



METROPOLITAN EMERGENCY SERVICES BOARD

REQUEST FOR PROPOSALS (RFP)

**MESB CAD-to-CAD Interoperability
Integration Solution**

DUE DATE:
MARCH 31, 2023

ISSUED BY:
METROPOLITAN EMERGENCY SERVICES BOARD

1. PURPOSE

The purpose of this solicitation is to acquire a computer-aided dispatch (CAD)-to-CAD integration solution designed to connect disparate CAD systems for the purpose of expediting emergency responses that cross jurisdictional and public safety answering point (PSAP) boundaries. The solution will accomplish this by exchanging data to assist in requesting resources from another PSAP or agency. The project's goal is to facilitate the transfer or request of neighboring agencies' resources. Location and status information will enable each CAD system to recommend resources based on call type and incident location to ensure the fastest capable resource responds to minimize response times to an emergency incident.

Situational awareness or view-only of neighboring incidents is also of high interest to this project and its members.

Interoperability and regional awareness are the two primary reasons for this CAD-to-CAD interoperability implementation. Recent incidents in the Twin Cities metropolitan area highlight this need, as high-profile events took place requiring the coordination of the municipal police departments, county Sheriff's offices, and the Minnesota State Patrol, and other agencies. Event awareness and coordination was handled with telephone calls and/or radio communications as no better alternatives existed.

2. BACKGROUND

The Metropolitan Emergency Services Board (MESB) has members from ten counties in the Minneapolis/St. Paul metropolitan region and is referred to as the Metro Region. The region has 19 primary PSAPs within its boundaries, including the Minnesota State Patrol, and includes the cities of Minneapolis (in Hennepin County) and St. Paul (in Ramsey County). The Minneapolis-St Paul Airport (Metropolitan Airports Commission) and University of Minnesota are also included in the region. This project focuses on these 19 PSAPs, though it is anticipated that after initial project implementation, emergency medical services (EMS) and other surrounding PSAPs, fire departments, law enforcement agencies, and private utilities will be interested in utilizing the CAD-to-CAD system. This project is known as the MESB CAD Interoperability Project.

While it is anticipated that the agencies listed in this document will participate in this project, they are under no financial or legal obligation to participate.

3. PROJECT OBJECTIVES

The objective of this project is to establish a data exchange hub to connect and make interoperable the CAD systems of participating agencies. The project's intent is that the CAD-to-CAD system enables participating agencies to increase operational efficiency, enhance regional situational awareness, and decrease response times.

This RFP seeks proposals from qualified firms to implement a fully functional customer off the shelf (COTS) vendor hosted CAD-to-CAD solution. The application should be flexible and scalable in design. The awarded contractor will be responsible for the following project components including but not limited to:

- Providing a system that meets the technical and functional specifications of this RFP.
- Interfacing and implementing each of the participating entities' CAD systems into the CAD-to-CAD system in a planned approach.

- Complying with all requirements and proper protocol concerning the collection of CAD information as well as abiding by the Health Insurance Portability and Accountability Act (HIPAA), Criminal Justice Information Services (CJIS), National Information Exchange Model (NIEM), and other applicable public safety information and data requirements.
- Providing professional project management services including developing and executing a detailed project schedule, and the delivery of regularly scheduled status reports and identifying and managing project risks and issues.
- Implementing a system utilizing standard information technology project phases to include:
 - System design
 - System installation and configuration
 - Integration and testing of the CAD interfaces
 - System acceptance testing to include performance and load testing for all PSAPs
 - End-user training
 - Go-live planning and migration
 - Post go-live system reliability and maintenance

4. DEFINITIONS

When used herein, the following words are defined as follows:

“CAD System” is the computer-aided dispatch system utilized by individual PSAPs.

“Metropolitan Emergency Services Board” (MESB) means the organization that oversees and manages emergency communications services for the ten-county metropolitan region.

“Non-Public Safety Agency” (NPS) means any non-governmental agency or private entity, such as a utility company, that contracts, connects, contributes and/or supports the mission of public safety, fire, EMS, law enforcement, and crisis teams and wish to contract to receive CAD interoperability connection and support.

“Public Safety Answering Point” (PSAP) means a communications facility operated on a 24-hour basis which first receives 9-1-1 calls from persons in a 9-1-1 service area and which may, as appropriate, directly dispatch public safety services or extend, transfer, or relay 9-1-1 calls to appropriate public safety agencies. For purposes of this proposal, PSAP may mean primary and/or secondary PSAP.

"Secondary Public Safety Answering Point" means a communications facility to which 9-1-1 calls are transferred from a primary PSAP: (1) for post-dispatch or pre-arrival medical instructions; or (2) to complete the call taking process by dispatching police, such as university campus or tribal police, fire or other first responders; or (3) to receive 9-1-1 calls routed to it from a PSAP when the PSAP is unable to receive or answer 9-1-1 calls.

5. PROJECT BACKGROUND

The agencies within the MESB area currently share voice and radio data through regional and/or statewide systems. During the 2020 civil unrest in Minneapolis, it became apparent that

the surrounding PSAPs received overflow 9-1-1 calls from Minneapolis had no means to notify the city of the pending requests for service they handled. Minneapolis's phone lines and radio system resources were extremely busy; if a CAD-to-CAD system had been in place at that time, Minneapolis would have been able to share the outstanding calls for service. The region's PSAPs also understood that increased situational awareness would have made their jobs easier trying to coordinate the logistics during the civil unrest.

In addition to the 19 primary PSAPs, this project will optionally include up to six EMS secondary PSAPs and one transit secondary PSAP. Their workload and CAD information is in section 8.

6. AGENCY BACKGROUND INFORMATION

The following section provides a brief overview of the public safety operations within the metropolitan region. Most PSAPs operate on a county-wide basis, with a few notable exceptions. Within the physical boundaries of Hennepin County there are eight independent primary PSAPs: City of Bloomington; City of Eden Prairie; City of Edina (which also serves the City of Richfield); City of Minneapolis; City of St. Louis Park; Hennepin County Sheriff's Office; Metropolitan Airports Commission; and the University of Minnesota.

Many PSAPs utilize services from a joint powers intergovernmental consortium entity which provides software services to local Minnesota governments. This entity is named Local Government Information Systems (LOGIS). Amongst its offerings is a CAD application and other public safety applications. LOGIS houses and operates the application servers, and its members connect with high-speed network access. Three PSAPs associated with this project use LOGIS as their CAD provider: City of Bloomington, Dakota County, and Metropolitan Transit. All three use a common CAD application although their data is maintained separately.

Additionally, PSAPs collaborate and coordinate response with EMS secondary PSAPs when medical care is needed.

6.1. Anoka County

Anoka County PSAP's coverage area is a mixture of urban and rural areas. The county population is approximately 363,888. The PSAP is located in the City of Anoka and dispatches for 11 law enforcement, 16 fire, and coordinates with 2 EMS agencies.

6.2. Carver County

Carver County PSAP's coverage area is a mixture of smaller cities and rural areas. The county population is approximately 108,891. The PSAP is located in the City of Chaska and dispatches for 2 law enforcement, 11 fire, and coordinates with 1 EMS agency.

6.3. Chisago County

Chisago County PSAP's coverage area is a mixture of smaller cities/towns and largely rural areas. The county population is approximately 57,291. The PSAP is located in the City of Center City and dispatches for 4 law enforcement, 11 fire, and coordinates with 5 EMS agencies.

6.4. City of Bloomington

The City of Bloomington operates an independent municipal PSAP located within Hennepin County. The population of Bloomington is approximately 89,987. The PSAP dispatches for 1 law enforcement, 1 fire, and coordinates with 1 EMS agency. Bloomington uses LOGIS's CAD application.

6.5. City of Eden Prairie

The City of Eden Prairie operates an independent municipal PSAP located within Hennepin County. The population of Eden Prairie is approximately 64,198. The PSAP dispatches for 1 law enforcement, 1 fire, and coordinates with 1 EMS agency.

6.6. City of Edina

The City of Edina operates an independent municipal PSAP located within Hennepin County. The PSAP dispatches for both the City of Edina and the City of Richfield. The combined population of Edina and Richfield is approximately 90,488. The PSAP dispatches for 2 law enforcement, 2 fire, 1 EMS, and coordinates with 1 other EMS agency.

6.7. City of Minneapolis

The City of Minneapolis operates an independent municipal PSAP located within Hennepin County. The population of Minneapolis is approximately 429,956. The PSAP dispatches for 2 law enforcement, 1 fire, and coordinates with 2 EMS agencies.

6.8. City of St. Louis Park

The City of St Louis Park operates an independent municipal PSAP located within Hennepin County. The population of St. Louis Park is approximately 50,010. The PSAP dispatches for 1 law enforcement, 1 fire, and coordinates with 1 EMS agency.

6.9. Dakota County

Dakota County PSAP's coverage area is a mixture of urban and rural areas. The county population is approximately 443,692. The PSAP is located in the City of Rosemount and dispatches for 12 law enforcement, 11 fire, and coordinates with 5 EMS agencies.

6.10. Hennepin County

The Hennepin County Sheriff's Office operates a PSAP for all the police and fire agencies within the county limits that are not serviced by independent municipal PSAPs. The entire population of Hennepin County is approximately 1,289,645 with Hennepin County's PSAP area handling calls for approximately 522,945 citizens. The PSAP dispatches for 27 law enforcement, 26 fire, and coordinates with 4 EMS agencies.

6.11. Isanti County

Isanti County PSAP's coverage area is a mixture of smaller cities and rural areas. The county population is approximately 41,878. The PSAP is located in the City of Cambridge and dispatches for 4 law enforcement, 4 fire, and coordinates with 1 EMS agency.

6.12. Metro Transit

The Metro Transit Police Department patrols, responds to incidents, and investigates crimes occurring on Metro Transit property, including buses and light rail cars and platforms. Its jurisdiction spans eight counties. Metro Transit Police has its own dispatch facility, which is a non-EMS secondary PSAP.

6.13. Metropolitan Airport Commission

As part of the Metropolitan Airports Commission, the Minneapolis-St. Paul Airport Emergency Communications Center (MSP Airport ECC) dispatches for the MSP Airport police and fire departments. These public safety departments deliver services to ensure the safety and security

of the MSP airport campus and the community which includes first responders, the traveling public, airport stakeholders, tenants, and employees.

6.14. Minnesota State Patrol

The Minnesota State Patrol has two regional dispatch centers. They are in the cities of Roseville and Rochester. The Roseville center located in Ramsey County, handles all metro and northern Minnesota 9-1-1 calls. The Rochester center is located in Olmsted County and is not in the metro region; it handles 9-1-1 calls placed in the southern third of the state. Initially, this project will focus on the PSAP in Roseville.

6.15. Ramsey County

Ramsey County PSAP's coverage area is primarily urban and includes the City of St. Paul and surrounding suburban communities. The county's population is approximately 553,229. The PSAP is located in the City of St Paul and dispatches for 10 law enforcement, 9 fire, and coordinates with 2 EMS agencies.

6.16. Scott County

Scott County PSAP's coverage area is a mixture of smaller cities and rural areas. The county population is approximately 153,199. The PSAP is in the city of Shakopee and dispatches for 9 law enforcement, 8 fire, and coordinates with 4 EMS agencies.

6.17. Sherburne County

Sherburne County PSAP's coverage area is a mixture of smaller cities and rural areas. The county population is approximately 98,924. The PSAP is in the city of Elk River and dispatches for 4 law enforcement, 6 fire, and coordinates with 4 EMS agencies.

6.18. University of Minnesota

The University of Minnesota's Public Safety Emergency Communications Center (PSECC) is a 9-1-1 dispatch and monitoring center for activities in and around the campus community. PSECC is part of the University of Minnesota's Department of Public Safety to ensure the safety of students, faculty, staff, and visitors. The PSECC uses the City of Minneapolis's CAD system.

6.19. Washington County

Washington County PSAP's coverage area is a mixture of urban and rural areas. The county population is approximately 270,805. The PSAP is in the city of Stillwater and dispatches for 9 law enforcement, 14 fire, and coordinates with 4 EMS agencies.

7. LAW AGENCY STATISTICAL AND CAD APPLICATION INFORMATION

The following section provides both agency workload information and detailed CAD information. Total workstations include supervisor, training, and backup center positions. Active workstations are the number of workstations being used at a PSAP's peak staffing time.

| Agency-Anoka County | STATISTICS |
|--|------------------------------------|
| Total Number of CAD Incidents - 2022 | 340,000 |
| Total CAD Workstations | 27 |
| Active CAD Workstations | 15 |
| Number of Mobile Units | 3,600 |
| CAD Application and Version | CentralSquare Enterprise 21.1.2.8 |
| Number of EMS Agencies Dispatched | 0 |
| EMS Agencies Requiring Coordination | Allina EMS & M Health Fairview EMS |
| Note: New building (late 2023) will increase the number of CAD workstations. 32 on floor, 12 training room, 12 backup center (keeping current center). | |

| Agency-Carver County | STATISTICS |
|--------------------------------------|---|
| Total Number of CAD Incidents - 2022 | 57,000 |
| Total CAD Workstations | 7 |
| Active CAD Workstations | 7 |
| Number of Mobile Units | 75 (45 CCSO & 30 Chaska PD) |
| CAD Application and Version | Computer Information Systems (CIS) 13.05.01 build 150 |
| Number of EMS Agencies Dispatched | 0 |
| EMS Agencies Requiring Coordination | Ridgeview Ambulance |

| Agency-Chisago County | STATISTICS |
|--------------------------------------|---|
| Total Number of CAD Incidents - 2022 | 21,088 |
| Total CAD Workstations | 7 |
| Active CAD Workstations | 4 |
| Number of Mobile Units | 48 |
| CAD Application and Version | ProPhoenix 2022 |
| Number of EMS Agencies Dispatched | 0 |
| EMS Agencies Requiring Coordination | Allina EMS; LifeLink III; M Health Fairview EMS; North Memorial Air Care; & Osceola, WI EMS |

| Agency-Eden Prairie | STATISTICS |
|--------------------------------------|------------------------------|
| Total Number of CAD Incidents - 2022 | 46,795 |
| Total CAD Workstations | 4 |
| Active CAD Workstations | 4 |
| Number of Mobile Units | 31 |
| CAD Application and Version | Tyler New World 2021.1 (sp2) |
| Number of EMS Agencies Dispatched | 0 |
| EMS Agencies Requiring Coordination | Hennepin EMS |

| Agency-Edina/Richfield | STATISTICS |
|--------------------------------------|---|
| Total Number of CAD Incidents - 2022 | 94,872 |
| Total CAD Workstations | 6 |
| Active CAD Workstations | 4 |
| Number of Mobile Units | Approx. 90 (50 Edina/ 40 Richfield) |
| CAD Application and Version | Tyler Technologies Public Safety Version 2022.2 |
| Number of EMS Agencies Dispatched | 1 (Edina Fire/EMS) |
| EMS Agencies Requiring Coordination | Hennepin EMS |

| Agency-Hennepin County Sheriff's Dispatch | STATISTICS |
|---|---|
| Total Number of CAD Incidents - 2022 | 640,541 |
| Total CAD Workstations | 31 |
| Active CAD Workstations | 29 |
| Number of Mobile Units | 515 |
| CAD Application and Version | CentralSquare Enterprise 21.1.2.6 |
| Number of EMS Agencies Dispatched | 0 |
| EMS Agencies Requiring Coordination | Allina EMS; Hennepin EMS; North Memorial EMS; & Ridgeview Ambulance |

| Agency-Isanti County | STATISTICS |
|--------------------------------------|---------------------------------|
| Total Number of CAD Incidents - 2022 | 61,046 |
| Total CAD Workstations | 4 |
| Active CAD Workstations | 4 |
| Number of Mobile Units | Approx. 75 |
| CAD Application and Version | CentralSquare LETG |
| Number of EMS Agencies Dispatched | 0 |
| EMS Agencies Requiring Coordination | Allina EMS & North Memorial EMS |

| Agency LOGIS CAD - Bloomington | STATISTICS |
|--------------------------------------|------------------------------------|
| Total Number of CAD Incidents - 2022 | 66,698 |
| Total CAD Workstations | 7 |
| Active CAD Workstations | 6 |
| Number of Mobile Units | 95 (law-67, fire 28) |
| CAD Application and Version | CentralSquare 22.3.3 (LOGIS's CAD) |
| Number of EMS Agencies Dispatched | 0 |
| EMS Agencies Requiring Coordination | Allina EMS |

| Agency LOGIS CAD – Dakota County/Dakota 911 | STATISTICS |
|---|--|
| Total Number of CAD Incidents - 2022 | 444,411 |
| Total CAD Workstations | 23 plus 8 back up |
| Active CAD Workstations | 20 |
| Number of Mobile Units | 495 (Law-352, Fire-143) |
| CAD Application and Version | CentralSquare 22.3.3 (LOGIS's CAD) |
| Number of EMS Agencies Dispatched | 5 |
| EMS Agencies Requiring Coordination | Allina EMS; Burnsville Fire; Hastings Fire; M Heath Fairview EMS; and South Metro Fire |

| Agency LOGIS CAD - Metro Transit | STATISTICS |
|--------------------------------------|--|
| Total Number of CAD Incidents - 2022 | 82,033 |
| Total CAD Workstations | 20 |
| Active CAD Workstations | 14 |
| Number of Mobile Units | 58 Squad Laptops |
| CAD Application and Version | CentralSquare 22.3.3 (LOGIS's CAD) |
| Number of EMS Agencies Dispatched | 0 |
| EMS Agencies Requiring Coordination | Allina EMS; Edina Fire/EMS; Hennepin EMS; M Health Fairview EMS; North Memorial EMS; & St. Paul Fire |

| Agency-MSP Airport | STATISTICS |
|--------------------------------------|--|
| Total Number of CAD Incidents - 2022 | 75,000 average annual (2022 was lower than normal) |
| Total CAD Workstations | 14 |
| Active CAD Workstations | 5 |
| Number of Mobile Units | 100 |
| CAD Application and Version | CentralSquare Enterprise 21.1.2.3 |
| Number of EMS Agencies Dispatched | 0 |
| EMS Agencies Requiring Coordination | Allina EMS |

| Agency Minneapolis CAD - City of Minneapolis | STATISTICS |
|--|--|
| Total Number of CAD Incidents - 2022 | Approx. 500,000 (all agencies) |
| Total CAD Workstations | 80 |
| Active CAD Workstations | 26 |
| Number of Mobile Units | 400 |
| CAD Application and Version | CentralSquare Enterprise 5.8.19 *Updating to new version April 2023 |
| Number of EMS Agencies Dispatched | 0 |
| EMS Agencies Requiring Coordination | Hennepin EMS & North Memorial EMS |

| Agency Minneapolis CAD - University of Minnesota | STATISTICS |
|--|--|
| Total Number of CAD Incidents - 2022 | 35,000 |
| Total CAD Workstations | 9 |
| Active CAD Workstations | 5 |
| Number of Mobile Units | 16 |
| CAD Application and Version | CentralSquare Enterprise 5.8.19 (Minneapolis's CAD) *Updating to new version April 2023 |
| Number of EMS Agencies Dispatched | 1 (U of M EMS for special events) |
| EMS Agencies Requiring Coordination | Hennepin EMS |

| Agency-Minnesota State Patrol (Roseville Location) | STATISTICS |
|--|--|
| Total Number of CAD Incidents - 2022 | 231,077 (10 county metro area) |
| Total CAD Workstations | 17 (metro only) |
| Active CAD Workstations | 15 (metro only) |
| Number of Mobile Units | 250 + Excluding aircraft and specialized units |
| CAD Application and Version | Hexagon Intergraph 9.2 |
| Number of EMS Agencies Dispatched | 0 |
| EMS Agencies Requiring Coordination | Allina EMS; Edina Fire/EMS Hennepin EMS; M Health Fairview EMS; North Memorial EMS; & St. Paul Fire |

| Agency-Ramsey County | STATISTICS |
|--------------------------------------|---|
| Total Number of CAD Incidents - 2022 | 526,055 |
| Total CAD Workstations | 57 |
| Active CAD Workstations | 32 |
| Number of Mobile Units | 874 |
| CAD Application and Version | CentralSquare Enterprise 21.1.2.8 |
| Number of EMS Agencies Dispatched | 3 |
| EMS Agencies Requiring Coordination | Allina EMS; Lakeview EMS via Allina EMS (current CAD-to-CAD connection; county does call-taking and sends completed call to Allina EMS) |

| Agency-Scott County | STATISTICS |
|--------------------------------------|--|
| Total Number of CAD Incidents - 2022 | 168,958 |
| Total CAD Workstations | 12 |
| Active CAD Workstations | 5 |
| Number of Mobile Units | 200 |
| CAD Application and Version | CentralSquare LETG |
| Number of EMS Agencies Dispatched | 1 |
| EMS Agencies Requiring Coordination | Allina EMS; M Health Fairview EMS; North Memorial EMS; & Ridgeview Ambulance |

| Agency-Sherburne County | STATISTICS |
|--------------------------------------|--|
| Total Number of CAD Incidents - 2022 | 66,279 |
| Total CAD Workstations | 8 |
| Active CAD Workstations | 6 |
| Number of Mobile Units | 48 |
| CAD Application and Version | ProPhoenix 2020 |
| Number of EMS Agencies Dispatched | 1 |
| EMS Agencies Requiring Coordination | Allina EMS; CentraCare EMS; Mayo EMS; & North Memorial EMS |

| Agency-St. Louis Park | STATISTICS |
|--------------------------------------|--|
| Total Number of CAD Incidents - 2022 | 46,868 |
| Total CAD Workstations | 5 |
| Active CAD Workstations | 3 |
| Number of Mobile Units | 8-10 Patrol/Investigator/Non-sworn mobile – FT Fire Dept averages 5 mobile units |
| CAD Application and Version | CentralSquare Public Safety Suite Professional v.22.1 (OS 6.2; build 9200) |
| Number of EMS Agencies Dispatched | 0 |
| EMS Agencies Requiring Coordination | Hennepin EMS |

| Agency-Washington County | STATISTICS |
|--------------------------------------|--|
| Total Number of CAD Incidents - 2022 | 240,062 |
| Total CAD Workstations | 18 |
| Active CAD Workstations | 8 |
| Number of Mobile Units | 340 |
| CAD Application and Version | CentralSquare Enterprise 20.2.4 Patch 1 |
| Number of EMS Agencies Dispatched | 5 (fire departments) |
| EMS Agencies Requiring Coordination | Hastings EMS; Lakeview EMS; M Health Fairview EMS; & White Bear Lake EMS |

8. EMS AGENCY STATISTICAL AND CAD APPLICATION INFORMATION

The following section provides both agency workload information and detailed CAD information. Total workstations include supervisor, training, and backup center positions. Active workstations are the number of workstations being used at peak staffing time.

| Allina EMS | STATISTICS |
|---|--|
| Total Number of CAD Incidents - 2022 | 245,000 |
| Total CAD Workstations | 34 |
| Active CAD Workstations | 19 |
| Number of Mobile Units | 130 |
| CAD Application and Version | CentralSquare Inform CAD 22.1.2 Patch 14 |
| Counties in which EMS services are provided | Anoka; Chisago; Dakota; Hennepin; Isanti; Ramsey; Scott; Sherburne; & Washington |

| Hennepin EMS (Uses Minneapolis's CAD) | STATISTICS |
|---|---|
| Total Number of CAD Incidents - 2022 | 100,000 |
| Total CAD Workstations | 8 |
| Active CAD Workstations | 6 |
| Number of Mobile Units | 50 (25 on street peak) |
| CAD Application and Version | CentralSquare Enterprise 5.8.19 (Minneapolis's CAD)* *Updating to new version April 2023 |
| Counties in which EMS services are provided | Hennepin |

| M Health Fairview EMS | STATISTICS |
|---|---|
| Total Number of CAD Incidents - 2022 | 66,000 |
| Total CAD Workstations | 12 |
| Active CAD Workstations | 8 |
| Number of Mobile Units | - |
| CAD Application and Version | Zoll v6* *Updating April 1, 2023 to LOGIS CAD IDS 4.0.26.127 |
| Counties in which EMS services are provided | Anoka; Chisago; Dakota; & Scott |

| North Memorial Ambulance | STATISTICS |
|---|------------------------|
| Total Number of CAD Incidents - 2022 | 134,126 |
| Total CAD Workstations | 16 |
| Active CAD Workstations | 10 |
| Number of Mobile Units | 120 |
| CAD Application and Version | Hexagon Intergraph 9.4 |
| Counties in which EMS services are provided | Hennepin & Scott |

| Ridgeview Medical Center | STATISTICS |
|--------------------------------------|------------|
| Total Number of CAD Incidents - 2022 | 17,150 |
| Total CAD Workstations | 5 |

| | |
|---|---|
| Active CAD Workstations | 3 |
| Number of Mobile Units | 130 |
| CAD Application and Version | Zoll RescueNet 5.0 |
| Counties in which EMS services are provided | Carver; Hennepin; & Scott (plus four additional counties outside of metro region) |

9. GENERAL REQUIREMENTS

- 9.1 Vendors are required to complete the Requirement Matrix which is included as Attachment A in this solicitation.
- 9.2 Vendors are required to complete the Investment Summary which is included as Attachment B in this solicitation.
- 9.3 In addition, Vendors are required to provide a written narrative response to every item listed below in Sections 10-14.

10. VENDOR’S RELEVANT EXPERIENCE AND QUALIFICATIONS

- 10.1 Describe the proposer’s company background, past performance and relevant experience and state the number of years that the Proposer has been in existence and providing CAD-to-CAD solutions, the current number of employees, and the primary markets served. Describe previous engagements of a similar size and complexity as the MESB project.
- 10.2 Identify up to three customers similar size and complexity. The list should specifically identify customers that have signed a contract for the proposed CAD-to-CAD solution but are not yet operating in a production environment at the time of the submission deadline for this RFP. Please provide the following information for the references:

11. CONTACT NAME

- 11.1 Provide contact information:
 - 11.1.1 Contact email and telephone number
 - 11.1.2 Agency name
 - 11.1.3 Project description including number and type of agencies participating
 - 11.1.4 Solution description including version number and description of one way and two-way interfaces
- 11.2 Provide a detailed roadmap of the proposed Solution’s historical milestones for at least the previous three years and future versions and planned feature upgrades over the next five years. Marketing information is not requested or desired.

12. VENDOR’S APPROACH AND METHODOLOGY TO PROVIDING SERVICES

- 12.1 Describe proposer’s project management methodology and recommended strategies in performing the services described in this proposal. The proposer shall describe its approach to project organization and management, to include the various project stages and milestones, change of scope management, implementation, and training strategies.

- 12.2 Provide a clear delineation of project management responsibilities between the agencies and the proposer.
- 12.3 Provide a project plan for implementation of the proposed solution. The project plan should include the proposed timeline to complete roll-out of the proposed solution in production in a phased approach. When developing the proposed timeline, proposers should be aware that the MESB may assess a financial penalty if the timeline is not met. Proposers are to discuss and provide documentation depicting the various project stages, milestones, installation.
- 12.4 Provide an overview of the proposed change management plan and/or methodology. The plan description should identify roles and responsibilities clearly defining role ownership by proposer and/or agency resources.
- 12.5 Describe the product release cycle including, but not limited to:
 - 12.5.1 Frequency of updates/enhancements or new versions (major and minor version releases)
 - 12.5.2 Contents of a release
 - 12.5.3 Availability of release notes
 - 12.5.4 Describe the recommended approach to the following types of testing to be performed on the project and the type of assistance to provide to the agencies related to testing:
 - 12.5.5 Functional Testing
 - 12.5.6 Integration Testing
 - 12.5.7 Stress / Performance Testing
 - 12.5.8 Reliability Testing
 - 12.5.9 User Acceptance Testing
 - 12.5.10 Disaster Recovery Testing
- 12.6 Proposer shall provide a list and description of the training courses offered in the areas listed below. For each course, proposer shall state prerequisite courses required, recommended class size, duration, and method of instruction.
 - 12.6.1 Application/system administrator training
 - 12.6.2 Train-the-trainer training
 - 12.6.3 End-user training
 - 12.6.4 Technical system support training
 - 12.6.5 Online/computer-based training
- 12.7 Describe the training documentation/materials provided. Include samples and/or screenshots.
- 12.8 Provide a detailed description of the technical support and helpdesk services proposed. Include details regarding opening a support ticket, electronic ticketing, weekly case reporting, number of steps to reach live support, etc.

13. SOLUTION ARCHITECTURE

- 13.1 Describe the proposed solution's ability to automatically transfer associated incidents to appropriate agencies based on geography, agency, business process, and incident type.

- 13.2 Describe the system administration tools that are used to manage the application including any data archival tools, tools for managing application updates, online help management tools, etc.
- 13.3 Proposers shall provide network connectivity requirements including recommended bandwidth, latency, and throughput utilization to ensure optimal performance of the proposed solution.
- 13.4 Provide the response times for the proposed solution in the column labeled “Solution Response Time”:

| Transaction Time | Solution Response Time |
|--|------------------------|
| Processing time of data from CAD A to CAD B (one to one transfer) | |
| Processing time of data from CAD A to CAD Many (one to many transfer) | |

- 13.4.1 Does the proposed solution utilize open APIs?
- 13.4.2 Does the proposer provide API’s or other tools to build and support interfaces using utilities?
- 13.4.3 Please indicate vendor’s preferred methodology utilized for third party interfaces. I.e., REST, .NET etc.
- 13.5 Describe how the proposer’s solution complies with NENA’s ANSI-Approved Emergency Incident Data Object (EIDO) Standard ([NENA-STA-021.1a EIDO JSON 20220419](#)) that defines a standardized, industry-neutral format for exchanging emergency incident information between disparate manufacturer’s systems located within one or more public safety agencies.

If the solution is not currently compliant, describe the proposer’s roadmap and timeline to support EIDO.

14. CAD-TO-CAD SCENARIOS

Please describe how your CAD-to-CAD solution will assist the following scenarios:

- 14.1 CAD System A’s jurisdiction has a structure fire with a response plan that calls for automatic aid response from units from CAD A and CAD B’s jurisdiction. Describe how the solution handles transmission of data. The incident escalates and additional alarms are asked for by the incident commander, each alarm involves another group of units, describe how the system handles increasing alarm levels and how it transmits incident data or requests between two or more different CAD systems.
- 14.2 CAD system A’s jurisdiction receives a call for a medical emergency, they dispatch Law and Fire resources, the EMS agency is dispatched from CAD system B, describe how the system can transmit incident data directly to system B’s CAD and share incident response data between CAD A and CAD B.
- 14.3 A caller traveling on the interstate is reporting a reckless driver. The call and incident originate in CAD A jurisdiction; however, the incident moves into CAD B jurisdiction during the call (voice call transfer via 9-1-1). The incident and caller information must be transferred to CAD B jurisdiction.
- 14.4 The respondent shall describe how its CAD-to-CAD system would support continued operation for a PSAP that is experiencing a problem with not being able to receive 9-1-1 calls (but CAD is functional) and the 9-1-1 calls are temporarily being handled by another PSAP.

14.5 The respondent shall describe how its CAD-to-CAD system would support continued operation for a PSAP experiencing a high-call-volume event where some 9-1-1 calls are received by the primary PSAP and other 9-1-1 calls are alternate-routed to PSAPs in the region.

15. CAD-TO-CAD INTEGRATION EXPERIENCE

In the table below indicate your history integrating with each of the various CAD systems currently in use by the PSAPs in this project, with respect to having experience successfully implementing full two-way communications with CAD by use of your API or other means.

It is understood some of the CAD systems may not be capable of two-way interoperability and may have to step down in functionality and use a view only feature or lesser product. Please Indicate if this is still the case and describe the suggested offering to allow that agency to participate.

| Agency | CAD Application | Vendor Response |
|--|--|------------------------|
| Anoka County | CentralSquare Enterprise 21.1.2.5 | |
| Carver County | Computer Information Systems (CIS) 13.05.01 build 150 | |
| Chisago County | ProPhoenix | |
| City of Eden Prairie | Tyler New World 2021.1 (sp2) | |
| City of Edina / Richfield | CentralSquare SunGard One Solution (OSSl) 21.3.0.1002 | |
| City of Minneapolis | CentralSquare Enterprise 5.8.19 | |
| Hennepin County | CentralSquare Enterprise 21.1.2.6 | |
| Isanti County | CentralSquare LETG | |
| LOGIS - City of Bloomington | CentralSquare 5.8.39 Patch 2 | |
| LOGIS - Dakota County | CentralSquare 5.8.39 Patch 2 | |
| LOGIS - Metro Transit | CentralSquare 5.8.39 Patch 2 | |
| Metropolitan Airports Commission | CentralSquare Enterprise 21.1.2.3 | |
| Minnesota State Patrol (Ramsey) | Hexagon Intergraph 9.2 | |
| Ramsey County | CentralSquare Enterprise 21.1.2.8 | |
| Scott County | CentralSquare LETG | |
| Sherburne County | ProPhoenix 2020 | |
| City of St. Louis Park | CentralSquare Zuercher Suite v21.1 (OS 6.2) | |
| University of Minnesota (via City of Minneapolis) | CentralSquare Enterprise 5.8.19 | |

| | | |
|-------------------|---|--|
| Washington County | CentralSquare Enterprise 20.2.4 Patch 1 | |
|-------------------|---|--|

| Agency | EMS Application | Vendor Response |
|---------------------------------|---|------------------------|
| Allina EMS | CentralSquare Inform CAD 5.8.21 Patch 1 | |
| Hennepin EMS | CentralSquare Inform CAD 5.8.19 | |
| M Health Fairview EMS | Zoll v6 | |
| Mayo Clinic Ambulance | Zoll | |
| North Memorial Health Ambulance | Hexagon Intergraph 9.4 | |
| Ridgeview Medical Center | Zoll RescueNet | |

16. CAD-TO-CAD OPTIONAL OFFERINGS

Please describe the CAD-to-CAD system’s ability to support the following situations including any costs associated with the solution:

- 16.1 View only access of real time CAD-to-CAD incidents either across the region or with specific agencies and or NPS Agencies.
 - 16.1.1 Vendor description
 - 16.1.2 Vendor costs
- 16.2 The ability for an agency to receive real time alerts and or notifications if it has a CAD system that does not have the ability to support an API interface.
 - 16.2.1 Vendor description
 - 16.2.2 Vendor costs
- 16.3 The ability for a NPS agency to receive real time alerts or notifications if it does not have a CAD system.
 - 16.3.1 Vendor description
 - 16.3.2 Vendor costs
- 16.4 If an agency is in the middle of changing CAD vendors or conducting a major CAD upgrade and do not wish to create a bi-directional interface until its CAD project is complete. What are its options for CAD-to-CAD during this interim period?
 - 16.4.1 Vendor description
 - 16.4.2 Vendor costs

Submission Requirements:

In addition to providing responses to the previous sections of this RFP, submissions must include the following:

1. Experience of your organization in relation to other CAD-to-CAD interoperability projects.
2. Identity and qualifications of the person, or persons, your organization would assign to the project.
3. A project timeline from the contract award to the final acceptance of the proposed solution.
4. A list of three references from similar projects.
5. Known potential conflicts, if any.
6. Submissions shall be electronic and submitted as a .pdf file.
7. Project pricing
 - a. Pricing options for portions of the project.
 - b. Pricing information must be submitted in a separate .pdf file.

Selection Process:

The final decision regarding the selection of a consultant will be made by the Metropolitan Emergency Services Board, with recommendation from the MESB 9-1-1 Technical Operations Committee. The final agreement will be in the form of a written contract between the successful organization and the MESB. The MESB reserves the right to reject any, or all, proposals, and to request additional information from any and/or all proposers.

All questions and correspondence may only be directed to Jill Rohret, Executive Director, in writing at jrohret@mn-mesb.org or via telephone at (651) 643-8394. Contact with MESB personnel other than Jill Rohret regarding this RFP may be grounds for elimination from the selection process.

Proposals are due by 4:00 p.m. on Friday, March 31, 2023, submitted to: Jill Rohret, Executive Director, at jrohret@mn-mesb.org.

PUBLIC DATA

Proposals submitted become a matter of public record. Information supplied by any proposer is subject to the Minnesota Government Data Practices Act, Minnesota Statutes, Sections 13.01 et seq.

Public Record: Under Minnesota law, data submitted by a business to a government entity in response to a request for proposal are private or nonpublic until the responses are opened. Once the responses are opened, the name of the proposer becomes public. All other data in a proposer's response to a request for proposal are private or nonpublic data until completion of the evaluation process. Completion of the evaluation process means that the government entity has completed negotiating the contract with the selected proposer. After a government entity has completed the evaluation process, all remaining data submitted by all proposers are public with the exception of trade secret data as defined and classified in Minn. Stat. Section 13.37. A statement by a proposer that submitted data are copyrighted or otherwise protected does not prevent public access to the data contained in the response if such data does not qualify as trade secret data.