Montgomery County Hospital District

Computer Aided Dispatch Software

Request for Information

FY2022-006-01

Published:

July 13, 2022

Final Responses Due:

August 26, 2022 3:00PM CDT

Contents

1. Objective

1.1. Montgomery County Hospital District seeks information from vendors that can provide an operationally proven, commercial-off-the-shelf (COTS) software solution for a multi-agency Computer-Aided Dispatch (CAD) system. The goal of this process is to learn about marketplace offerings and technology.

1.2. Vendors of interest are those with a proven record of implementing and supporting mission-critical CAD systems. Vendors with experience with large-scale and complex implementations are encouraged to respond.

1.3. This Request for Information (RFI) represents the initial step in a potential procurement process. The timeline for future steps in a potential procurement process is not defined at this time. MCHD may invite one or more vendors to conduct product demonstrations in response to RFI responses.

1.4. THIS IS A REQUEST FOR INFORMATION ONLY. This RFI is issued solely for information and planning purposes. It does not constitute a Request for Proposal (RFP) or a commitment to issue an RFP in the future. Contract awards cannot be made from a Request for Information (RFI).

2. Background

2.1. Montgomery County Hospital District (MCHD) is a political subdivision of the State of Texas. MCHD was established through special legislation in 1977 to provide healthcare to the indigent residents of Montgomery County. In addition to its legislation charge to provide indigent care through its Health Care Assistance Program (HCAP), MCHD operates the county's 911-ambulance service, manages the county's Public Health District, and offers a variety of community and professional education programs.

2.2. MCHD Emergency Medical Services (EMS) is the sole 911-ambulance provider for Montgomery County, Texas, serving a population of approximately 650,000 residents across 1,077 square miles. MCHD EMS responds with 13 separate fire agencies across Montgomery County. MCHD also participates in standby/special events and occasional transfer requests.

2.3. MCHD's Communication Center, "Alarm", is a secondary Public Service Answering Point (PSAP) that provides primary dispatch services for MCHD EMS and the City of Conroe Fire Department. Fire dispatching for the remaining fire suppression agencies is primarily performed by The Woodlands Fire Department "FireCom". Alarm and FireCom currently utilize a shared CAD system, with automatic dispatch and automatic aid processes in place. The shared CAD system is a self-hosted deployment of Central Square Inform Enterprise. Law enforcement units are not dispatched via this CAD system. Between Alarm and FireCom, approximately 130,000 incidents and 160,000 vehicle dispatches are processed annually. MCHD does not currently have any connection to the Texas Department of Public Safety Texas Law Enforcement Communication System.

2.4. Mobile Data Computers (MDC) are deployed in most response vehicles across the county. Typically these are Panasonic ToughPads running Windows 10 however, a variety of different devices are used across departments.

3. Timeline

Item	No later than:	
Request for Information issued	Wednesday, July 13, 2022	
Written Questions from Respondents due	Friday, July 29, 2022	3:00 PM CDT
Response to Questions Published	Friday, August 12, 2022	3:00 PM CDT
Respondent Responses Due	Friday, August 26, 2022	3:00 PM CDT

4. General Instruction

4.1. The respondent must include in their response any technology, hardware, network infrastructure, cybersecurity, bandwidth, or other requirements MCHD will have to furnish to use their products. It is the intent of MCHD to present full and complete annual costs of implementing and maintaining the CAD system described.

4.2. Disclosure of Interested Parties (Form 1295) must be completed according to the instructions provided by the Texas Ethics Commission website. The unique certificate number from electronic submission must be included in the vendor's response. Failure to do so may cause responses to be rejected. Form 1295 is available at the TEC's website:

https://www.ethics.state.tx.us/filinginfo/1295/

4.3. All inquiries or questions relating to this RFI must be submitted before 3:00 PM CDT on Friday, July 29, 2022 via email to CADRFI@mchd-tx.org with the subject line "CAD Request for Information Inquiry". Responses to inquires will be communicated before Friday, August 12, 2022 at 3:00 PM CDT. MCHD reserves the right decline to answer inquiries in full or in part for any reason or for no reason. All inquiries should reference the specific item number of this RFI to which they relate.

4.4. RFI responses must be received prior to 3:00pm CDT on Friday, August 26, 2022 in writing via mail or courier to the address listed below. Label the envelope "Computer Aided Dispatch Software RFI". Include one original and three copies. The original must be clearly marked and must be manually signed in ink by a person having the authority to bind the firm in a contract. Electronic supporting material may be included on a USB flash drive with the written responses if desired. Any materials accepted by MCHD for this process will not be returned to the respondent. All responses received after the prescribed deadline, regardless of the mode of delivery, shall be returned unopened. If a Respondent chooses to submit a Letter of No-Bid or similar, this letter must be submitted in the same manner as responses and must be received on or before the same date and time as responses.

Montgomery County Hospital District
Attn: Michael Wells
1400 South Loop 336 West
Conroe TX, 77304

4.5. MCHD considers all information, documentation, and other materials requested to be submitted in response to this request to be of a non-confidential and/or non- proprietary nature, therefore shall be subject to public disclosure, unless such information is clearly marked "Confidential", and is included in a separate envelope marked "Confidential" along with the vendor's response as set forth in this document. Respondents are hereby notified that MCHD adheres to all statutes, court decisions, and the opinions of the Texas Attorney General regarding the disclosure of public information. MCHD does not guarantee that such information shall remain confidential; as such information may be subject to public disclosure under the Texas Public Information Act. In the event MCHD receives a request under the Texas Public Information Act for the portion of the vendor's response that is marked 'Confidential", it will notify the vendor of such request and will not disclose such information pending a ruling from the Texas Attorney General on its authority to withhold the specified information. In such instances, the vendor shall be responsible for submitting written argument and proof to the Texas Attorney General that such information should be withheld from public disclosure.

4.6. THIS IS A REQUEST FOR INFORMATION ONLY. This RFI is issued solely for information and planning purposes. It does not constitute a Request for Proposal (RFP) or a commitment to issue an RFP in the future. Contract awards cannot be made from a Request for Information (RFI).

4.7. All services and products provided in response to the RFI shall be the sole responsibility and expense of the respondent.

5. General Information

5.1. Respondent should include a brief history of the vendor company and its experience in providing mission-critical CAD systems to government entities. This should include the corporate background, size, and organization.

5.2. Respondent should identify all product and corporate name changes, mergers and acquisitions for the past 10 years, including whether the company is publicly traded or privately held.

5.3. Respondent should include a 5-year plan ("roadmap") of technology improvements, major upgrades, new features, or reconfigurations. All features that are not available in the product today must be clearly described as future features.

5.4. Respondent should describe their general approach as to how their CAD system is designed, implemented, and utilized.

5.5. Respondent should describe how their product is uniquely suited to meet the needs of a 911 EMS system.

5.6. Respondent should describe their product's capabilities in regards to fire dispatching.

5.7. Respondent should identify at least three public safety organizations that have implemented their CAD solution, including the go-live date for each. (Do not provide contact information; only the agency name and location.)

5.8. The respondent may include any additional information relevant to this Request for Information as desired. This may include web links, brochures, diagrams, success stories, and the like.

6. Call Taking

Respondent should describe their ability to:

6.1. integrate with ProQA.

6.2. integrate with 911 phone systems and list supported vendors.

6.3. meet and utilize Next Generation 911 Standards and technology.

6.4. accept a caller to push location to CAD.

6.5. accept caller location in multiple formats and from various sources.

6.6. utilize what3words to input or export location information.

6.7. schedule responses for public relations and pre-planned events.

7. Dispatching

Respondent should describe their ability to:

7.1. utilize and augment a System Status Management deployment model.

7.2. automatically dispatch or assign units without human interaction based off of response plan recommendations.

7.3. utilize machine learning or artificial intelligence to make posting and response plan recommendations.

7.4. generate predictive call volume and demand mapping and/or reporting.

7.5. provide fatigue monitoring and rest recommendations for on-duty crews/units.

7.6. provide unit recommendations for 911 responses utilizing jurisdiction, response area, response plans, vehicle/personnel capabilities, and custom rules.

7.7. assign units to multiple responses simultaneously.

7.8.   automatically recommend or utilize mutual aid from other agencies.

7.9.   track and monitor units from outside agencies during mutual aid responses.

7.10. utilize different operations modes. (Change CAD behavior with high winds, flooding, 911 system overload, etc.)

7.11. utilize a power line/command line interface for dispatchers.

8. Redundancy/Resilience

Respondent should describe their:

8.1. uptime performance for the previous 3 years, if cloud-hosted.

8.2. backup, failover, and disaster recovery plans.

8.3. approach to ensuring high availability for mission critical products.

9. GIS

Respondent should describe their:

9.1.   general approach to mapping and GIS.

9.2.   ability to import shape files/911 addressing data.

9.3.   process for editing, updating, and/or importing GIS data.

9.4.   ability to provide and/or utilize routable data with impedance and how this affects dispatching/unit recommendations.

9.5.   ability to track, display, and utilize road closures including displaying them on MDC mapping.

9.6.   ability to ingest multiple sources of GPS data (i.e. MDC, modem, mobile device, L3 Harris Radio GPS, etc.) that is visible on CAD/MDC maps.

9.7.   ability to define response/jurisdiction areas.

9.8.   ability to utilize road centerline and address point GIS data.

9.9.   ability to utilize sub-addresses.

9.10. ability to utilize Z-axis/elevation GPS data.

9.11. ability to create, maintain, and utilize stored premises/locations.

9.12. track and generate real-time and historical route impedance data from unit GPS or other sources.

10.   Service

Respondent should describe their:

10.1. service-level agreement and general approach to customer service and support.

10.2. problem priority levels and expected resolution time periods for each level.

10.3. technical support process and the ability for a client to escalate issues to higher support tiers.

10.4. process for remotely accessing an on-premises system to resolve support requests.

10.5. approach to successful account management and partnership.

11.   Technology

Respondent should describe:

11.1.   hosting and deployment infrastructure (cloud, on-premises, hybrid, etc.).

11.2.   general approach to information security.

11.3.   certifications obtained concerning information security and compliance (HIPAA, CJIS, etc.)

11.4.   process and approach to identity and access management.

11.5.   ability to utilize multi-factor authentication for users and administrators.

11.6.   ability to provide a web portal access with map displays for real-time incidents and supervision of response units.

11.7.   approach to permissions groups/security levels.

11.8.   the requirements and recommendations for any customer-supplied hardware, including items necessary to support hosting, dispatch consoles, and mobile-data computers.

11.9.   on premises hosting architecture, including hypervisor, hardware, operating system, and/or use of container deployments (if applicable).

11.10. any CAD-to-CAD abilities including known limitations, the use of 3rd party vendors, brand/types of external CAD systems are supported, and provide examples of successful installations.

11.11. the ability to install updates, upgrades, and patches without downtime.

11.12. their ability to provide a non-production environment for training and testing.

11.13. their approach to ensure scalability as the system grows with more responses and/or units.

11.14. any user-activity logging capabilities and the level of detail that is recorded.

12.   Mobile Data Computer (MDC)

Respondent should describe their:

12.1.   general approach to utilizing Mobile-Data Computers in response unit vehicles.

12.2.   ability for units to set statuses from the MDC.

12.3.   capabilities for mapping on the MDC, including whether aerial/satellite maps are available.

12.4.   capabilities for routing on the MDC including turn-by-turn directions.

12.5.   ability for an MDC to query prior responses or premise/location details.

12.6.   ability to support both vehicle-mounted and mobile device MDC installations including supported operating systems.

13. Data Reporting

Respondent should describe their:

13.1. general approach to reporting and data analysis.

13.2. ability to provide a prediction tool for modeling call volume, station volume, ideal station placement, and ideal unit deployment.

13.3. ability to provide an on-site reporting database that is completely independent from production. The respondent should include descriptions of the database type/language, data update process, and how frequently data is updated.

13.4. built-in analytics and/or dashboards.

14. Records Retention and Management

Respondent should describe their:

14.1. general approach to data retention.

14.2. ability to maintain and purge data according to policies set forth by the Texas State Library.

15. Pricing/Licensing

Respondent should describe their:

15.1. general licensing and pricing model.

15.2. approach to licensing during disaster operations (e.g. if additional consoles or MDCs are needing during a disaster)

15.3. Respondent should include standard list pricing for budgeting purposes that represent the total cost of their solution for a five-year period including all implementation and recurring costs. If the respondent has multiple different deployment models, they should include separate standard list pricing for each deployment model. (i.e. self-hosted vs SaaS)

16. Miscellaneous

Respondent should describe their:

16.1. ability and approach to crew rostering

16.2. ability to recommend the closest destination hospital based on call type, hospital status, and hospital capabilities.

16.3. ability to record transported mileage from the GPS location and path of transporting vehicles.

16.4. approach to notifications to responding units, dispatch personnel, and administrative personnel. Respondent should include how notifications are triggered, how notifications are tracked/logged, and the method used to deliver notifications (SMS, MDC, mobile app push, pager, etc.).

16.5. ability to support flexible shifts/staffing models.

17.   Implementation

Respondent should describe:

17.1.   typical implementation process and timeline.

17.2.   approach to training dispatch center staff, field staff, and system administrators.

18.   Integrations

The respondent should describe their general approach to software integrations including the presence of an API that is accessible to the client. The respondent should also describe their ability to integrate, provide a description of the functionality of the integration, and provide examples of successful integrations for each item below.

18.1.   Vesta 911

18.2.   RTA fleet management

18.3.   ImageTrend Slate Scheduling

18.4.   ImageTrend Elite ePCR

18.5.   ProQA

18.6.   Aqua

18.7.   ActiveAlert (Active911)

18.8.   US Digital Designs Station Alerting

18.9.   Pulsepoint

18.10.   Tele911

18.11.   Exacom

18.12.   What Three Words

18.13.   L3 Harris P25 Radio System (with GPS)

18.14.   Adashi C&C Incident Command Software

18.15.   Ingest, utilize, and display various outside data (weather, traffic, etc.)