

**Salt Lake Valley Emergency Communications Center
5360 South Ridge Village Drive
West Valley, UT 84118
July 18, 2022**

REQUEST FOR PROPOSAL

Request for Proposal Number: *RFP 22-EMD1*

Subject: Emergency Dispatch Call Processing Solution for Emergency Medical Calls

Proposal Issuing Date: Monday, July 18, 2022

Proposal Closing Date: Friday, July 29, 2022

Proposal Submittal To:

**Salt Lake Valley Emergency Communications Center
Attn: Deputy Director Clint Jensen
5360 South Ridge Village Drive
West Valley, UT 84118**

To all proposed Offerors:

Your firm is invited to submit a proposal to provide an Emergency Dispatch Call Processing Solution for emergency medical calls for the Salt Lake Valley Emergency Communications Center (SLVECC), in accordance with the enclosed specifications. The submittal, consisting of the original proposal and six (6) additional copies and one (1) electronic version on USB thumb drive or CD, marked, **EMERGENCY DISPATCH CALL PROCESSING SOLUTION FOR EMERGENCY MEDICAL CALLS**, will be received no later than **Friday, July 29, 2022, by: 12:00PM**

This RFP and any addenda are available on the SLVECC website www.vecc9-1-1.com and the Utah State Public Procurement website at <https://bids.scquest.com/apps/Router/PublicEvent?CustomerOrg=StateOfUtah> . To receive an email copy of this document, please send a request to: cjensen@vecc911.com.

Time is of the essence and any proposal received after 12:00PM on Friday, July 29, 2022, whether by mail or otherwise, will be returned unopened. The time of receipt shall be determined by the time received in SLVECC. Proposals shall be placed in a sealed, opaque envelope, marked in the lower left-hand corner with the RFP number, title, and date and hour proposals are scheduled to be received. Offerors are responsible for ensuring that their proposal is received by the deadline indicated.

Nothing herein is intended to exclude any responsible firm or in any way restrain or restrict competition. On the contrary, all responsible firms are encouraged to submit proposals. SLVECC reserves the right to accept or reject any or all bids or proposal responses submitted, in whole or in part.

Technical questions concerning this Request for Proposal should be submitted to cjensen@vecc911.com.

REQUEST FOR PROPOSAL
EMERGENCY DISPATCH CALL PROCESSING SOLUTION FOR EMERGENCY MEDICAL CALLS
Salt Lake Valley Emergency Communications Center
West Valley, Utah

I. INTRODUCTION

The intent and purpose of this Request for Proposal (RFP), and the resulting contract, is to obtain the services of a qualified firm to provide a complete and comprehensive Emergency Dispatch Call Processing Solution for Emergency Medical Calls (herein referred to as EMD or system) received within SLVECC in accordance with the Scope of Services section of the solicitation.

SLVECC is seeking a complete turnkey product that shall include the core components of a protocol system—computerized version of protocols that will be the primary means of entry; backup cards sets; quality assurance/quality improvement (QA/QI) component and associated training/certification (to include remote/third-party QA through evaluation, reporting, training, and QI recommendations); certification of communication officers; training (to include trainer certification for future classes [any trainer requirements shall be noted]); implementation; and other components necessary for a turnkey product. The proposal shall provide costs for all components as well as costs for accreditation and annual maintenance.

The RFP is for an Emergency Dispatch Call Processing Solution for EMD only; however, Offerors can propose, as supplemental information and separate pricing, any Fire and/or Law Enforcement solutions available as well as how that would interact with the proposed solution if implemented in the future.

II. BACKGROUND

SLVECC was formed under Utah law by six Salt Lake area cities and Salt Lake County in 1988. The current members supported by the SLVECC are Alta, Bluffdale, Cottonwood Heights, Draper, Herriman, Holladay, Murray City, Riverton, South Jordan City, South Salt Lake City, Taylorsville, West Jordan City, West Valley City, and Salt Lake County. SLVECC is located in West Valley City in the Salt Lake Valley between the Wasatch and Oquirrh mountain ranges. The 2021 combined population of SLVECC's service area is approximately 1,195,672, increasing during seasonal recreational peaks and special events. SLVECC provides E911 services for 21 communities, and dispatching services for 11 law enforcement agencies and 8 fire/rescue departments. SLVECC has 58 working positions within the PSAP.

SLVECC uses a Versaterm computer-aided dispatch (CAD) system, maintained by department personnel. The executive director will be the point of contact for any questions regarding the CAD system and will coordinate the integration of the CAD system and the proposed EMD solution.

III. FUNCTIONAL REQUIREMENTS

The Successful Offeror shall provide a comprehensive Emergency Dispatch Call Processing Solution for EMD calls including, at a minimum, all hardware, software, and operating systems,

installation, system integration, warranty service, technical support, staff training, and project management—all of which shall be provided on a turnkey basis. The system shall meet the minimum requirements specified in this RFP. Offerors shall provide detailed information concerning their ability to meet these requirements and describe any additional features and functionality the system is capable of providing.

A. General Requirements

The proposed Emergency Dispatch Call Processing Solution shall meet the following minimum general requirements:

1. Shall be a nationally recognized and validated call triaging solution.
2. Shall be a product that the Offeror has provided, implemented, maintained, and supported for other projects similar in size and scope.
3. Shall meet or exceed the following national criteria as applicable:
 - a. American Society for Testing and Materials (ASTM) F1258, F1552, and F1560
 - b. National Highway Traffic Safety Administration (NHTSA) National Standard Curriculum for Emergency Medical Dispatch (EMD)
 - c. National Fire Protection Association (NFPA) Standards 450 and 1225
 - d. American Heart Association (AHA) (or equivalent) cardiopulmonary resuscitation (CPR)
 - e. National Association of EMS Physicians (NAEMSP) Emergency Medical Dispatch Position Statement
4. Shall meet all requirements for Utah Communications Authority (UCA).
5. Shall have the ability to ingest data and other automated alarm messages as applicable (e.g., text-to-911, Automated Secure Alarm Protocol (ASAP) to Public Safety Answering Point (PSAP), etc.)
6. Shall primarily interact with the call-taker communication officer using a complete CAD system integrated computer software solution. Offerors shall describe in detail how their proposed solution meets this line item.

B. System Capabilities

The proposed Emergency Dispatch Call Processing Solution shall meet the following minimum system capabilities:

1. Shall include a complete set of case entry questions, triage questions, and pre-arrival instructions that are based on available medical evidence and meet applicable recognized medical standards and shall be regularly reviewed and updated by a group of medical professionals in accordance with evolving standards of emergency medical care.

2. Shall be scalable, allowing for prompt customization of protocols and instructions to accommodate updated local operational modalities, directives, and input from the SLVECC medical director.
3. Shall provide scripted pre-arrival case entry. Case entry shall include questions for gathering vital information, including addresses, phone number, chief complaint, age, sex, consciousness, breathing, and number of patients.
4. Shall include scripted triage questions for the patient's chief complaint. Triage questions shall include a complete set of questions that are specific to the patient's chief complaint and that enable the communication officer to retrieve sufficient information from the patient to determine the severity of their complaint.
5. Shall include scripted pre-arrival instructions that emphasize key actions and decision pathways. Pre-arrival instructions shall include scripts that assist the communication officer through, at a minimum but not limited to, airway obstructions, CPR (with audible and visual metronome feature for consistent compressions), hemorrhage control, aspirin administration, and obstetrical emergencies.
6. Shall adjust triage questions and the pre-arrival instruction scripts depending on the caller's proximity to the patient. This will allow the call-taker to read the question verbatim removing the need to adjust the script if the caller is the patient, with the patient, or no longer near the patient.
7. Shall display each question with answer choices in the interrogation sequence, prompt the call-taker for a response, assign a specific code based on the responses to each question, and sequentially display pre-arrival instructions.
8. Shall include complete backup card sets (flip-card system) with pre-arrival instructions that shall be available and provided at each dispatch console as a backup to the computer software.
9. Backup cards shall be included in any updates that occur to the computerized solution.
10. Shall operate without internet access and allow downtime operations without being directly controlled by or connected to a system server or external network.
11. Shall include a computerized QA/QI component to allow agency personnel to conduct in-house case review and training.
12. Shall be capable of providing reports that reflect any period of time (live or historical) or data field requested such as incident type on a week, month, or year-to-date report query (e.g., number of call types, response times, interview times, pre-arrival instruction times, etc.).

13. Shall be capable of providing a real-time dashboard, showing features or map displays to quickly see trends in call types and identify areas of potential generic call type overuse.

C. Support, Maintenance, and Warranty Requirements

1. Offerors shall provide support services 24 hours a day, 7 days per week as well as a toll-free direct number for support services.
2. The proposed solution shall have a high availability and is not subject to routine outages for maintenance.
3. The Successful Offeror shall provide upgrades to the current version of the software at no additional charge as long as the SLVECC has a software support and maintenance agreement.

D. Training Requirements

1. SLVECC requires that the proposed solution offer a “train-the-trainer” model to be used for certified in-house instructors to conduct training and recertify personnel without the need to utilize instructors from outside the agency. Offerors shall describe in detail how their proposed solution meets this line item.
2. Optionally, the Successful Offeror shall provide a complete Continuing Education (CE) program that satisfies the requirements for recertification of personnel.

E. Implementation Services Requirements

1. As part of each Offeror’s proposal, a project implementation plan with corresponding schedule shall be included, outlining all project milestones to include (at a minimum) installation, implementation, training, testing, and go-live.
2. The system shall be fully operational (implementation, training, testing, etc.) by the anticipated go-live date as agreed upon by the Successful Offeror and SLVECC.
3. System final acceptance testing shall be conducted in accordance with the implementation plan that is mutually agreed to and incorporated as part of the contract documents.
4. Project team shall consist of a Project Manager and establishment of roles and responsibilities to reach a mutual agreement with SLVECC on strategic objectives, approaches, priorities, and timelines.
5. System training shall be comprehensive training that will:
 - a. Provide comprehensive education to all SLVECC operational staff and management to enable each individual to process emergency calls for assistance using the Successful Offeror’s proposed system without causing delays in emergency services.

- b. Allow SLVECC staff and other designated representatives to understand the operational characteristics of the system and the tools available for overall system management.
6. Ability to conduct thorough system and user acceptance testing by providing a detailed list of test cases for the implementation of said system. Each test case shall detail the test being performed, and the expected results. Test result exceptions or deviations of expected performance shall be documented in detail for follow-up and action.
 7. Current workload and ability to complete required work within SLVECC shall include developing, maintaining, and presenting a periodical master project schedule that reflects all SLVECC deliverables and delivery dates, and issues that may affect said delivery (i.e., risk).

F. Hardware and Software Requirements

The Successful Offeror shall include all hardware and network requirements for complete Emergency Dispatch Call Processing Solution functionality.

1. The system shall meet all performance requirements defined in this RFP and be currently compatible with the minimum computer specifications detailed below as well as maintain compatibility with updates/patches/versions of listed software for the duration of the contract (at a minimum beginning with the versions listed below).

Current Hardware/Software being utilized:

- CAD - Versaterm CAD
 - GIS – ESRI Mapping Service
 - Applications
 - Office 365 (Outlook, Word, Excel, PowerPoint, Teams)
 - Chrome, IE 11, & Edge Browsers
 - RapidSOS
 - Voice Products (NICE Inform)
 - 3SI Tracking
 - CAD PC – HP Z2 SFF G4 Workstation
 - 8th Gen Intel Core i7-8700 3.2GHz 6-Core
 - 16GB RAM
 - 512GB M.2 2280 PCIe NVMe TLC SSD
 - NVIDIA Quadro P1000 - graphics card - Quadro P1000 - 4 GB
 - Windows 10 Pro
 - 1GB Ethernet Port
2. The overall preference of SLVECC is to operate all systems using a cloud-based application/software suite that is browser-based, and remains platform, device, and browser agnostic throughout the entirety of the system's lifecycle (i.e., software-as-a-service or SaaS).

3. Should the Offeror propose a non-SaaS system, said Offeror's proposal shall supply specifications for all servers and workstations, to include pricing (if needed), to meet the specifications of the Offeror's system. Said hardware specifications shall be included as part of the Offeror's proposal package. Hardware beyond the equipment currently in place and operational must be included in the Offeror's proposal package. Proposals shall indicate in this instance the Offeror's current plans for migrating to a SaaS offering.

IV. SLVECC RESPONSIBILITIES:

SLVECC will designate an individual to act as their representative (Agent) with respect to the work to be performed under this contract. Such individual shall have the authority to transmit instructions, receive information, and interpret and define SLVECC's policies and decisions with respect to the contract.

V. ANTICIPATED SCHEDULE:

The following represents a tentative outline of the process currently anticipated by SLVECC:

- Request for Proposals distributed Monday, July 18, 2022
- Questions due no later than Tuesday, July 26, 2022 @ 2:00PM
- Receive written proposals Friday, July 29, 2022 @ 12:00PM
- Proposal evaluations with SLVECC management Thursday, August 4, 2022
- Negotiations completed Wednesday, August 31, 2022
- Contract/installation begins TBD
- Project completion no later than November 1, 2022

VI. SLVECC TERMS AND CONDITIONS

The following standard contract terms and conditions apply to this RFP.

VII. PROPOSAL EVALUATION AND SELECTION PROCESS

- A. Offerors are to make written proposals, that present the Offeror's qualifications and understanding of the work to be performed. Offerors are asked to address each evaluation criteria and to be specific in presenting their qualifications. Proposals should be as thorough and detailed as possible so that SLVECC may properly evaluate Offeror capabilities to provide the required goods/services.
- B. An Evaluation Committee shall be responsible for reviewing and assessing each responsive proposal submitted to SLVECC. Evaluation Committee means the representatives and such

other employees, assistants, or consultants that SLVECC may assign. The Evaluation Committee is provisional, based on the procurement transaction being assessed, and centered on the related competency, skills, and knowledge. SLVECC reserves the right to utilize the services of individuals outside of the established Evaluation Committee for advice and assistance, as deemed appropriate by the Evaluation Committee. Based on the Evaluation Criteria outlined in this RFP, the Evaluation Committee may recommend that an award be made to an Offeror or Offerors.

C. Selection of the Successful Offeror will be based upon submission of proposals meeting the selection criteria. The minimum selection criteria will include:

EVALUATION CRITERIA	WEIGHT
<p>Functional Requirements</p> <ul style="list-style-type: none"> • Extent to which the proposed solution satisfies the RFP functional requirements • Reporting capabilities • Level of support and response time • Quality and ease of use 	25
<p>Technical Requirements</p> <ul style="list-style-type: none"> • Extent to which the proposed solution satisfies the RFP technical requirements • Ability to interface with existing system 	20
<p>Implementation Services Requirements</p> <ul style="list-style-type: none"> • Project implementation plan and schedule • Project team • System training • Ability to conduct thorough system and user acceptance testing • Current workload and ability to complete required work within SLVECC schedule 	15
<p>Experience and Qualifications</p> <ul style="list-style-type: none"> • Professional competence • Evidence of meeting all national criteria set by ASTM, NHTSA, NFPA, AHA CPR, US DOT, NAEMSP, and International Organization for Standardization (ISO) as well as it must meet all requirements of the UCA • Evidence of ability to integrate text-to-911 and APCO's ASAP to PSAP alarm messages • Evidence of ability to certify in-house personnel as instructors • Evidence of ability to provide remote/third-party QA/QI services • Resumes of proposed staff 	15

<ul style="list-style-type: none"> • Financial stability of firm • References 	
Price	25
TOTAL	100

- D. Selection may be made of the Offerors submitting proposals based on the criteria set forth in Section VII(c). As set forth in Section VII(c), price shall be considered but will not be the sole determining factor.
- E. An Intent to Award is a written notice which is publicly displayed, prior to signing of a contract, that shows SLVECC's selection of an Offeror for a contract. A contract is a legally enforceable agreement that creates, defines, and governs mutual rights and obligations among SLVECC and the successful Offeror. An Intent to Award is subject to execution of a written contract and, as a result, will not constitute the formation of a contract between SLVECC and the successful Offeror. The Offeror shall not acquire any legal or equitable rights relative to the contract services until a contract containing terms and conditions acceptable to SLVECC is executed. If the successful Offeror fails to negotiate and execute a contract with SLVECC, SLVECC may revoke the award and award the contract to the next highest scored Offeror or withdraw the RFP in its entirety. SLVECC further reserves the right to cancel an Intent to Award at any time prior to the execution of a written contract.

ATTACHMENT A

PROPOSAL SIGNATURE SHEET

My signature certifies that the proposal as submitted complies with all requirements specified in this Request for Proposal ("RFP").

My signature also certifies that by submitting a proposal in response to this RFP, the Offeror represents that in the preparation and submission of this proposal, the Offeror did not, either directly or indirectly, enter into any combination or arrangement with any person or business entity, or enter into any agreement, participate in any collusion, or otherwise take any action in the restraining of free, competitive bidding in violation of the Sherman Act (15 U.S.C. Section 1).

I hereby certify that I am authorized to sign as a legal representative for the business entity submitting this proposal.

LEGAL NAME OF OFFEROR (DO <u>NOT</u> USE TRADE NAME):
ADDRESS:
SIGNATURE:
NAME OF PERSON SIGNING (print):
TITLE:
TELEPHONE:
FAX:
E-MAIL ADDRESS:
DATE:

ATTACHMENT C

**UTAH SECRETARY OF STATE (SOS)
REGISTRATION INFORMATION**

The Bidder or Offeror:

- is a corporation or other business entity with the following SOS identification number:

_____ **-OR-**
- is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust **-OR-**
- is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Utah (not counting any employees or agents in Utah who merely solicit orders that require acceptance outside Utah before they become contracts, and not counting any incidental presence of the Bidder/Offeror in Utah that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Utah from Offeror's out-of-state location) **-OR-**
- is an out-of-state business entity that is including with this bid/proposal an opinion of legal counsel which accurately and completely discloses the undersigned Bidder's/Offeror's current contacts with Utah pursuant to Utah Code Ann. § 78-27-22 et seq.

Please check the following box if you have not checked any of the foregoing options but currently have pending before the SOS an application for authority to transact business in Utah and wish to be considered for a waiver to allow you to submit the SOS identification number after the due date for bids/proposals: