



THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY
STATE 911 DEPARTMENT

1380 Bay Street, Taunton, MA 02780



**EMERGENCY MEDICAL DISPATCH
PROTOCOL REFERENCE SYSTEM,
QUALITY ASSURANCE and TRAINING**

Notice of Intent

STATE 911 11-002

Issued: April 15, 2011

**This procurement is covered by the
World Trade Organization/Government Procurement Agreement**

POINT OF CONTACT:

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NOTICE OF INTENT

The State 911 Department is responsible for coordinating, administering, and implementing enhanced 911 services throughout Massachusetts to ensure a consistent statewide approach for enhanced 911 services. The State 911 Department is also charged with establishing certification requirements for enhanced 911 telecommunicators, providing for standards governing emergency medical dispatch, and establishing 911 call handling procedures to maximize 911 telecommunicator proficiency and to provide enhanced public safety benefits to the citizens of the Commonwealth.

The State 911 Department will be releasing a request for response for qualified bidders to provide emergency medical dispatch protocol reference system(s), associated quality assurance program(s), and/or associated training, certification and recertification. For the purposes of this notice of intent, an emergency medical dispatch protocol reference system is defined as a system approved by the State 911 Department that meets National Highway Traffic Safety Administration standards and that includes a protocol for emergency medical dispatcher response to calls, including structured caller questioning for patient condition, incident facts, and scene safety, pre-arrival instructions, post-dispatch instructions, selection of appropriate field resources to dispatch (such as first responder, basic life support, and/or advanced life support), and a continuous quality assurance program that measures compliance with the protocol through ongoing random case review of each emergency medical dispatcher.

This procurement will be available for use by eligible entities throughout the Commonwealth. Bidders will be required to extend pricing to all eligible entities.

The State 911 Department anticipates releasing the request for response within four (4) weeks. Interested bidders should monitor Comm-Pass for the release of this request for response.