delivering training in a cost-effective manner. These sessions can be used as Train-the-Trainer prior to going live, or can be saved for additional training "tune ups" after the client is live.



ImageTrend also provides webinar training, which has proven successful in delivering training in a cost-effective manner. Webinars allow staff to deliver training to personnel from their desktops without the need for travel.

### *Ongoing Training*

Ongoing training sessions can be held regularly for new personnel and as a review for existing personnel if desired and contracted. These sessions are conducted by the trainer onsite or via webinar.

### *Documentation*

ImageTrend will provide a training plan, a course outline, system documentation and user guides to assist in system comprehension. Course syllabi and scenario templates are prepared to enhance system understanding and are made available in a variety of formats for duplication. Other training materials provided include FAQs, education evaluation and an education review checklist. ImageTrend can also provide a certificate of education upon completion of the training course(s).

ImageTrend provides the most up-to-date documentation, including administrator and user manuals and release notes for any upgrades. With a support agreement in place, you will have access to educational videos, documentation, presentations and other documents in the ImageTrend Help/University, which is accessed via your ImageTrend application. Documentation updates are ongoing and available at no cost.

## IMAGETREND SUPPORT

ImageTrend provides support for its full product suite and hosting services. Support includes technical diagnosis and resolutions of technical issues involving software and server hardware. Technical support and service is provided in the areas of:

- ✓ Website hosting and support
- ✓ Web application development/enhancement
- ✓ Database administration/support
- ✓ Project management
- ✓ Systems engineering/architecture

### *Product Support*

ImageTrend provides ongoing support as contracted after software implementation, including a focus on product performance and general maintenance. ImageTrend offers multi-level technical support, based on level-two user support by accommodating both the general inquiries of the administrators and those of the system users. Administrators have the ability to field support for the system as the first level of contact while providing the option to refer inquiries directly to ImageTrend.

ImageTrend's Support Team is available Monday through Friday from 7:30 a.m. to 6:00 p.m. CT via Support Desk, email, or telephone. Additionally, product support is available 24 hours a day, seven days a week, 365 days a year, through our electronic Support Desk. Support Desk incorporates around-the-clock incident reporting of all submitted tickets to ImageTrend's Support Team. Once a client submits a support ticket, he or she can easily track its progress with a secure login and stay updated on the ticket status. The system promotes swift resolution by offering keyword-based self-help services and articles in ImageTrend Help/University, should clients wish to bypass traditional support services. Ticket tracking and logs further enhance the efforts of support personnel by aiding identification of patterns that can be utilized for improvements in production, documentation, education and frequently asked questions to populate ImageTrend Help/University. Users can log a support issue and self-triage their issue's severity. Critical issues will automatically notify the Support Team as well as the Executive Leadership Team via text message and email, 24/7.



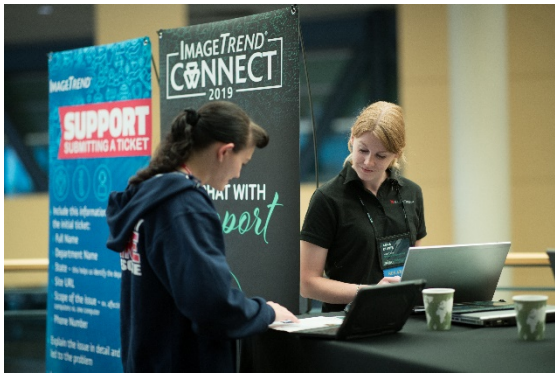


Support Desk: [support.ImageTrend.com](https://support.ImageTrend.com)  
Email: [support@ImageTrend.com](mailto:support@ImageTrend.com)  
Toll Free: 1-888-730-3255  
Phone: (952) 469-1589

## *ImageTrend Connect Annual User Conference*

ImageTrend hosts an annual users' conference in Minnesota where emergency personnel from across the world gather to share ideas and processes, examine key issues, celebrate successes and discuss challenges. Attendees are able to learn from those who know the industry and ImageTrend best - your peers and the ImageTrend team. Clients come from worldwide to connect with and learn from each other, which is rated annually as one of the top reasons to attend ImageTrend Connect. Product Development, Implementation and Support Teams are on-hand all three days of the conference.

As a staple in the ImageTrend community since 2009, ImageTrend Connect has quickly grown to be one of the leading conferences in the country focused on how to use electronic data collection, interoperability and reports to improve patient care. Connect was also named the Visit St. Paul's Annual Conference of the Year for 2018-2019.



## *Recurring Conference Calls and Webinars*

ImageTrend offers monthly education webinars about nearly all of our solutions. During the meeting, ImageTrend shares information on product updates or enhancements, industry happenings and requests feedback. Suggestions for future discussion topics and networking among participants is also encouraged. Additionally, free educational webinars are offered monthly.

## *ImageTrend Forum*

The ImageTrend Forum provides a way for our client base to network together. The Forum, which is sponsored and moderated by ImageTrend, allows our clients to share their ideas, workflows and innovative solutions every day. Interfacing with other system administrators around the country through live message boards, chat threads and polls are some of the ways users connect with each other.

## UserVoice

UserVoice is a community platform allowing system administrators to post feature requests or enhancement ideas. Users from throughout the community can vote and comment on these posts, getting various perspectives on ideas that may be especially beneficial. Each administrator receives a set amount of votes, so it is important to make those votes count. Each idea posted is carefully analyzed and may augment product roadmaps.

## ImageTrend Help/University

ImageTrend Help/University provides a library of resources, including educational videos, manuals, quick guides and help documents for all ImageTrend products. Online education materials are available to all clients with support agreements. The resources have been very useful as both refresher and initial education materials. The following screenshots depict various learning assets within the Help/University.

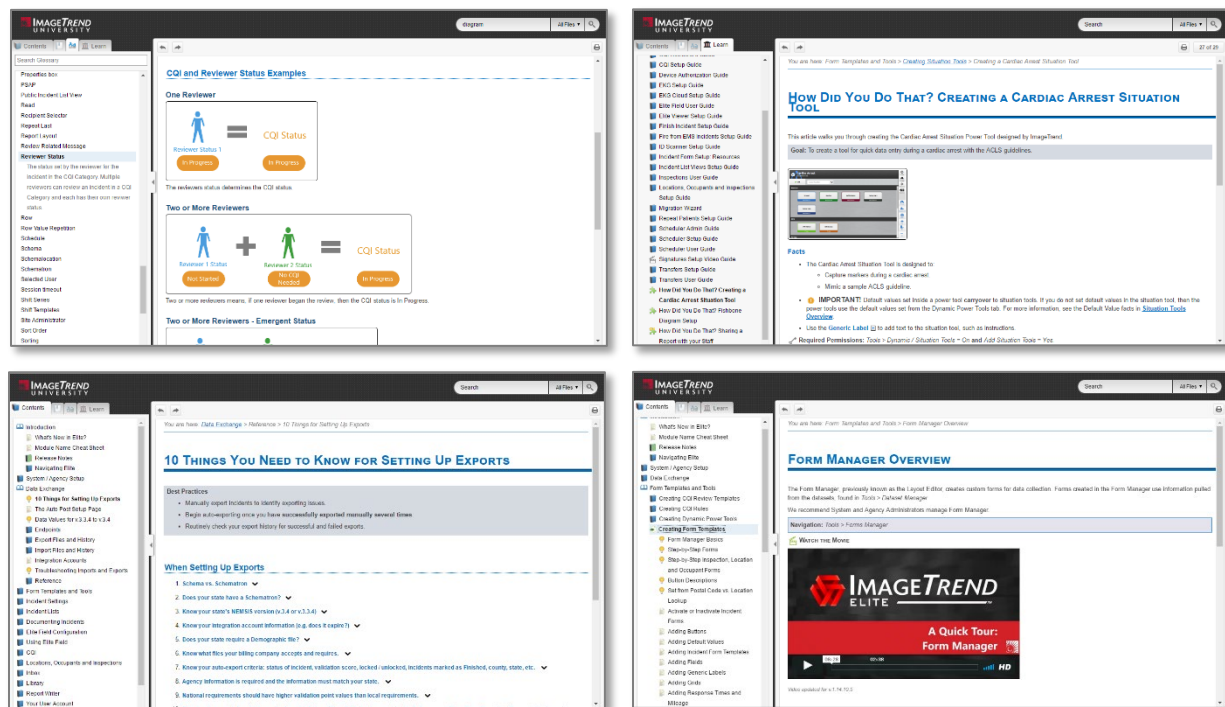


Figure 17. Examples of ImageTrend Help/University.

# PERSONNEL



Below are the bios for our Executive Leadership team and Client Services Team. These individuals work tirelessly to ensure our customers are happy and taken care of.

## LEADERSHIP TEAM



**Mike McBrady**

[Chief Executive Officer](#)

**Education:** BFA, University of Minnesota

**Background:** Mike McBrady has been involved in the planning, architecture, and execution of software development for over twenty years. He has successfully engineered projects for a variety of platforms that address business issues from across the spectrum of business, both private and public. His unique blend of talent has enabled him to become a keynote speaker at events such as IBM's Global Supply Chain Management Conference and MAPICS International Convention.

"I'm inspired every day by the people I work with – our clients and ImageTrend community. It's rewarding to see patient outcomes improve due to our client's dedication to better data collection and analysis. The data can only tell the story with their commitment. We're honored to help tell that story."



**Joe Graw**

[President and Chief Operating Officer](#)

[jgraw@imagetrend.com](mailto:jgraw@imagetrend.com)

**Education:** MBA, Hamline University; BS, St. Cloud State University

**Background:** Over the past 16 years, ImageTrend has been philosophically influenced by Joe Graw's leadership. From engineering the product, to working with clients to realize their goals, to now leading the organization, Graw believes in the ImageTrend community. Graw also works with the nation's EMS and Fire communities; evidence-based research and creating standardized metrics for operational efficiencies are some of the many initiatives Graw feels passionate about.

Graw listens to our clients' ideas and works to provide opportunities for ImageTrend to impact their communities.



**Collin McBrady**

[Vice President of Information Technology, CTO](#)

[cmcbrady@imagetrend.com](mailto:cmcbrady@imagetrend.com)

**Education:** Bachelor of Science in Physics and Astrophysics, University of Minnesota

**Background:** Collin McBrady's strength of leadership in security and quality is shown in the products and services we offer and deliver. You might say it's in his blood. He is vigilant to his core when it comes to our reliable and secure data services for ImageTrend and our clients.

**Michael Patock****Vice President of Product Management**

mpatock@imagetrend.com

**Education:** BS Computer Science, Minnesota State University, Mankato, MN

**Background:** Michael Patock's 20 years of experience here at ImageTrend positions him well to be the leader in product management at the company. From triaging product development, to interfacing with multiple development teams, Patock provides insightful direction to ImageTrend's solutions and where our products need to go next. Patock's big picture thinking unites product focus with innovation resulting in the better use of data to benefit clients while strengthening our connected solutions.

**Dan Vanorny****Vice President of Software Engineering**

dvanorny@imagetrend.com

**Education:** BA (Cum Laude), Gustavus Adolphus College in Computer Science**Certifications:** Microsoft Certified Solution Developer (MCSD), Microsoft Certified Application Developer (MCAD), Microsoft Certified Product Specialist (MCPS),

Microsoft Certified Network Product Specialist (MCNPS)

**Background:** Dan Vanorny has over two decades of experience in the software world building web-based applications. In addition to having an MCSD certification, Vanorny's background includes a strong knowledge of Microsoft technologies (.NET, SQL, etc). As the Vice President of Software Engineering, he is currently leading and managing the development and quality assurance teams that are responsible for the line of pre-hospital data collection applications.

Vanorny's excitement for innovation and cutting-edge technology is highlighted by his blend of energy and leadership. Always seeking to improve our solutions, he elicits input to continuously refine the user experience. Merging the vision and reality in developing the new platform of Elite shows Vanorny's forward thinking and commitment to our clients.

**Toby Ritt****Vice President of Sales**

tritt@imagetrend.com

**Education:** BA, University of Minnesota; College of Liberal Arts

**Background:** Toby Ritt has been with ImageTrend for over twelve years and has led the sales organization as Vice President for the past two years. He has an extensive background in the sale of enterprise solutions and has worked on almost every product ImageTrend has ever produced. Ritt possesses a solid foundation for the intricacies of government funding, allocations and communication. As the customer's advocate, Ritt pays particular attention to not only the product understanding, but also to the product value and the needs of each individual customer.

"In my 12 years at ImageTrend, I've worked with almost every solution we offer. Regardless of solution or industry, I have noticed that one thing our clients have in common is the desire to utilize data to make

knowledge-based decisions that will make the world a better place. I'm proud to work for a company that strives every day to make this possible."



**Janet Leean**

**Vice President of Marketing**

[jleean@imagetrend.com](mailto:jleean@imagetrend.com)

**Education:** BS, University of Wisconsin – Eau Claire; University of Saint Thomas - Business School

**Background:** Janet Leean has been with ImageTrend for 5 years leading the marketing team. Throughout her career, Leean has exclusively worked with technology companies to bring the customer perspective to light. Her focus is in sharing the customer perspective while supporting the ImageTrend brand to provide resources to those in search of solutions to their challenges. Her particular interest in sharing our client stories and insights helps to spread their wealth of knowledge with other customers and prospects, strengthening industry connections.

"It's important to me to be a part of a company that works closely with clients, serves the greater good, and to work with people that are passionate about what they do. I'm proud to say ImageTrend delivers."

## CLIENT SERVICES TEAM



**Anne Hulsether**

**Director of Client Services**

[ahulsether@imagetrend.com](mailto:ahulsether@imagetrend.com)

**Phone:** (952) 469-6175

**Education:** Psychology, University of Minnesota-Twin Cities, Minneapolis, MN

**Background:** Anne Hulsether worked for 10 years in hospitality as a Director of Catering and Food & Beverage Operations before coming to ImageTrend. Her strengths focus on project management, customer service, and communication. She started as an Application Support Specialist with ImageTrend and has transitioned to Implementations concentrating on ImageTrend Elite and the NEMSIS 3 initiative. Now, in 2020, Hulsether is the Director of Client Services at ImageTrend, overseeing all client-facing initiatives.



**Andria Sommers**

**Implementation Manager**

[asommers@imagetrend.com](mailto:asommers@imagetrend.com)

**Phone:** (952) 469-6165

**Education:** BA – International Relations, University of Minnesota, Minneapolis, MN

**Module Areas of ImageTrend Expertise:** EMS/Fire, ImageTrend Elite

**Background:** Andria Sommers joined the ImageTrend Implementation Team in January 2016. Sommers has over 19 years of experience in software implementation and project management including

experience managing the development of software applications. Sommers leads implementations for states and large counties on ImageTrend Elite. Sommers enjoys collaborating with the client on their implementation and guiding the client and their project from inception to go live. Now in 2020, Sommers manages all implementation initiatives for the organization.



**Adam Lindquist**

Support Manager

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**Education:** Engineering program, Normandale Community College

**Background:** Adam Lindquist has worked at ImageTrend for over nine years, in the Emergency Data System Support Team. Lindquist is a subject matter expert in functionality and operability across multiple application platforms. He develops new support talent and innovative new methods for delivering a more effective and efficient support experience to clients.

# APPENDIX



1. Statement of Work Process
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# STATEMENT OF WORK CREATION PROCESS

ImageTrend frequently creates Statements of Work (SOWs) for our customers to define custom software development, consulting, training, and implementation work that needs to be performed in support of our customers business needs. The process to create a SOW varies somewhat depending on the customer's needs, but generally they follow a pattern of requirements gathering, deliverable definition, and then cost and schedule estimations. The creation of a custom software development SOW is the most complex, and thus below is an example of this. SOW creation for other types of work would follow a subset of this process.

The creation of a custom software development SOW starts with understanding the needs. There are two parts to understanding the needs; one is understanding the business need - the why behind the request. The second part is understanding where the current functionality falls short of satisfying the why. This is the most critical step in the process as both sides need to agree on what the expectations are for fulfilling the business need.

Once we understand how to satisfy the business need, then we document what the solution will be. This may involve developing draft screen layouts and logic flowcharts. As part of this documentation we may create draft "user stories", a standard method of communicating the requirements in the Agile software development methodology. The user stories provide the details of what is expected of the code that will be developed. Included with the user stories, we may also, in conjunction with the customer, develop test cases that will be used to verify that the code was written correctly.

Once the requirements are fully understood, we then look to our development teams to provide an estimate on how long the work will take to complete. This estimate includes time to fully detail out the user stories, screen designs, and testing requirements. It also includes the estimated time to write the code, test the code and ultimately deploy the code to the system. In parallel to the actual coding of the solution, we also create documentation and train our support staff as appropriate.

Once the code is tested and deployed, we provide training to the customer as necessary and work with the customer to confirm that the solution fulfills the business needs.

## SERVICE LEVEL AGREEMENT ATTACHMENT

ImageTrend is committed to offering exceptional levels of service to our customers. This Service Level Agreement ("SLA") guarantees your website or application's availability, reliability and performance. This SLA applies to any site or application hosted on our network.

### 1. Customer Support

ImageTrend is committed in providing an exceptional level of customer support. ImageTrend's servers are monitored 24 hours per day, 7 days per week, 365 days per year and our support staff is available via phone (888.469.7789) and email ([www.imagetrend.com/support](http://www.imagetrend.com/support)) as posted on the company's website. ImageTrend works to promptly resolve all issues reported by customers, and will acknowledge the disposition and potential resolution according to the chart below:

Severity Level	Example	Acknowledgement of Error Notice	Response Goal
<b>High/Site Down</b>	<ul style="list-style-type: none"><li>- Complete shutdown or partial shutdown of one or more Software functions</li><li>- Access to one or more Software functions not available</li><li>- Major subset of Software application impacted that is necessary for usage of the software</li></ul>	Within one (1) hour of initial notification during business hours or via <a href="mailto:support.imagetrend.com">support.imagetrend.com</a>	Six (6) hours
<b>Medium</b>	<ul style="list-style-type: none"><li>- Minor subsystem failure</li><li>-Data entry or access impaired on a limited basis.</li></ul>	Within four (4) hours of initial notification	24 Business hours
<b>Low</b>	<ul style="list-style-type: none"><li>- User error (i.e. training) or forgotten passwords</li><li>- Issue can or must be delegated to local Client contact as a first level of response for resolution</li></ul>	Same day or next business day of initial notification	As appropriate depending on nature of issue and party responsible for resolution

### 2. Data Ownership

All customer data collected and maintained by ImageTrend shall at all times remain the property of the customer.

### 3. Data Protection

ImageTrend takes data privacy and cybersecurity very seriously. ImageTrend utilizes compliant and industry recognized best practices to ensure data security, and does not use or make available any personally identifiable information to third parties without customer consent or as required by law. ImageTrend acknowledges that its handling of information on behalf of customers may be subject to federal, state or local laws, rules, regulation and restrictions regarding the privacy of consumer information. ImageTrend agrees to comply with all of such laws, rules, regulations and restrictions at its sole cost and expense.

#### 4. Suspension of Service

ImageTrend reserves the right to suspend and limit network resources to customers failing to pay the monthly fee in advance at its own discretion. In the event of service suspension, full service delivery will be restored within 48 hours from the date and time that payment is received.

#### 5. Availability

ImageTrend is fully committed to providing quality service to all customers. To support this commitment, ImageTrend offers the following commitments related to application server Availability:

**Availability Objective:** ImageTrend will provide 99.9% Availability (as defined below) for the ImageTrend network services within ImageTrend's Immediate Control. For purposes, hereof, "Availability" or "Available" means the ImageTrend Services are available for access and use through the Internet.

"Immediate Control" includes ImageTrend's network services within the ImageTrend data center which extends to, includes and terminates at the Internet Service Provider ("ISP") circuit termination point on the router in ImageTrend's data center (*i.e.*, public Internet connectivity).

Specifically excluded from the definition of "Immediate Control" are the following:

- a. Equipment, data, materials, software, hardware, services and/or facilities provided by or on behalf of Client or a third-party entity (or any of their vendors or service providers) and Client's or a third party entity's network services or end-user hardware.
- b. Acts or omissions of Client, their employees, contractors, agents or representatives, third party vendors or service providers or anyone gaining access to the ImageTrend Services at the request of Client.
- c. Issues arising from bugs, defects, or other problems in the software, firmware, or hardware of third parties.
- d. Delays or failures due to circumstances beyond ImageTrend's reasonable control that could not be avoided by its exercise of due care.
- e. Any outage, network unavailability or downtime outside the ImageTrend data center.

**Availability Calculation:** Availability is based on a monthly calculation. The calculation will be as follows:  $((a - b) / a) \times 100$ , where "a" is the total number of hours in a given calendar month, excluding Scheduled Maintenance (as defined below), and "b" is the total number of hours that service is not Available in a given month.

**Offline Capability:** The Software may have offline capability which provides redundancy when network or server back-end capability is not available. Periods of time when the Software's primary functions continue to function offline shall be excluded from the unavailability calculation "b" above.

**Scheduled Maintenance:** ImageTrend conducts scheduled maintenance, as necessary, every last Wednesday of the month. ImageTrend will perform scheduled maintenance within that maintenance window between the hours of 9:00 p.m. CST to 11:00 p.m. CST. ImageTrend may change the regularly scheduled maintenance window from time to time at ImageTrend's discretion upon reasonable notice to Client.

**Service Disruption:** Upon customer's written notice to ImageTrend, if Availability for the month is below the guaranteed level, ImageTrend will issue a credit to customer in accordance with the schedule below:

Availability:    99.0% - 99.8% = 5% of monthly hosting fee credited  
                      95.0% - 98.99% = 10% of monthly hosting fee credited  
                      90.0% - 94.99% = 15% of monthly hosting fee credited  
                      89.99% or below = 2.5% for every 1% of lost Availability (in no event exceeding 50% of monthly hosting fees)

ImageTrend maintains precise and objective Availability metrics, which shall be determinative when calculating any customer requested credit. ImageTrend maintained Availability metrics shall only be requested in good faith to address material customer concerns. To receive a credit, customers must specifically request it during the month following the month for which the credit is requested. Credits shall not be issued if a customer account is past due, suspended or pending suspension.

## **6. General**

ImageTrend reserves the right to change or modify this SLA and the related services being provided to benefit its customers, including changes to hosting environments and infrastructure, provided that any such improvements shall adhere to the regulatory guidelines and best practices referenced herein.

Task	Start Date	End Date	Duration	Resource Group	Complete Yes/No
<b>Initiation</b>					
Handoff project from Sales to Implementation	11/16/2020	11/16/2020		ImageTrend	
Define Project Team Image Trend	11/16/2020	11/16/2020		ImageTrend	
Initial Communication with West Virginia	11/16/2020	11/16/2020		ImageTrend	
Define Project Plan Proposals	11/16/2020	11/16/2020		ImageTrend	
Project Kickoff Meeting	11/19/2020	11/19/2020	1 day	ImageTrend/West Virginia	
Introduce Team Members	11/19/2020	11/19/2020	1 day	ImageTrend/West Virginia	
Define team roles	11/19/2020	11/19/2020	1 day	ImageTrend/West Virginia	
Review Milestones	11/19/2020	11/19/2020	1 day	ImageTrend/West Virginia	
Define timeline	11/19/2020	11/19/2020	1 day	ImageTrend/West Virginia	
Determine Project Plan	11/19/2020	11/19/2020	1 day	ImageTrend/West Virginia	
<b>Production Site Deployment and Initial Setup</b>					
Site Setup Ticket Number					
Pilots create site	11/16/2020	11/30/2020	10 days	ImageTrend	
Elite Site Initial setup	12/1/2020	12/1/2020	1 day	ImageTrend	
Creates West Virginia Team user accounts	12/1/2020	12/1/2020	1 day	ImageTrend	
Turn on modules	12/1/2020	12/1/2020	1 day	ImageTrend	
Imported Print Report Template	12/1/2020	12/1/2020	1 day	ImageTrend	
Imported Run Form Templates	12/1/2020	12/1/2020	1 day	ImageTrend	
Import NEMSIS Schema and Schematron Validation Rules	12/1/2020	12/1/2020	1 day	ImageTrend	
Provide Elite URLs to Client	12/1/2020	12/1/2020	1 day	ImageTrend	
<b>System Configuration</b>					
Review Agency Tree (Add Regional Tiers)	12/3/2020	12/3/2020	1 hour	ImageTrend/West Virginia	
Discuss/Supply West Virginia w/Facility workbook	12/3/2020	12/3/2020	1 hour	ImageTrend/West Virginia	
West Virginia completes Facilities workbooks and returns to ImageTrend	12/10/2020	12/16/2020	5 days	West Virginia	
ImageTrend imports Facility Data	12/17/2020	12/23/2020	5 days	ImageTrend	
<b>Site Walkthroughs</b>					
Walkthrough 1 - Tour of Elite, Review Resource Lists to import, Agency Tree/Regions,	12/17/2020	12/17/2020	1 hour	ImageTrend/West Virginia	
West Virginia performs actions taught in walkthrough				West Virginia	
Walkthrough 2 - Dataset Manager	12/29/2020	12/29/2020	1 hour	ImageTrend/West Virginia	
West Virginia performs actions taught in walkthrough				West Virginia	
Walkthrough 3 - Form Manager, Visibility, Define Permission Group Shells	1/5/2021	1/5/2021	1 hour	ImageTrend/West Virginia	
West Virginia performs actions taught in walkthrough				West Virginia	
Walkthrough 4 - Incident List Views, Incident Statuses, Locking workflow	1/12/2021	1/12/2021	1 hour	ImageTrend/West Virginia	
West Virginia performs actions taught in walkthrough				West Virginia	
Walkthrough 5 - Integration Accounts, Schematron Conversation	1/19/2021	1/19/2021	1 hour	ImageTrend/West Virginia	
West Virginia performs actions taught in walkthrough				West Virginia	
Walkthrough 6 - Configuration Settings	1/26/2021	1/26/2021	1 hour	ImageTrend/West Virginia	
West Virginia performs actions taught in walkthrough				West Virginia	
Walkthrough 7 - Permission Objects	2/2/2021	2/2/2021	1 hour	ImageTrend/West Virginia	
West Virginia performs actions taught in walkthrough				West Virginia	
Walkthrough 8 - Permission Objects Continued, User Accounts	2/9/2021	2/9/2021	1 hour	ImageTrend/West Virginia	
West Virginia performs actions taught in walkthrough				West Virginia	
Walkthrough 9 - Open Q&A (Legacy Data, Agency ID's)	2/16/2021	2/16/2021	1 hour	ImageTrend/West Virginia	
West Virginia performs actions taught in walkthrough				West Virginia	
Walkthrough 10 - Validation Rules	2/23/2021	2/23/2021	1 hour	ImageTrend/West Virginia	
West Virginia performs actions taught in walkthrough				West Virginia	
Walkthrough 11 - Open Q &A	3/2/2021	3/2/2021	1 hour	ImageTrend/West Virginia	
West Virginia performs actions taught in walkthrough				West Virginia	
Walkthrough 12 - Data Exchange, Print Report Manager	3/9/2021	3/9/2021	1 hour	ImageTrend/West Virginia	
West Virginia performs actions taught in walkthrough				West Virginia	
Walkthrough 13 - Report Writer / Visual Informatics/MARS	3/16/2021	3/16/2021	1 hour	ImageTrend/West Virginia	
West Virginia performs actions taught in walkthrough				West Virginia	
Walkthrough 14 - CQI, Open Q&A	3/23/2021	3/23/2021	1 hour	ImageTrend/West Virginia	
West Virginia performs actions taught in walkthrough				West Virginia	
Walkthrough 15 - Open Q&A	3/30/2021	3/30/2021	1 hour	ImageTrend/West Virginia	
West Virginia performs actions taught in walkthrough				West Virginia	
<b>NEMSIS Data Submissions</b>					
Report issued by ImageTrend to determine missing Agency Information data points	TBD	TBD	1 day	ImageTrend	
Input sought from Agency representatives for missing Demographic Data (where necessary)	TBD	TBD	10 days	West Virginia	
Demographic Data (scripted, where absent from LMS)	TBD	TBD	5 days	ImageTrend/West Virginia	
Auto processor runs to add Agencies to the NEMSIS Auto Post when Demographic Data is received	TBD	TBD	1 day	ImageTrend	
EMS data is sent to NEMSIS	TBD	TBD	1 day	ImageTrend	
<b>Training (# Trips / # days / # Webinars)</b>					
Plan Education Session(s)	TBD	TBD	1 hour	Client/ImageTrend	
Discuss Education Agenda(s)	TBD	TBD	1 hour	Client/ImageTrend	
Education Session X of Y	TBD	TBD	TBD based on training purchased	Client/ImageTrend	
Convert any unused education time to webinar (if applicable)	TBD	TBD	1 hour	ImageTrend/West Virginia	
<b>State Schematron</b>					
Identify the State's plans are for requiring any information above the NEMSIS Standard					
Create Validation Rules	TBD	TBD	30 days	West Virginia	
Manually test each rule in the interface	TBD	TBD	30 days	West Virginia	
Request ImageTrend build the State's Schematron	TBD	TBD	1 day	West Virginia	
Schematron Complete	TBD	TBD	5 days	ImageTrend	
Submit the Schematron to NEMSIS for approval	TBD	TBD	1 day	West Virginia	
Apply the NEMSIS approved State Schematron to the State's Elite site	TBD	TBD	1 day	ImageTrend	
Tests the Schematron by exporting test data to ensure its accuracy	TBD	TBD	5 days	West Virginia	
Publish the Schematron and Validation Rules to the Library	TBD	TBD	1 day	West Virginia	
<b>HIH Integration (Ticket Number)</b>					
HIH Kickoff, if necessary	TBD	TBD	TBD	ImageTrend/West Virginia	
Initial Install - Software license and installation of software	TBD	TBD	TBD	ImageTrend/West Virginia	
Configuration and Testing from EMS Agency to HIE/Hospital Network in accordance with	TBD	TBD	TBD	ImageTrend/West Virginia	
Configuration and Testing of Outcome Data from HIE/Hospital to EMS Agency in accordance	TBD	TBD	TBD	ImageTrend/West Virginia	
<b>DataMart Integration</b>					
DataMart Site Setup (Ticket Number)	11/16/2020	11/16/2020		ImageTrend	
DataMart Kickoff, if necessary	TBD	TBD	1 hour	ImageTrend/West Virginia	
ImageTrend supplies Client with a VPN worksheet	11/16/2020	11/16/2020	1 day	ImageTrend	
Client completes, returns VPN worksheet	11/20/2020	11/20/2020	CLIENT/5 days	West Virginia	
ImageTrend System Engineers establish/test tunnel connectivity	11/23/2020	12/1/2020	5 days	ImageTrend	
Client provides SQL Authentication credentials to ImageTrend	12/1/2020	12/1/2020	1 day	West Virginia	
ImageTrend DBA to starts initial load of data to client database	12/2/2020	12/9/2020	5 days	ImageTrend	
ImageTrend to enable Report Writer: View Query on select Client Team user accounts	12/9/2020	12/9/2020	1 day	ImageTrend	

Plan/Schedule education meeting with ImageTrend DataMart team	12/9/2020	12/9/2020	1 day	ImageTrend/West Virginia	
Continuum					
Continuum Site Setup (Ticket Number)	11/16/2020	11/25/2020	10 days	Contract Returned	
Site Initialization/Creation	11/16/2020	11/20/2020	5 days	Contract Returned	
Initial Site Preparations - Elite	11/20/2020	11/25/2020	3 days	Site available	
Enable Continuum Monitor on Elite site	11/25/2020	11/25/2020	1 day	Site available	
Enable Continuum Permission Objects for System Administrator Permission Group	11/25/2020	11/25/2020	1 day	Site available	
Test Continuum Link from Elite	11/25/2020	11/25/2020	1 day	Site available	
Initial Site Preparations - Continuum	11/25/2020	11/25/2020	2 days	Site available	
Enable Continuum Permission Objects	11/25/2020	11/25/2020	1 day	Site available	
Verify data is displayed on Continuum Dashboard	11/25/2020	11/25/2020	1 day	Site available	
Provide Continuum URLs to Client	11/25/2020	11/25/2020	1 day	Site Preparations complete	
Continuum Education (1 Sessions)	TBD	TBD	1 hour	Site Preparations complete	
Schedule Continuum Education Webinar	TBD	TBD	1 hour	URLs sent to client	
Discuss Continuum agenda	TBD	TBD	1 hour	URLs sent to client	
Conduct Continuum Education Session	TBD	TBD	1 hour	Continuum agenda discussed	
Continuum Site Preparation - Client Tasks	11/25/2020	12/9/2020	Client/10 days	Continuum Education Session Complete	
Site Preparation for Use	11/25/2020	12/9/2020	Client/10 days	URLs sent to client	
Permissions	11/25/2020	12/9/2020	Client/10 days	Continuum Education Session Complete	
Review and update Continuum Permissions for Permission Groups	11/25/2020	12/9/2020	Client/10 days	Continuum Education Session Complete	
Monitors	11/25/2020	12/9/2020	Client/10 days	Continuum Education Session Complete	
Review Deploy Monitors, subscribe self and other Continuum Users	11/25/2020	12/9/2020	Client/10 days	Continuum Education Session Complete	
Identify/Create Additional Monitors, subscribe self and other Continuum Users	11/25/2020	12/9/2020	Client/10 days	Continuum Education Session Complete	
Playlists	11/25/2020	12/9/2020	Client/10 days	Continuum Education Session Complete	
Create Playlists from Dashboards	11/25/2020	12/9/2020	Client/10 days	Continuum Education Session Complete	
Publish Playlists as desired (Municipal website, Social Media sites, etc)	11/25/2020	12/9/2020	Client/10 days	Continuum Education Session Complete	
Map Layers	11/25/2020	12/9/2020	Client/10 days	Continuum Education Session Complete	
Identify/Deploy additional Map Layer Needs	11/25/2020	12/9/2020	Client/10 days	Continuum Education Session Complete	
Agency submission to Elite - Importing Agencies					
Create Integration Accounts	TBD	TBD	TBD	West Virginia	
Supply all Agencies with new Credentials and Agency ID's	TBD	TBD	TBD	West Virginia	
Verify and follow up that all Agencies are submitting to Elite	TBD	TBD	TBD	West Virginia	
Direct Entry Agency Onboarding					
Agency Onboarding kick-off	TBD	TBD	TBD	West Virginia	
Agency Resource Build-out (non-LMS Resources)	TBD	TBD	TBD	West Virginia	
Agency End User Training	TBD	TBD	TBD	West Virginia	
UAT Testing					
User Acceptance Testing					
UAT Kick-off, if necessary	3/29/2021	3/29/2021	1 day	ImageTrend/West Virginia	
Build Test Cases	3/30/2021	4/2/2021	4 days	ImageTrend/West Virginia	
Test Execution, provide ongoing feedback	4/5/2021	4/30/2021	Client/20 days	West Virginia	
UAT Testing DeBrief	4/30/2021	4/30/2021	1 day	ImageTrend/West Virginia	
Go Live					
Discuss rollout plan					
Determine Vendor Import Schedule	3/15/2021	3/19/2021	5 days	West Virginia	
Build Integration Accounts	3/22/2021	3/26/2021	5 days	West Virginia	
Supply Agencies/Vendors with Credentials	4/5/2021	4/9/2021	5 days	West Virginia	
Go Live	6/1/2021	6/1/2021	1 day	ImageTrend/West Virginia	
Post go Live Call	6/8/2021	6/8/2021	1 hour	ImageTrend/West Virginia	
Post go Live Call	6/15/2021	6/15/2021	1 hour	ImageTrend/West Virginia	
Post go Live Call	6/22/2021	6/22/2021	1 hour	ImageTrend/West Virginia	
Post go Live Call	6/29/2021	6/29/2021	1 hour	ImageTrend/West Virginia	
Closing					
Close Out					
Formal Acceptance Of Elite	7/1/2021	7/1/2021	1 hour	ImageTrend/West Virginia	



Task	Status	Start	Time To Complete	Resource Name(s)	Notes
Overarching PM					
Production Site Deployment and Initial Setup					
New Site Set-up (Ticket XXXXXX)	Not Started	2 weeks after initial customer call	2 weeks	ImageTrend IMP	
QA of site	Not Started	1 day after site setup	2 days	ImageTrend IMP	
LMS Initial Set up	Not Started	1 day after QA complete	2 days	ImageTrend IMP	
Forms and Processes					
Current Sample of applications	Not Started	1 week after site setup	1 week	West Virginia	
Current business workflows	Not Started	1 week after site setup	1 week	West Virginia	
Elite Integration					
Walkthrough integration steps and to-do	Not Started	1 week from Secondary Legacy Data Import	1 hour	ImageTrend	
Review Service/User/Vehicle data and mapping	Not Started	1 week	1 week	West Virginia	
Setup Integration Method & End Point	Not Started	Upon completion of data and mapping	1 hour	ImageTrend	
Initial Syncing	Not Started	Upon completion of integration and end point	1 hour	ImageTrend & West Virginia	
Bulk Syncing	Not Started	Prior to go live	1 day	West Virginia	
NREMT Integration					
URL & Integration Setup	Not Started	2 weeks after site setup	1 week	ImageTrend	
Review NREMT Verification Trigger Workflow	Not Started	2 weeks after site setup		ImageTrend & West Virginia	
Kick-Off Meeting					
Review timeline and process	Not Started	2 weeks from initial call	1 hour	ImageTrend & West Virginia	
Legacy Data					
ImageTrend provides legacy data workbooks	Not Started	During Kick-Off Meeting	1 hour	ImageTrend	This needs to be completed as soon as possible to complete the integration to Elite
Client returns workbooks to ImageTrend	Not Started	1 month from delivery	1 month	West Virginia	
Phase 1 - Initial Import	Not Started	1 week	1 week	ImageTrend	
Phase 1 - Review by Client	Not Started	2 weeks	2 weeks	West Virginia	
Phase 2 - Secondary Import	Not Started	4 weeks from Kick-Off Meeting	1 week	ImageTrend	
Phase 2 - Review secondary import by Client	Not Started	2 weeks	2 weeks	West Virginia	
Phase 3 - Final Import	Not Started	1 week	1 week	ImageTrend	
Phase 3 - Review final import by client	Not Started	TBD	TBD	West Virginia	
Payment Portal - OPTIONAL MODULE AVAILABLE FOR PURCHASE					
Select Payment Provider	Not Started		TBD	1 hour	Payment provider included in purchase is authorize.Net. Other providers used may require SOW
Provide Integration Guide, URL, and API Credential	Not Started			2 weeks	West Virginia
Development	Not Started			6 weeks	ImageTrend
Internal Testing	Not Started			2 weeks	ImageTrend
Client Testing	Not Started			1 week	West Virginia
Workflow Configuration					
Workflows - Personnel	Not Started	1 week from site setup	Dependent upon number and c	West Virginia	
Workflows - Service/Agency	Not Started	2 week from site setup	Dependent upon number and c	West Virginia	
Workflows - Vehicle	Not Started	3 week from site setup	Dependent upon number and c	West Virginia	
Training and Education Sessions					
Educational Session #1 - LMS System Overview	Not Started	1 week from site setup	1 hour Education Session	ImageTrend & West Virginia	Action Items, tasks and follow up to be completed by client before next session.
Tour/Demo of system capabilities					
Talk through Client workflow - Personnel focused					
General Navigation - Admin and Portal					
Demo of License Application Workflow					
Adding Admin Users					
Educational Session #2 - System Config	Not Started	2 weeks from site setup	1 hour Education Session	ImageTrend & West Virginia	Action Items, tasks and follow up to be completed by client before next session.
Work with Security and Permissions					
Working with Correspondence					
Working with Alerts					
Working with Document Types					
Create Alerts					
Create Document Types					
Create Merge Templates					
Educational Session #3 - Application Forms	Not Started	3 weeks from site setup	1 hour Education Session	ImageTrend & West Virginia	Action Items, tasks and follow up to be completed by client before next session.
Create License and Build application form(s)					
Creating a Form					
Creating Tabs					
Creating Sections/Components/Questions					
Form Conditions					
Conditional Components					
Educational Session #4 - Creating a License	Not Started	4 weeks from site setup	1 hour Education Session	ImageTrend & West Virginia	Action Items, tasks and follow up to be completed by client before next session.
Working with Licenses and Configurations					
Review Licenses					
Create/Review License Durations					
Create/Review Application Statuses					
Create/Review License Rules					
Create/Review Auto License Numbers					
Create Configurations					
Create sample configurations					
Create Additional Licenses					
Educational Session #5 - Daily Operations	Not Started	5 weeks from site setup	1 hour Education Session	ImageTrend & West Virginia	Action Items, tasks and follow up to be completed by client before next session.
Working with System Resource Set up					
Work with permissions					
Work with views					
Work with data elements					
Work with Scheduled Tasks					
Work with Date types					
Review Configurations					
Review existing permissions, views, data elements, scheduled tasks and date types					
Create sample scheduled task					
Educational Session #6 - Public Portal Set up	Not Started	6 weeks from site setup	1 hour Education Session	ImageTrend & West Virginia	Action Items, tasks and follow up to be completed by client before next session.
Working with Public Portal					
Review System Resource Set up					
Configure Public Portal (consider public communication requirements)					
Educational Session #7 - Training Module	Not Started	7 weeks from site setup	1 hour Education Session	ImageTrend & West Virginia	Action Items, tasks and follow up to be completed by client before next session.
Working with Training					
Create Training Locations					
Create Training Names					
Create Training Topics					
Create Training Auto Number					
Create Training Requirements					
Configure Training Levels					
Review Public Portal					
Educational Session #8 - Integrations	Not Started	8 weeks from site setup	1 hour Education Session	ImageTrend & West Virginia	Action Items, tasks and follow up to be completed by client before next session.
Working with Integrations					
Review Sync Fields					
Verify Mappings					
Education Session #9 - Inspections*	Not Started	9 weeks from site setup	1 hour Education Session	ImageTrend & West Virginia	*OPTIONAL PRODUCT. EDUCATION WILL BE REMOVED IF NOT PURCHASED. Action Items, tasks and follow up to be completed by client before next session.
Resources					
Checklists					
End User Training					
Portal Workflow					
Education Session #10 - Investigations	Not Started	10 weeks from site setup	1 hour Education Session	ImageTrend & West Virginia	Action Items, tasks and follow up to be completed by client before next session.
Review Setup of Investigations module					
Data Elements					
Train internal Investigation staff					
Education Session #11 - Skills/Exam Module*	Not Started	11 weeks from site setup	1 hour Education Session	ImageTrend & West Virginia	*OPTIONAL PRODUCT. EDUCATION WILL BE REMOVED IF NOT PURCHASED. Action Items, tasks and follow up to be completed by client before next session.
Configuration					
Resources					
Automation					
Permissions					
Education Session #12 - Report Writer	Not Started	12 weeks from site setup	1 hour Education Session	ImageTrend & West Virginia	Action Items, tasks and follow up to be completed by client before next session.
Creating Transactional Reports					
Reviewing Reports					
Sharing Reports					

System Workflow Open, QA, Testing!!	Not Started	13 weeks from site setup*	1 hour Workflow Testing	ImageTrend & West Virginia	Action Items, tasks and follow up to be completed by client before next session.
Review workflow					*Number of weeks needed for testing is dependent on number of workflows and resources available
Continue to review/build/revise forms					
Review Certificate XSLT					
System Workflow Open, QA, Testing!!	Not Started	13 weeks from site setup*	1 hour Workflow Testing	ImageTrend & West Virginia	Action Items, tasks and follow up to be completed by client before next session.
System Workflow Open, QA, Testing!!	Not Started	13 weeks from site setup*	1 hour Workflow Testing	ImageTrend & West Virginia	Action Items, tasks and follow up to be completed by client before next session.
Final Review	Not Started	1 week before go live	1 hour Workflow Testing	ImageTrend & West Virginia	Action Items, tasks and follow up to be completed by client before next session.
Review workflow					
Continue to review forms					
Review Certificate XSLT					
Go-Live Preparations					
Go-live preparation meeting	Not Started	TBD	1 hour	ImageTrend & West Virginia	
Go-live	Not Started	TBD	1 day		





## CONTACT

EMAIL:

[jgates@imagnetrend.com](mailto:jgates@imagnetrend.com)

PHONE:

(888) 730-3255

# JEN GATES, PMP

## PROJECT MANAGER

### EDUCATION

---

#### **Winona State University | Winona, MN**

Bachelor of Arts | Fall 2009 | GPA: 3.17

Major: History | Minor: Art History | Internship: Minneapolis Institute of Art

Study Abroad: Eastern European Democracy Tour

#### **University of St. Thomas | St. Paul, MN**

Master of Arts | Spring 2018 | GPA: 3.85

License: 5-12 Social Studies

### WORK EXPERIENCE

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#### **Project Manager | ImageTrend | Lakeville, MN**

June 2018 - Present

- Plan, schedule, and execute all stages of software implementation and migrations for state and enterprise-level clients
- Coordinate with multiple departments to effectively monitor and control progress to meet deadlines and standards
- Manage both internal and client-facing projects regarding an ongoing data center hosting transition

#### **Application Support Specialist | ImageTrend | Lakeville, MN**

June 2017 – June 2018

- Answer incoming calls, emails, chat sessions from customers in order to resolve issues immediately or to track issues to ensure follow up later if more information is needed
- Assist with testing and duplicating unknown software and hardware problems reported from the customer-base, and troubleshoot the issue(s) at hand
- Onboarding and training throughout Client Services

#### **Client Services Representative | Atomic Data, LLC | Minneapolis, MN**

January 2017 – May 2017

- Account manager for 271 SMB accounts
- Handle discrepancies with billing, invoices, and billed labor in a prompt and professional manner
- Coordinate engineering projects across multiple departments

#### **Service Desk Technician | Atomic Data, LLC | Minneapolis, MN**

October 2015 – January 2017

- Provide desktop support to clients both over the phone and via e-mail in a timely and professional manner
- Create knowledge base documentation in collaboration with account managers and engineers
- Support Microsoft 2008, 2012, and 2016 R2 environments. Daily troubleshooting included Powershell, Active Directory, Exchange, ShoreTel, Citrix, Cisco, and numerous miscellaneous software specific to client needs



Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

State of West Virginia  
Centralized Request for Quote  
Info Technology

Proc Folder: 751672

Doc Description: EMERGENCY MEDICAL SERVICES DATA SYSTEM

Reason for Modification:

ADDENDUM 1  
ANSWERS TO VENDOR  
QUESTIONS

Proc Type: Central Contract - Fixed Amt

Date Issued	Solicitation Closes	Solicitation No	Version
2020-10-02	2020-10-07 13:30	CRFQ 0506 BPH2100000003	2

**BID RECEIVING LOCATION**

BID CLERK  
DEPARTMENT OF ADMINISTRATION  
PURCHASING DIVISION  
2019 WASHINGTON ST E  
CHARLESTON WV 25305  
US

**VENDOR**

Vendor Customer Code: VS0000007390

Vendor Name : ImageTrend, Inc.

Address : 20855

Street : Kensington Blvd

City : Lakeville

State : MN

Country :  
USA

Zip : 55044

Principal Contact : Joseph T. Graw

Vendor Contact Phone: 952-469-  
1589

Extension:

**FOR INFORMATION CONTACT THE BUYER**

Crystal G Hustead  
(304) 558-2402  
crystal.g.hustead@wv.gov

Vendor  
Signature X *Joseph T. Graw*

FEIN# 41-1903871

DATE 10/6/2020

All offers subject to all terms and conditions contained in this solicitation

**ADDITIONAL INFORMATION**

THE STATE OF WEST VIRGINIA PURCHASING DIVISION FOR THE AGENCY, WEST VIRGINIA DEPARTMENT OF HEALTH AND HUMAN RESOURCES (DHHR), BUREAU FOR PUBLIC HEALTH (BPH), IS SOLICITING BIDS TO ESTABLISH A CONTRACT FOR EMERGENCY MEDICAL SERVICES DATA SYSTEM PER THE ATTACHED DOCUMENTS.

\*\*\*QUESTIONS REGARDING THE SOLICITATION MUST BE SUBMITTED IN WRITING TO CRYSTAL.G.HUSTEAD@WV.GOV PRIOR TO THE QUESTION PERIOD DEADLINE CONTAINED IN THE INSTRUCTIONS TO VENDORS SUBMITTING BIDS\*\*\*

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BPH - OFFICE OF EMERGENCY MEDICAL SERVICES 350 CAPITOL ST, RM 425 CHARLESTON WV 25301-3714 US	HEALTH AND HUMAN RESOURCES BPH - OFFICE OF EMERGENCY MEDICAL SERVICES 350 CAPITOL ST, RM 425 CHARLESTON WV 25301-3714 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Emergency Medical Services Data System - YEAR ONE - <b>Total Year One Price:</b> <b>\$303,850</b>				

Comm Code	Manufacturer	Specification	Model #
80101500			

**Extended Description:**

Maintain and Manage WV EMS DATA System - Year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BPH - OFFICE OF EMERGENCY MEDICAL SERVICES 350 CAPITOL ST, RM 425 CHARLESTON WV 25301-3714 US	HEALTH AND HUMAN RESOURCES BPH - OFFICE OF EMERGENCY MEDICAL SERVICES 350 CAPITOL ST, RM 425 CHARLESTON WV 25301-3714 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Emergency Medical Services Data System - YEAR TWO - <b>Total Year Two Price:</b> <b>\$278,975</b>				

Comm Code	Manufacturer	Specification	Model #
80101500			

**Extended Description:**

Maintain and Manage WV EMS DATA System - Year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BPH - OFFICE OF EMERGENCY MEDICAL SERVICES 350 CAPITOL ST, RM 425 CHARLESTON WV 25301-3714 US	HEALTH AND HUMAN RESOURCES BPH - OFFICE OF EMERGENCY MEDICAL SERVICES 350 CAPITOL ST, RM 425 CHARLESTON WV 25301-3714 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Emergency Medical Services Data System - YEAR THREE - <b>Total Year Three Price:</b> <b>\$287,344</b>				

Comm Code	Manufacturer	Specification	Model #
80101500			

**Extended Description:**

Maintain and Manage WV EMS DATA System - Year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BPH - OFFICE OF EMERGENCY MEDICAL SERVICES 350 CAPITOL ST, RM 425 CHARLESTON WV 25301-3714 US	HEALTH AND HUMAN RESOURCES BPH - OFFICE OF EMERGENCY MEDICAL SERVICES 350 CAPITOL ST, RM 425 CHARLESTON WV 25301-3714 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Emergency Medical Services Data System - YEAR FOUR - <b>Total Year 4 Price:</b> <b>\$295,964</b>				

Comm Code	Manufacturer	Specification	Model #
80101500			

**Extended Description:**

Maintain and Manage WV EMS DATA System - Year 4

**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	VENDOR QUESTION DEADLINE	2020-09-23

	Document Phase	Document Description	Page 4
BPH2100000003	Final	EMERGENCY MEDICAL SERVICES DATA SYSTEM	

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CRFQ BPH2100000003**

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

*(Check the box next to each addendum received)*

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6  |
| <input type="checkbox"/> Addendum No. 2            | <input type="checkbox"/> Addendum No. 7  |
| <input type="checkbox"/> Addendum No. 3            | <input type="checkbox"/> Addendum No. 8  |
| <input type="checkbox"/> Addendum No. 4            | <input type="checkbox"/> Addendum No. 9  |
| <input type="checkbox"/> Addendum No. 5            | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

ImageTrend, Inc.

Company

Authorized Signature

10/6/2020

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.



BYRD ANTI-LOBBYING AMENDMENT CERTIFICATION  
(To be submitted with each bid or offer exceeding \$100,000)

The undersigned, [Company] ImageTrend, Inc. certifies, to the best of his or her knowledge, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form - LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The Contractor, [Company] ImageTrend, Inc., certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. § 3801 *et seq.*, apply to this certification and disclosure, if any.

  
\_\_\_\_\_  
Signature of Contractor's Authorized Official

Joseph T. Graw President & COO  
Name and Title of Contractor's Authorized Official

10/6/2020  
Date



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

9/24/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must have **ADDITIONAL INSURED** provisions or be endorsed. If **SUBROGATION** IS **WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Associated Benefits and Risk Consulting 6000 Clearwater Drive Minnetonka MN 55343		<b>CONTACT NAME:</b> Jenny Saylor <b>PHONE (A/C, No, Ext):</b> 952-947-9700 <b>FAX (A/C, No):</b> 952-947-9793 <b>E-MAIL ADDRESS:</b> jenny.saylor@associatedbrc.com	
		<b>INSURER(S) AFFORDING COVERAGE</b>	
		<b>INSURER A:</b> Hartford Fire Insurance Company	
		<b>INSURER B:</b> Hartford Casualty Insurance Company	
		<b>INSURER C:</b> Trumbull Insurance Company	
		<b>INSURER D:</b> AXIS Specialty Insurance Company	
		<b>INSURER E:</b> Greenwich Insurance Company	
		<b>INSURER F:</b> Travelers Casualty & Surety Company of America	

**COVERAGES** **CERTIFICATE NUMBER:** 1943342458 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b>  <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC  OTHER:	Y	Y	41UUNZT8493	6/15/2020	6/15/2021	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
C	<input checked="" type="checkbox"/> <b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY	Y	Y	41UUNZT8493	6/15/2020	6/15/2021	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	<input checked="" type="checkbox"/> <b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> <b>EXCESS LIAB</b>  DED <input checked="" type="checkbox"/> RETENTION \$ 10,000	Y	Y	41XHUZT7339	6/15/2020	6/15/2021	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
B	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	41WEAB6LMI	6/15/2020	6/15/2021	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000
D E F	Technology Prof/Cyber Liability Excess Tech Prof/Cyber Liability Crime/Fidelity	Y		P-001-000355526-01 MTE9041333 107170808	6/15/2020 6/15/2020 10/15/2019	6/15/2021 6/15/2021 6/15/2021	Occ/Aggregate Limit \$5,000,000 Occ/Aggregate Limit \$5,000,000 Limit 1,000,000

**DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES** (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
 FOLLOWING ENDORSEMENTS APPLY TO THE NAMES/PROJECTS/EVENTS LISTED BELOW ONLY IF REQUIRED BY WRITTEN CONTRACT OR AGREEMENT: GENERAL LIABILITY - Blanket Additional Insured, Primary/Non-Contributory and Waiver of Subrogation (Endorsement #HG00010916); COMMERCIAL AUTO - Blanket Additional Insured, Primary/Non-Contributory, Waiver of Subrogation (Endorsement #HA99160312); WORKERS COMPENSATION Blanket Waiver of Subrogation (Endorsement #WC000313) as required by written agreement or contract. The additional insured and waiver of subrogation coverages indicated by the box(es) checked above are provided by the forms listed that only extend coverage if required of the insured by a written contract or agreement. Network Security and Privacy Injury Liability are included in the Technology Errors & Omissions/Professional Liability.

State of West Virginia as Additional Insured

## CERTIFICATE HOLDER

## CANCELLATION

WV DHHR  
 350 Capitol Street, Room 405  
 Charleston WV 25301

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

*Michael J. Jacobs*

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## West Virginia Ethics Commission



### Disclosure of Interested Parties to Contracts

Pursuant to *W. Va. Code* § 6D-1-2, a state agency may not enter into a contract, or a series of related contracts, that has/have an actual or estimated value of \$1 million or more until the business entity submits to the contracting state agency a Disclosure of Interested Parties to the applicable contract. In addition, the business entity awarded a contract is obligated to submit a supplemental Disclosure of Interested Parties reflecting any new or differing interested parties to the contract within 30 days following the completion or termination of the applicable contract.

For purposes of complying with these requirements, the following definitions apply:

*"Business entity"* means any entity recognized by law through which business is conducted, including a sole proprietorship, partnership or corporation, but does not include publicly traded companies listed on a national or international stock exchange.

*"Interested party"* or *"Interested parties"* means:

- (1) A business entity performing work or service pursuant to, or in furtherance of, the applicable contract, including specifically sub-contractors;
- (2) the person(s) who have an ownership interest equal to or greater than 25% in the business entity performing work or service pursuant to, or in furtherance of, the applicable contract. (This subdivision does not apply to a publicly traded company); and
- (3) the person or business entity, if any, that served as a compensated broker or intermediary to actively facilitate the applicable contract or negotiated the terms of the applicable contract with the state agency. (This subdivision does not apply to persons or business entities performing legal services related to the negotiation or drafting of the applicable contract.)

*"State agency"* means a board, commission, office, department or other agency in the executive, judicial or legislative branch of state government, including publicly funded institutions of higher education: Provided, that for purposes of *W. Va. Code* § 6D-1-2, the West Virginia Investment Management Board shall not be deemed a state agency nor subject to the requirements of that provision.

The contracting business entity must complete this form and submit it to the contracting state agency prior to contract award and to complete another form within 30 days of contract completion or termination.

*This form was created by the State of West Virginia Ethics Commission, 210 Brooks Street, Suite 300, Charleston, WV 25301-1804. Telephone: (304)558-0664; fax: (304)558-2169; e-mail: [ethics@wv.gov](mailto:ethics@wv.gov); website: [www.ethics.wv.gov](http://www.ethics.wv.gov).*

Revised June 8, 2018

**West Virginia Ethics Commission**  
**Disclosure of Interested Parties to Contracts**

(Required by W. Va. Code § 6D-1-2)

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

Name of Authorized Agent: Joseph T. Graw Address: 20855 Kensington Blvd, Lakeville, MN 55044

Contract Number: CRFQ 0506 BPH2100000003 Contract Description: EMERGENCY MEDICAL SERVICES DATA SYSTEM

Governmental agency awarding contract: State of West Virginia

☐ Check here if this is a Supplemental Disclosure

List the Names of Interested Parties to the contract which are known or reasonably anticipated by the contracting business entity for each category below (attach additional pages if necessary):

**1. Subcontractors or other entities performing work or service under the Contract**

☒ Check here if none, otherwise list entity/individual names below.

**2. Any person or entity who owns 25% or more of contracting entity (not applicable to publicly traded entities)**

☐ Check here if none, otherwise list entity/individual names below.

Michael J. McBrady

**3. Any person or entity that facilitated, or negotiated the terms of, the applicable contract (excluding legal services related to the negotiation or drafting of the applicable contract)**

☐ Check here if none, otherwise list entity/individual names below.

Michael J. McBrady, Joseph T. Graw, and Sherri Leflay

Signature: [Signature]

Date Signed: 10/6/2020

**Notary Verification**

State of Minnesota, County of Dakota:

I, Joseph T. Graw, the authorized agent of the contracting business entity listed above, being duly sworn, acknowledge that the Disclosure herein is being made under oath and under the penalty of perjury.

Taken, sworn to and subscribed before me this 6<sup>th</sup> day of October, 2020

[Signature]

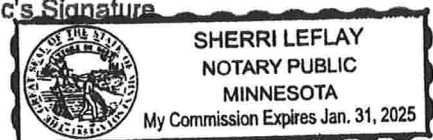
Notary Public's Signature

To be completed by State Agency:

Date Received by State Agency: \_\_\_\_\_

Date submitted to Ethics Commission: \_\_\_\_\_

Governmental agency submitting Disclosure: \_\_\_\_\_



Revised June 8, 2018

STATE OF WEST VIRGINIA  
Purchasing Division

## PURCHASING AFFIDAVIT

**CONSTRUCTION CONTRACTS:** Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

**ALL CONTRACTS:** Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

**EXCEPTION:** The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

**DEFINITIONS:**

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

**AFFIRMATION:** By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

**WITNESS THE FOLLOWING SIGNATURE:**

Vendor's Name: ImageTrend, Inc.

Authorized Signature: \_\_\_\_\_

Date: 10/6/2020

State of Minnesota

County of Dakota

to-wit:

Taken, subscribed, and sworn to before me this 6<sup>th</sup> day of October, 2020

My Commission expires January 31, 2025

AFFIX SEAL HERE

NOTARY PUBLIC



SHERRI LECLAY

NOTARY PUBLIC

MINNESOTA

My Commission Expires Jan. 31, 2025





## West Virginia Elite EMS / LMS Quote

### Prepared For

West Virginia Office of Emergency Medical Services (WV)  
Vicki Hildreth  
350 Capital St.  
Charleston, West Virginia 25301

### Prepared By

Eric Bambard  
Oct 06, 2020

**IMAGETREND®**

## Prepared For

Vicki Hildreth  
 West Virginia Office of Emergency Medical Services (WV)  
 350 Capital St.  
 Charleston, West Virginia 25301  
 304-558-3956  
 vicki.l.hildreth@wv.gov

## Bill To

Vicki Hildreth  
 West Virginia Office of Emergency Medical Services (WV)  
 350 Capital St.  
 Charleston, West Virginia 25301  
 304-558-3956  
 vicki.l.hildreth@wv.gov

Salesperson		Quote Number		Date	
Eric Bambard, Account Executive, 248-534-7937		QUO-08054-C2K3H7		Oct 06, 2020	
Description		Qty	Frequency	Unit Price	Total
One-Time Fees					
Elite™ EMS Setup				Included	Included
MARS Setup				Included	Included
Onsite Training Session - 8 Hours	10	One Time	\$1,925.00		\$19,250.00
License Management Managed Setup				Included	Included
Standard Legacy Data Import	1	One Time	\$5,000.00		\$5,000.00
Webinar Training 2hr Session	8	One Time	\$350.00		\$2,800.00
Onsite Training - LMS	3	One Time	\$1,983.35		\$5,950.05
Recurring Fees					
Elite™ EMS - SaaS *Includes Elite™ Field	1	Recurring	\$105,750.00		\$105,750.00
Mapping and Reporting System (MARS)	1	Recurring	\$5,000.00		\$5,000.00
Visual Informatics™	1	Recurring	\$5,000.00		\$5,000.00
- VI Cube: EMS					
Hospital Hub™ Distribution	1	Recurring	\$20,000.00		\$20,000.00
Account Advisement Services Level 1	1	Recurring	\$12,600.00		\$12,600.00
Data Mart™ Subscription	1	Recurring	\$20,000.00		\$20,000.00
Vault™ Records with Attachments	1	Recurring	\$5,000.00		\$5,000.00
Connect Conference Registration (per Attendee)				Included	Included
Continuum®	1	Recurring	\$10,000.00		\$10,000.00
- Continuum® EMS Content Package	1	Recurring	\$7,500.00		\$7,500.00
License Management SaaS - Managed	1	Recurring	\$52,500.00		\$52,500.00
Investigations	1	Recurring	\$10,000.00		\$10,000.00
NREMT	1	Recurring	\$5,000.00		\$5,000.00
Off-Line Inspections	1	Recurring	\$10,000.00		\$10,000.00
EMS Compact Integration	1	Recurring	\$2,500.00		\$2,500.00
TOTAL Year 1				\$303,850.05	

## Optional Items

Health Information Hub™ Volume Tier	1	Recurring	\$73,000.00	\$73,000.00	
HIH™ Endpoint: HIH™ Elite/Hospital Bi-Directional	1	Recurring	\$10,000.00	\$10,000.00	
Payment Gateway	1	Recurring	\$5,000.00	\$5,000.00	
Skill Exam Module	1	Recurring	\$10,000.00	\$10,000.00	
Payment Gateway Setup	1	One Time	\$4,000.00	\$4,000.00	

Prepared By: Eric Bambar

**Terms of Agreement:** The above mentioned items will be invoiced upon Contract signature with payment terms of net 30 days.

- The recurring annual fees will be invoiced annually in advance.
- Project completion occurs upon receipt of the product.
- ImageTrend's license, annual support and hosting are based on up to 600,000 annual incidents as provided by Client.  
\*IMAGETREND will perform price increases of the recurring fees. The first price increase will occur with the fees due for year two. These price increases will occur once a year and may not exceed 3% of the price then currently in effect.
- This proposal is valid for 90 days.
- This quote reflects ImageTrend's standard non-CJIS compliant framework, and is provided without any CJIS-related warranties, representations, or contractual commitments. Additional information and pricing for ImageTrend's advanced CJIS compliant offerings are available upon request.
- The estimates set forth herein do not constitute a binding offer or acceptance. This quote does not express the full agreement or understanding of the parties, is subject to additional due diligence and change, and shall not be binding on ImageTrend. The parties do not intend to be legally bound until they enter into definitive agreements regarding the subject matter hereof.

**IMAGETREND will invoice sales tax to non-exempt CLIENTS where applicable**

**DISCLAIMER: This quote creates no legal obligations.** This letter is intended to confirm the parties' current understanding of the terms, but it is not intended to create any legal obligations with respect to any of the terms. Neither party should rely on this quote and no legal or equitable remedy will arise from any such reliance. Instead, the parties must reach a final agreement. A final agreement will be a condition precedent to any binding obligations. A fully executed Contract Agreement will be required to be completed before an order is processed.

## PRODUCT DESCRIPTIONS

**Elite™ EMS -  
SaaS \*Includes  
Elite™ Field**

ImageTrend Elite is the most capable platform with full NEMSIS v3 certified compliance from field-based ePCR Collection to proven statewide Receive & Process. As the core platform for EMS, it boasts platform-independent design and an intuitive interface. This solution includes the ability to define permission groups, manage data lookup values, configure EMS-based forms (including validation and visibility rules), import and export NEMSIS v3 XML files, and use the robust CQI module, Training/Activities module, and Report Writer.

**Mapping and  
Reporting System  
(MARS)**

Expand data reporting and understanding to include mapping techniques through MARS. Using intensity shading, cluster mapping or individual pin displays, users can experience advanced data visualization. MARS provides flexible display and data output through aerial, satellite or road views. MARS also includes automatic geocoding (latitude and longitude) of addresses (Incident Address for EMS and Fire) to ensure accurate rendering on maps or exporting to 3rd party mapping tools. Please note, geocoding legacy data is not included in the cost.

**Visual  
Informatics™  
EMS Cube**

A data cube is a set of related fields, including dimensions and measures that can be included on analytical reports. Data cubes include more complex fields than most datasets, including fields that display results of calculations based on your data. The EMS Cube allows you to report on information related to EMS incidents in Elite. Includes: Dashboards, Analytics, Pie Charts, Charting and Widgets. Note: Elite EMS or Rescue is required.

**Vault™ Records  
with Attachments**

Vault is an archiving solution for protecting hosted clients' historical NEMSIS v2 and NEMSIS v3 patient care report data. Attachments are not to exceed 20MB per incident.

## Continuum®

Continuum is an integrated solution designed to make monitoring your system easy. Continuum analyzes the data within your system as it is added or updated to provide you with notifications and easy-to-view charts, tabular reports, and maps based on the data you need without requiring you to build reports or manually check your system.

The base Continuum offering includes the following primary components:

## • Monitors

Continuum Monitors are predefined analytics, built by ImageTrend using industry-wide best practices and metrics. Groups of similar Monitors are organized in Continuum Domains. Within each Monitor, you can drill down and expand for more detail. The end result is easily accessible information that can help you turn your data into wisdom. Make more informed decisions, impact operations and improve patient care with Continuum.

## • Data Sets

Following is a list of the available data sets that are currently available in Continuum to create new monitors based upon the information that you collect with your Elite system. New data sets are added to Continuum as they become available for Elite, Patient Registry, LMS and other ImageTrend products.

- o Community Health Patients
- o Community Health Visits
- o Elite Agency Location
- o Elite EMS
- o Elite Facility
- o Elite Fire
- o Elite Personnel
- o EMS CAD
- o Inspections
- o Locations
- o Occupants

## • Domains

In Continuum, a Domain is the term used to refer to dashboards and monitors related to different overarching subjects (e.g., Public Health Incidents).

The following two domains are available by default as part of what is included with the base Continuum offering. These domains include the charts, maps, and tabular reports that you need for presentations to your system stakeholders.

## o EMS Board Report

The Continuum EMS Board Report domain includes dashboard content and monitors that pertain to the following types of information that is useful for presentations to your EMS Board and other stakeholders. Topics included in this domain include: Overall System Statistics, 911 Responses, Inter-facility Transfers, and Mutual Aid.

The EMS Board Report domain is included as part of the base Continuum offering.

## o Fire Board Report

The Continuum Fire Board Report domain includes dashboard content and monitors that pertain to various types of information that is useful for presentations to your Fire Board of Directors and other stakeholders. Information included in this domain include: Overall System Statistics, 911 Responses, Incident Types, Mutual Aid given and received, Fire and Civilian Casualties, Property Lost and Saved, etc. The Fire Board Report domain is included as part of the base Continuum offering.

**Continuum® EMS  
Content Package**

The Continuum EMS Content Package includes multiple Continuum EMS content domains. Each Continuum content domain can be purchased individually. The Continuum EMS Content Package allows you to purchase numerous EMS domains at a quantity discount versus purchasing them individually. The following EMS domains are currently included in this package:

- Ambulance Patient Offload Times (APOT)
- At Risk Populations
- Cardiac
- Cardiac Arrest
- Clinical
- Crew Insights
- EMS CAD
- EMS Compass Measures
- Maternal & Pediatric
- Public Health
- Overdose
- Stroke
- Trauma



**License Management SaaS - Managed**

License Management System Managed Model is a complete solution for Clients that have specialized licensing needs and require technical experts to develop and maintain the license workflows, along with a need for account advisement. ImageTrend's licensing experts will work with the Client's staff to develop a customized licensing solution to meet the Client's needs. The Managed Model base package includes up to five (5), client selected, license workflows implemented over sixteen (16) weeks. The ImageTrend Account Advisor will advise on overall system guidance as well as be able to assist with inquiries outside of traditional software support. For example, making adjustments to developed workflows (i.e. changing licensing periods) as needed.

**Investigations**

The Investigations module allow you to complete a record with details of the investigation surrounding a complaint made about personnel users, services or vehicles licensed by your agency. Investigations can have multiple subjects, including subjects of different types. (For example, a single investigation could look at two personnel users and a vehicle). Investigations can keep track of actions taken in relation to the investigation.

- o Activity Tracking records let you track real world actions such as phone calls or meetings that your staff completes to work on this investigation.

- o Monitoring records let you track follow up activities and due dates for the investigation, such as community service, education or monitoring meetings.

The Investigations module is only accessible via the Administrative portal, unless specific statuses are made available to the public on the Public Lookup tab.

**Skill Exam Module**

The skill exam module allows you to verify your licensees for the necessary skills to provide the certified level of service. The solution included seven major components: Skill Questions Library, Exam Forms, Exam Form Packets, Scheduling Exam Sessions, Conducting Exams, Workflow Automation, and Data Reporting. This tool allows the licensing authority to schedule, conduct, and document the skill exam through the Public Portal. The exam pass or fail result can be used for automate licensing process and training course status. \*Estimated to be available 2020 Q1\*

**Health Information Hub™ Volume Tier**

Health Information Hub provides bidirectional, automatic exchange of data - connecting EMS with hospital EMRs, HIEs, outcome data, billing and registry information. Connected data opens the door to new possibilities in integrated healthcare, and HIH allows the ultimate goal of improved patient outcomes to be realized through continuous quality improvement.

**Hospital Hub™ Distribution**

Hospital Hub Distribution allows you a hospital-centric window into EMS incidents of patients that were delivered. Users can view and print ePCR's, send outcome data, view related incidents and download any attachments of a patient that is available. Hospital Hub can connect to multiple Elite systems allowing a hospital to only need one place to be able to go even when multiple agencies are delivering to them.

**Account Advisement Services Level 1**

ImageTrend offers advisement services to provide clients a single point of contact to review various facets of their application and provide guidance on best practices. Level 1 includes a one hour per week phone check in, coordination of upgrades when/if needed and an advocate for non-support related items.

**Onsite Training Session - 8 Hours**

Training that is to be completed onsite at the client's location. Training topics can range from administrator training to user education to in-depth Report Writer usage.

**Standard Legacy Data Import**

Client will be provided with six spreadsheet workbooks to populate licensing data from their legacy system(s) and/or database. These workbooks contain multiple tabs to account for each data relationship associated with licensing data. There are three phases for the legacy data import process. Phase 1) Initial Review and Import - ImageTrend will import the workbooks from the Client and will notify Client upon completion. The Client will have two weeks to review the data and modify any data that is in error. Phase 2) Secondary Review and Import - ImageTrend will import any updated data provided by the Client. The Client will have two weeks to review the data. Phase 3) Final Import - ImageTrend will import the final workbooks from the Client prior to go-live. All previously imported data will be deleted to ensure a clean transition with. The timing of this will be coordinated with the Client.

**Webinar Training 2hr Session**

Training sessions that are completed via webinar (maximum of 2 hours per session). Topics can include administrator or user education, in-depth education on various modules or features of the system, or learning how to better use Report Writer.

**Onsite Training - LMS**

Training that is conducted at the clients location.

**Connect Conference Registration (per Attendee)**

This includes the pre-purchase of the conference registrations in the contract. ImageTrend Connect is an annual user's conference that offers education from those who know the industry and ImageTrend best - your peers and the ImageTrend team. Attendees come from nationwide to connect with and learn from each other, share ideas and processes, examine key issues, celebrate successes and discuss challenges. This does not include travel or accommodations.

**NREMT**

The NREMT Integration offers two capabilities: 1) Real-time NREMT certification verification - When applicants submit specific applications, verify that their NREMT certification is correct and current based on their SSN, date of birth and NREMT level. Check manually with the click of a button, or build an automated workflow to initiate the check when the application is submitted. 2) Retrieve Cognitive Exam data - An automated licensing workflow can be configured to verify whether applicants passed or failed the NREMT Cognitive Exam, and set alerts or other actions to activate based on the results.

**Payment Gateway**

The Payment Gateway Integration allows the License Management System to post the transaction to the Authorize.Net payment gateway. With this integration, applicants can submit credit card payment from the LMS checkout interface to the payment provider platform. ImageTrend does not process any credit card or payment information. If Client would like to select payment gateway provider outside of Authorize.net, a custom development SOW is required to document scope and cost. Client has an active role in this integration for providing payment provider primary contact, API URL, and credentials.

**Off-Line  
Inspections**

Allows for the ability, within LMS, to conduct inspections on services and vehicles. This functionality exists to allow users to: Create a library of checklists | Schedule inspections | Record deficiencies. Inspection fees can be generated per checklist through the inspection process and payment can be received if the Payment Gateway Integration is purchased and implemented. Automated inspection workflow can be configured to add notes and alerts, update statuses, send correspondence, or set associated dates. The Offline Inspections mode allows your inspectors to download their checklists in their devices and fill out offline during the inspection before uploading back to the License Management System.

**HIH™  
Elite/Hospital Bi-  
Directional**

When an ePCR is in process or completed and posted, HIH transforms an ePCR into the appropriate hospital data format. Additionally patient outcome data is delivered from the hospital to the transporting agency.