

Request For Proposal

Emergency Dispatch Protocol System



REQUEST FOR PROPOSAL

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December, 2010

**Any questions pertaining to this proposal shall be directed to Mary C. Kackley, Director,
Berkeley County Central Dispatch at 304-264-1340 or may be submitted via email:**

edpsbids@berkeleycountycomm.org

Request For Proposal

Emergency Dispatch Protocol System

The County Commission of Berkeley County, West Virginia (herein referred to as the “County Commission” or “Commission”) is requesting Qualification and Experience/Technical Proposals and Price Proposals from interested parties to purchase and install an Emergency Dispatch Protocol System at Berkeley County Central Dispatch, the E-911 Center for Berkeley County.

The County Commission (or its designated representatives) will be evaluating submissions to this request and will ultimately select a firm judged to be both responsible and responsive to the request in every way, including having offered the most beneficial, appropriate price proposals. The County Commission reserves the right to interview some or all prospective firms to discuss qualifications & Experience/Technical Proposals as well as Price Proposals. The format for submittals, information regarding the scope of work, and selection criteria used by the County Commission is available from the County Commission Office, 400 W. Stephen Street, Suite 201, Martinsburg, WV 25410, or by telephone at 304-263-1340. Inquiries should be directed to Mary C. Kackley, Director of 9-1-1 at (304) 263-1340.

Proposals should be labeled “**RFP Emergency Dispatch Protocol System**”. Proposals must be submitted and time-stamped into the County Commission Office, 400 W. Stephen Street Suite 201, Martinsburg, WV, 25401 **no later than 4:00 p.m. on Wednesday, December 22, 2010.** Failure to provide the required information as requested in the RFP for Berkeley County’s review may result in disqualification of that firm/company.

Proposals will be opened and entered into public record at 11:00 AM on Thursday, December 23, 2010 in the County Commission Meeting Room, 400 W. Stephen Street, Room 205, Martinsburg, WV, 25401.

Berkeley County reserves the right to accept or reject any or all proposals, to waive technicalities, and to take whatever action is in the best interest of the Berkeley County Commission.



I. INTRODUCTION:

Proposals are being requested from professional service firms to provide an Emergency Dispatch Protocol System for Berkeley County Central Dispatch located at 802 Emmett Rousch Drive, Suite A, Martinsburg WV. Only written responses to this RFP shall be considered. All materials submitted shall become part of the proposal.

II. BACKGROUND:

Berkeley County Central Dispatch (BCCD) is the E-911 Center and Public Safety Answering Point (PSAP) for Berkeley County, West Virginia. BCCD is responsible for the emergency dispatching of police, fire, and ambulance services within the jurisdiction. BCCD has a total of ten (10) workstations capable of call taking/dispatching, with seven (7) of those located specifically within the Dispatch Center, and the remaining three (3) in administrative office areas within the same building.

Computer Aided Dispatch (CAD) developed and supported by VisionAir, Inc. of Castle Hayne, North Carolina is and has been in use at BCCD since January, 2001.

BCCD dispatchers are currently certified in Emergency Medical Dispatch (EMD) developed and supported by Medical Priorities, Inc. of Salt Lake City, UT using flip-file cardsets manually.

III. SCOPE OF REQUIRED SERVICES:

- A. It is the intent of the County to request bids for an **Emergency Dispatch Protocol System** for Berkeley County Central Dispatch. All bids must be submitted in sealed envelopes labeled “**Emergency Dispatch Protocol System for Berkeley County Central Dispatch**”, delivered to the Berkeley County Commission, 400 W. Stephen St, Suite 201, Martinsburg, WV 25401, on or before Wednesday, December 22, 2010 at 4:00 p.m. (EST). Bids will be opened on Thursday, December 23, 2010 at 11:00 a.m (EST)..
- B. The EMD (Emergency Medical Dispatch), EFD (Emergency Fire Dispatch), and EPD (Emergency Police Dispatch) systems shall provide:
 - 1) Scripted Case Entry questions for gathering vital information, including address, phone number, chief complaint, age, sex, conscious or unconscious, breathing or not breathing and number of victims.
 - 2) Scripted Key Questions for each separate chief complaint. Key questions are specific to patient’s chief complaint. Patient Condition Codes for categorizing patients according to acuity, mechanism of injury and scene circumstances. Alphanumeric Patient Condition Codes allowing the ability to determine what resources to send on each of the separate coding schemes.
 - 3) Scripted Pre-Arrival Instructions, using a color-coded, panel logic script that emphasizes key actions and decision pathways.
 - 4) Protocols that are maintained and updated by the National (International) Academy

of Emergency Dispatch. The EMD/EFD/EPD systems shall incorporate call prioritization with the ability to recommend appropriate unit response based on incident nature.

- C. The EMD/EFD/EPD systems shall include fully two-way CAD integrated emergency dispatch system software that is an expert system which interacts with the Emergency Dispatcher to display each question with answer choices in the interrogation sequence, prompt the Emergency Dispatcher for a response, assign a specific patient condition code, recommend a response assignment and sequentially display pre-arrival instruction panels.
- D. Currently Berkeley County uses a CAD product developed and supported by VisionAir, Inc. of Castle Hayne, NC. All vendors must define how their proposal integrates specifically to our current applications.
- E. The EMD/EFD/EPD system shall include an automated Quality Assurance EMD/EFD/EPD Case Review software program capable of providing case histories of each incident and comparative histories providing individual dispatcher case statistics. The system must also be capable of providing reports that reflect any period of time or data field requested such as current week, month or year-to-date statistics.
- F. EMD/EFD/EPD guide cards or card sets (flip-file protocol system) with pre-arrival instructions shall be available and provided at each operator station as a back up to computer software.
- G. The system shall include an EMD/EFD/EPD CD-ROM-based continuing education program.
- H. Bidder shall have the ability to provide EMD/EFD/EPD training, initial certification and recertification. Software training, technical support, consultation services and warranty service shall be provided.
- I. Bidder must provide 24 hour/7day technical support service for EMD/EFD/EPD-related software.
- J. The Emergency Dispatch System must meet or exceed all national criteria set by ASTM, NHTSA, NFPA, AHA CPR, US Department of Transportation and National Association of EMS Physicians.
- K. Firm Principals and Background
 - 1. Submit the names, titles, and resumes of the "principal" staff member(s) who will be responsible for the service during the performance of the contract. Please assure that the information provided includes specialized experience and technical competence in providing relevant services to similar sized organizations during the past ten (10) years.
 - 2. Describe in depth the operations team available to the "principal" staff member(s). Include an organizational chart of manpower, titles, qualifications, roles in

contract performance, and availability for telephone consultations and on-site meetings.

3. Provide a list of at least three (3) but no more than five (5) equivalent technology projects that the firm has successfully administered over the last ten years. This information must include the business name, contact person, address, email address, and phone number.

- L. All technical proposals should include any conclusions, remarks and/or supplemental information that is pertinent to this request. Submitters are also required to provide written information regarding their inability to conform to any of the technical requirements listed above. Failure to do so will result in disqualification of proposal.

VI. TERM OF CONTRACT:

- A. Vendor **must** submit a complete timeline for the project.

VII. USE OF EXISTING SOFTWARE:

Berkeley County will cooperate to the fullest extent by making available to the Firm/Company all processes and software pertinent to this project for review.

VIII. PAYMENT SCHEDULE:

All Vendors **MUST** provide their expectations with regard to payment schedule for the project.

X. SELECTION PROCESS:

- A. This solicitation is issued pursuant to the implementation of Berkeley County's Purchasing Policy. Berkeley County shall not be liable for any costs not included in the proposal, not contracted for subsequently, or in regard to preparation of your proposal.
- B. It is the County Commission's intent to open and review each firm's Qualifications & Experience/ Technical Proposal to determine a firm's qualifications, experience and technical approach to the services. If it is determined that a firm's Qualifications & Experience/Technical Proposal is acceptable, then price will be considered.
- C. Since it is the County Commission's desire to select the most qualified firm, we reserve the right to schedule oral presentations from those firms it deems most qualified, to take place within ten (10) business days following notification.
- D. Selection criteria to be used are:
 1. Responsiveness to the scope of work and these instructions;
 2. Past performance of the firm including timely completion of services, compliance with scope of work performed within budgetary constraints, and user satisfaction;
 3. Specialized experience and technical competence in performing relevant services in the past ten (10) years, including qualifications of staff members who will be

- involved in these services;
4. Oral presentations, if required;
 5. Composition of the principals and staff assigned to provide these services, particularly the proposed manager and immediate staff, and their qualifications and experience with services such as that being proposed;
 6. Adequacy of the personnel of the firm to accomplish the proposed scope of work in the required time;
 7. Firm's capacity to perform the work, giving consideration to current workloads;
 8. Firm's familiarity with problems applicable to this type of services;
 9. References from previous clients, including size and scope of the services, name and telephone number of contact person.
 10. Price Proposal.

XI. PROPOSALS AND AWARD SCHEDULE:

- A. Proposals received prior to the deadline will be treated as confidential, until receipt of all Proposals and opening of the same. Proposals received after the deadline will not be considered in the evaluation process and will be returned unopened.
- B. Proposals must give the full name and address of the proposer and the person signing the proposal shall indicate his or her title and/or authority to bind the firm in a contract.
- C. Proposals may not be altered or amended after they are opened.
- D. The approval or disapproval of the Company's Proposal will be determined by its response to this request and on past performance. No assumptions should be made on the part of the Firm/Company as to this Committee's prior knowledge of their abilities.
- E. Berkeley County reserves the right to request clarification of information submitted and to request additional information of one or more applicants.

XII. TERMS AND CONDITIONS:

- A. The County Commission reserves the right to reject any or all proposals or to award the contract to the next recommended Company if the successful Company fails to execute an agreement within ten (10) calendar days after being notified of the award of this proposal.
- B. Berkeley County reserves the right to request clarification of information submitted and to request additional information of one or more applicants.
- C. Any proposal may be withdrawn up until the date and time set within this RFP for the opening of the proposals. Any proposal not so withdrawn will constitute an irrevocable

offer, for a period of ninety (90) calendar days, to sell to Berkeley County the services set forth above, in the manner and at the costs set forth.

- D. The selected Company shall be required to enter into a contract agreement with the County Commission. Any agreement or contract resulting from the acceptance of the proposal shall be made on forms approved by the Berkeley County In-House Legal Director and shall contain, at a minimum, applicable provisions of this request for proposal. The County Commission reserves the right to reject any agreement that does not conform to this request for proposal and any Berkeley County requirements for agreements or contracts.
- E. Selected Firm/Company shall not assign any interest in the contract and shall not transfer any interest in the same without prior written consent of the Berkeley County Commission.
- F. No reports, information or data given to or prepared by the Firm/Company under this agreement shall be made available to any individual or organization by the Firm/Company without the prior written approval of the Berkeley County Commission.
- G. Firms/Companies shall give specific attention to the identification of those portions of their proposals that they deem to be confidential, proprietary information or trade secrets and provide any justification why such materials, upon request, should not be disclosed by the County Commission under the West Virginia Freedom of Information Act.
- H. Berkeley County shall not be liable for any costs incurred by the Firm/Company in regard to preparation of its proposal.
- I. Berkeley County reserves the right to request interviews.
- J. The County Commission reserves the right to reject any and/or all proposals, to waive technicalities, and to take whatever action is in the best interest of the County.
- K. Berkeley County reserves the right to not hold discussions after award of the contract.
- L. By submitting a proposal, the Firm/Company agrees that it is satisfied, as a result of its own investigations of the conditions set forth in this request, and that it fully understands the obligations set forth therein.
- M. The Firm/Company shall abide by and comply with the true intent of the RFP and its Scope of Work and shall not take advantage of any unintentional error, ambiguity or omission, but shall fully complete every part as contemplated by the true intent and meaning of the scope of services described herein. Clarifications may be requested and dealt with by contacting Mary Kackley, Director of 9-1-1 for Berkeley County at 304-263-1340 or by e-mail at mkackley@berkeleycountycomm.org.
- N. The Firm/Company hereby represents and warrants:
 - 1. That it is now, or will be by the time its Proposal is opened, qualified to do business in the State of West Virginia and that it will take such action as, from time to time hereafter, may be necessary to remain so qualified;

2. That it is not in arrears with respect to the payment of any monies due and owing the State, or any department or agency thereof, including, but not limited to, the payment of taxes and employee benefits, and that it shall not fall into arrears during the term of the contract; that it shall comply with all federal, state, and local laws, ordinances, and legally enforceable rules and regulations applicable to its activities and obligations under the contract;
 3. That it shall procure, at its expense, all licenses, permits, insurance, and governmental approvals, if any, necessary to the performance of its obligations under the contract;
 4. That the facts and matters set forth hereafter in the contract and made a part hereof are true and correct.
- O. In addition to any other remedy available to Berkeley County, breach of any of the services contracted herein shall, at the election of the County Commission, be grounds for termination. Failure of the County Commission to terminate the contract shall not be considered or construed as either a waiver of such breach or as a waiver of any rights or remedies granted or available to Berkeley County.
- P. HOLD HARMLESS/INDEMNIFICATION: If a contract is awarded, the successful Firm/Company will be required to indemnify and hold Berkeley County, its agents and/or employees harmless from and against all liability and expenses, including attorney's fees, howsoever arising or incurred, alleging damage to property or injury to, or death of, any person arising out of or attributable to the Firm's/Company's performance of the contract awarded. Any property or work to be provided by the Firm/Company under this contract will remain at the Firm's/Company's risk until written acceptance by the County Commission; and the Firm/Company will replace, at Firm's/Company's expense, all property or work damaged or destroyed by any cause whatsoever.
- Q. Termination for Convenience: Berkeley County may terminate this or any contract, in whole or in part, whenever the County Commission determines that such termination is in the best interest of the County, without showing cause, upon giving 30 days written notice to the Firm/Company. Berkeley County shall pay all reasonable costs incurred by the Firm/Company up to the date of termination. However, in no event shall the Firm/Company be paid any amount that exceeds the price proposed for the work performed. The Firm/Company will not be reimbursed for any profits which may have been anticipated but which have not been earned up to the date of termination.
- Termination for Default: When the Firm/Company has not performed or has unsatisfactorily performed the contract, Berkeley County may terminate the contract for default. Upon termination for default, payment may be withheld at the discretion of the County Commission. Failure on the part of a Firm/Company to fulfill the contractual obligations shall be considered just cause for termination of the contract. The Firm/Company will be paid for services satisfactorily rendered prior to termination less any excess costs incurred by Berkeley County in re-procuring and completing the work.
- R. The contractual obligation of Berkeley County under this contract is contingent upon the availability of appropriated funds from which payment for this contract can be made.

- S. INTERPRETATION: The contract resulting from this proposal shall be construed under the laws of the State of West Virginia.

XIII. INTERPRETATIONS, DISCREPANCIES, OMISSIONS:

Should any Firm/Company find discrepancies in, or omissions from, the documents or be in doubt of their meaning, they should at once request in writing an interpretation from the County Commission. All necessary interpretations will be issued to all Firms/Companies in the form of addenda to the specifications, and such addenda shall become part of the contract documents. Failure of any Firm/Company to receive any such addendum or interpretation shall not relieve such Firm/Consultant from any obligation under their proposal as submitted. Berkeley County will assume no responsibility for oral instructions or suggestions. **ORAL ANSWERS SHALL NOT BE BINDING ON BERKELEY COUNTY.** No requests received after **4:00 p.m., December 22, 2010 (EST)** will be considered. Every interpretation made by Berkeley County will be made in the form of an addendum that, if issued, will be sent by Berkeley County to all interested parties.