

**RFR: State 911 11-002 Emergency Medical Dispatch Protocol Reference System,
Quality Assurance and Training**
(updated 5/11/12)

APCO INSTITUTE, Inc.
CONTRACT SUMMARY

Vendor Code: VC6000259513

Address: 351 N. Williamson Blvd, Daytona Beach, FL 32114

Contract Manager: Julie Troutman, Director

Phone: 386-944-2448 Fax: 386-944-2748

E-Mail: Troutmanj@apco911.org

Contract Terms:

Start Date: July 12, 2011

End Date: June 30, 2014

Prompt Payment Discount terms:

10% within 10 days
4% within 15 days
3% within days
2% within 30 days

APCO has been awarded a contract under the above referenced RFR for the provision of EMDPRS, Quality Assurance Program, and EMD training, certification and recertification. Please view the attached cost tables for products, services and pricing. Quantity discounts are cumulative based upon the purchase of products and/or services throughout the Commonwealth. All rates are fixed for the initial term of the contract.

Course Information:

EMD Certification: 32 Hours

Pre-Requisites - CPR certification through Heart Association, or equivalent; completion of forma basic telecommunicator training

Recertification Requirements: 24 hours of continuing education every two years (12 hours/year); Current CPR certification

System Requirements: Software is currently supported on the Windows 7, Vista and XP operating systems. Installation requires close to 30 MB of hard drive space. To run the software requires nearly 45 MB of memory. (Further information follows the cost tables.)

For additional information relative to the contract please contact Karen Robitaille at 508-821-7221 or Karen.Robitaille@state.ma.us

STATE 911 11-002 EMERGENCY MEDICAL DISPATCH PROTOCOL REFERENCE SYSTEM,
 QUALITY ASSURANCE, AND TRAINING

ATTACHMENT D- PRICE TABLES

PRODUCT	QUANTITY	COST PER UNIT PLEASE REFER TO ATTACHMENT E- EXCEPTIONS/PROPOSED ALTERNATIVES REGARDING CUSTOMIZATION	ANNUAL MAINTENANCE COST*
PRINTED EMD PROTOCOL (MANUAL/CARDSET)	1	\$299.00 ADD \$325.00 ONE TIME FEE FOR AGENCIES THAT REQUIRE CUSTOMIZATION	0
	2-5	\$299.00 ADD \$325.00 ONE TIME FEE FOR AGENCIES THAT REQUIRE CUSTOMIZATION	0
	6-10	\$299.00 ADD \$325.00 ONE TIME FEE FOR AGENCIES THAT REQUIRE CUSTOMIZATION	0
	11-20	\$284.00 ADD \$325.00 ONE TIME FEE FOR AGENCIES THAT REQUIRE CUSTOMIZATION	0
	21-49	\$269.00 ADD \$325.00 ONE TIME FEE FOR AGENCIES THAT REQUIRE CUSTOMIZATION	0
	50-99	\$269.00 ADD \$325.00 ONE TIME FEE FOR AGENCIES THAT REQUIRE	0

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		CUSTOMIZATION	
	100+	\$239.00 ADD \$325.00 ONE TIME FEE	0

PRODUCT	QUANTITY	COST PER UNIT	ANNUAL MAINTENANCE COST*
EMD PROTOCOL SOFTWARE	1	\$3750.00	15% OF COST PER LICENSE
	2-5	\$3750.00 EA	15% OF COST PER LICENSE
	6-10	\$3500.00 EA	15% OF COST PER LICENSE
	11-20	\$3000.00 EA	15% OF COST PER LICENSE
	21-49	\$2500.00 EA	15% OF COST PER LICENSE
	50-99	\$2000.00 EA	15% OF COST PER LICENSE
	100+	\$2000.00 EA	15% OF COST PER LICENSE

PRODUCT	QUANTITY	COST PER UNIT	ANNUAL MAINTENANCE COST*
PRINTED EMD QA PROTOCOL	1	PLEASE REFER TO ATTACHMENT E-EXCEPTIONS/PROPOSED	

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(MANUAL/CARDSET)		ALTERNATIVES	
	2-5		
	6-10		
	11-20		
	21-49		
	50-99		
	100+		

PRODUCT	QUANTITY	COST PER UNIT	ANNUAL MAINTENANCE COST*
EMD QA PROTOCOL SOFTWARE	1	PLEASE REFER TO ATTACHMENT E- EXCEPTIONS/PROPOSED ALTERNATIVES	
	2-5		
	6-10		
	11-20		
	21-49		
	50-99		
	100+		

*** ATTACH SUMMARY OF APPLICABLE MAINTENANCE AGREEMENT**

STATE 911 11-002 EMERGENCY MEDICAL DISPATCH PROTOCOL REFERENCE SYSTEM,
QUALITY ASSURANCE, AND TRAINING

TRAINING	QUANTITY	COST PER STUDENT
EMD PROTOCOL SOFTWARE TRAINING	1	PLEASE REFER TO ATTACHMENT E-EXCEPTIONS/PROPOSED ALTERNATIVES
	2-5	
	6-10	
	11-20	
	21 +	
EMD QA PROTOCOL SOFTWARE TRAINING	1	PLEASE REFER TO ATTACHMENT E-EXCEPTIONS/PROPOSED ALTERNATIVES
	2-5	
	6-10	
	11-20	
	21 +	
TRAIN-THE TRAINER EMD PROTOCOL SOFTWARE	1-5	\$6500.00
TRAIN-THE TRAINER EMD QA PROTOCOL SOFTWARE	1-5	NOT REQUIRED, INCLUDED IN TRAIN-THE TRAINER EMD PROTOCOL SOFTWARE.

TRAINING CLASSES

EMD CERTIFICATION/RE CERTIFICATION

<u>EMD CERTIFICATION</u>	<u>COST PER STUDENT</u>
1 - 10 STUDENTS	\$379.00 PER STUDENT(TAUGHT BY APCO ADJUNCT INSTRUCTORS) \$79.00 PER STUDENT (TAUGHT BY AGENCY INSTRUCTOR) (SEE ATTACHMENT E FOR FURTHER)
11 - 20 STUDENTS	\$350.00 PER STUDENT(TAUGHT BY APCO ADJUNCT INSTRUCTORS) \$79.00 PER STUDENT (TAUGHT BY AGENCY INSTRUCTOR)
21 +STUDENTS	\$340.00 PER STUDENT(TAUGHT BY APCO ADJUNCT INSTRUCTORS) \$75.00 PER STUDENT (TAUGHT BY AGENCY INSTRUCTOR)
<u>EMD ON-LINE CERTIFICATION</u>	<u>COST PER STUDENT</u>
1 - 10 STUDENTS	\$429.00
11 - 20 STUDENTS	\$429.00
21 +STUDENTS	\$400.00 (STUDENTS MUST BE REGISTERED FOR SAME CLASS & START DATE TO QUALIFY FOR DISCOUNT)
<u>EMD RECERTIFICATION, REQUIRED EVERY 24 MONTHS</u>	<u>COST PER STUDENT</u>
1 - 10 STUDENTS	\$30.00 EACH
11 - 20 STUDENTS	\$30.00 EACH

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21 +STUDENTS	\$30.00 EACH
<u>EMD ON- LINE RECERTIFICATION,</u> <u>REQUIRED EVERY _____ MONTHS</u>	COST PER STUDENT
1 - 10 STUDENTS	N/A
11 - 20 STUDENTS	N/A
21 +STUDENTS	N/A

<u>TRAIN- THE-TRAINER EMD</u> <u>CERTIFICATION</u>	COST PER STUDENT
1 - 10 STUDENTS	\$459.00

QUALITY ASSURANCE OF EMD

<u>EMD QA</u>	COST PER STUDENT
1 - 10 STUDENTS	PLEASE REFER TO ATTACHMENT E- EXCEPTIONS/PROPOSED ALTERNATIVES
11 - 20 STUDENTS	
21 +STUDENTS	
<u>EMD QAON-LINE CERTIFICATION</u>	COST PER STUDENT
1 - 10 STUDENTS	PLEASE REFER TO ATTACHMENT E- EXCEPTIONS/PROPOSED ALTERNATIVES

STATE 911 11-002 EMERGENCY MEDICAL DISPATCH PROTOCOL REFERENCE SYSTEM,
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11 - 20 STUDENTS	
21 +STUDENTS	
<u>EMD QA RECERTIFICATION, REQUIRED EVERY _____ MONTHS</u>	COST PER STUDENT PLEASE REFER TO ATTACHMENT E- EXCEPTIONS/PROPOSED ALTERNATIVES
1 - 10 STUDENTS	
11 - 20 STUDENTS	
21 +STUDENTS	
<u>EMD QA ON- LINE RECERTIFICATION, REQUIRED EVERY _____ MONTHS</u>	COST PER STUDENT PLEASE REFER TO ATTACHMENT E- EXCEPTIONS/PROPOSED ALTERNATIVES
1 - 10 STUDENTS	
11 - 20 STUDENTS	
21 +STUDENTS	

<u>TRAIN-THE-TRAINER EMD QA CERTIFICATION</u>	COST PER STUDENT PLEASE REFER TO ATTACHMENT E- EXCEPTIONS/PROPOSED ALTERNATIVES
1 - 10 STUDENTS	

Application Program Interface

9-1-1 Adviser can operate stand alone or interfaced with a CAD. The API includes 50 commands CAD can use to remotely configure the software and control the call taking process. 9-1-1 Adviser notifies CAD when a call taker entry is made using one of 33 event codes. The all caller and vital point narratives sent to CAD are configurable using the administrative component editors. Additionally, CAD can request the configurable short report at any time during a call.

Guide Card Content

APCO has developed guide card sets for medical, law enforcement, fire, and missing & exploited children. Any combination of these can be enabled for use in 9-1-1 Adviser. All but the medical guide card content can be changed locally using the editors built into the administrative component. Additional guide cards sets can be created upon request.

System Requirements

The 9-1-1 Adviser software is currently supported on the Windows 7, Vista, and XP operating systems. Installing the software and data files require close to 30 MB of hard drive space. To run the software requires nearly 45 MB of memory. 9-1-1 Adviser runs under version 4.0 of the .NET framework. The bootstrapper on the installation CD will check for and install the .NET framework if it is missing. The .NET framework 4.0 installs on: Windows 7 with or without SP1, Vista with SP1 or SP2, and XP SP3.

9-1-1 Adviser can be configured to archive calls to either an Access or SQL Server database. There are no additional requirements for an Access cases archive. All that is needed is a shared folder on the network. For SQL Server, 9-1-1 Adviser currently supports SQL Server 2000, 2005, 2008, or an equivalent express edition.

To make use of the case report export feature, Microsoft Excel must be installed at each QA position. The export feature directs the results of queries on the cases archive to Microsoft Excel. Within Excel, graphs can be generated using the pivot chart wizard.

Server Operation

The 9-1-1 Adviser software is typically installed on individual workstations and only a single instance is permitted to run at any time. To run from a server requires the software be configured to allow multiple instances and a specially designed interface in order to connect to each instance. 9-1-1 Adviser listens for connection requests on two different ports, one fixed and one random. In order for CAD to establish a connection to each instance, it needs to connect to the fixed port first then request and connect to the random port. Once a connection is established on the random port, the fixed port is freed up for the next instance.

Please complete the below table for all other EMD or QA of EMD proposed courses.
 Complete one sheet per course.

COURSE NAME & DESCRIPTION:	
<u>EMD Reciprocity Course</u>	
APCO Institute will allow reciprocity for agencies that have implemented EMD programs that meet the current NHTSA and ASTM standards. This course will provide the necessary skills to easily make the transition to APCO's EMD program. These agencies need to provide the following	
Current certification from a recognized EMD Provider Current CPR Certification	
Upon successful completion of the course, the student will receive APCO EMD certification.	
3 week class available online 8 hour live classroom setting	
<u>CLASSROOM</u>	<u>COST PER STUDENT</u>
1 - 10 STUDENTS	\$199.00
11 - 20 STUDENTS	\$199.00
21 +STUDENTS	\$179.00
<u>ON-LINE</u>	
1 - 10 STUDENTS	\$249.0
11 - 20 STUDENTS	\$249.00
21 +STUDENTS	\$225.00
<u>RECERTIFICATION , REQUIRED EVERY</u> <u> ___ MONTHS</u>	N/A
1 - 10 STUDENTS	

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11 - 20 STUDENTS	
21 +STUDENTS	
ON-LINE RECERTIFICATION , REQUIRED EVERY _____ MONTH	N/A
1 - 10 STUDENTS	
11 - 20 STUDENTS	
21 +STUDENTS	

Please complete the below table for all other EMD or QA of EMD proposed courses.
Complete one sheet per course.

COURSE NAME & DESCRIPTION:

EMD Manager

This course will assist with the implementation and management of the APCO Institute EMD Program. It is intended to provide appropriate personnel, whether administrator, communications supervisor or other management personnel, with the necessary guidelines and information required for the management of their agency's EMD program to include creating and maintaining an effective quality control program and tips and guidelines for ensuring compliance with the APCO Institute EMD program and the relevant national standards.

Upon successful completion of the course, the student will receive APCO EMD Manager certification.

3 week class available online
8 hour live classroom setting

<u>CLASSROOM</u>	<u>COST PER STUDENT</u>
1 - 10 STUDENTS	\$199.00
11 - 20 STUDENTS	\$199.00
21 +STUDENTS	\$179.00
<u>ON-LINE</u>	
1 - 10 STUDENTS	\$249.0
11 - 20 STUDENTS	\$249.00
21 +STUDENTS	\$225.00
<u>RECERTIFICATION , REQUIRED EVERY</u> <u>24 MONTHS</u>	N/A
1 - 10 STUDENTS	\$30



APCO International

Leaders in Public Safety Communications™

REC 23 2012

EXECUTIVE DIRECTOR
Derek K. Poarch
poarchd@apcointl.org

2/21/2012

HEADQUARTERS
351 North Williamson Boulevard
Daytona Beach, FL 32114-1112
Phone: 386-322-2500
apco@apcointl.org
www.apcointl.org

RE: State 911 11-02 Emergency Medical Dispatch Protocol Reference System,
Quality Assurance and Training – EMD QA Course Submission

OFFICE OF EXTERNAL RELATIONS
1426 Prince Street
Alexandria, VA 22314
Phone: 571-312-4400

Submitting Agency:

The Association of Public-Safety Communications Officials, International, Inc.
351 N Williamson Blvd
Daytona Beach, FL 32114

BOARD OF DIRECTORS
2011 – 2012

APCO International is respectfully seeking approval for the following course which is designed to assist agencies with implementation, management and quality assurance of an effective EMD Program.

EXECUTIVE COMMITTEE

EMD Manager: 8 hours

PRESIDENT
Gregory T. Riddle, RPL

This eight hour course will assist with the implementation, management and quality assurance of the APCO Institute EMD Program. It is intended to provide appropriate personnel, whether administrator, communications supervisor or other management personnel, with the necessary guidelines and information required for the management of their agency's EMD program to include creating and maintaining an effective quality control program and tips and guidelines for ensuring compliance with the APCO Institute EMD program and the relevant national standards.

FIRST VICE PRESIDENT
Terry Hall

EMD Manager Recertification Requirements

Must accumulate a *minimum* of 18 recertification points (1 point per hour) per year through continuing education, for a total of 36 points (36 hours) over the two year recertification period. One point is equal to one hour of classroom time.

SECOND VICE PRESIDENT
Gigi Smith

Respectfully Submitted,

IMMEDIATE PAST PRESIDENT
William D. Carrow

Julie Troutman
Director

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