

# Request for Information



State of Alaska  
Department of Public Safety  
Division of Administrative Services

**Date Issued: February 14, 2024**

## EMERGENCY MEDICAL DISPATCH (EMD) SOFTWARE

### **Introduction:**

The Department of Public Safety (DPS), Alaska State Troopers Northern Operations Center, is seeking to develop an EMD program centered around EMD software that is practical for the department and state's needs. The primary goal of the system is to provide instructions for 911 callers experiencing medical emergencies and triage medical calls for service.

### **Background Information:**

DPS is seeking decision-support software, training, and 24/7 software support. The EMD software must have flexible protocols to be configurable to state needs and offer features and options beyond EMS response recommendations, as over 90% of the communities DPS serves do not have ambulance service or immediate medical service of any kind. Development of local protocols by the state within the system will be supervised by the program's medical director. The system must be able to provide explicit instructions and directions for dispatchers to give to callers reporting medical emergencies.

It is estimated that the program will be used by approximately six of workstations once fully trained and implemented, although the center has ten work stations total.

### **Response Information:**

Vendors who have off-the-shelf options (COTS) available to meet DPS's unique needs are invited to provide information on their product. The response must include detail on points such as the vendor's experience and qualifications, the products, training, or services offered, and why the products or services will work for the state. This information must specifically address how DPS can develop their own protocols within the system that do not default to EMS response.

This RFI does not extend any rights to prospective vendors or obligate the state to conduct a solicitation or purchase any goods or services. No cost information should be provided, as it will not be considered and this is not a solicitation or quote request.

### **Procurement Officer contact information:**

Interested parties must submit a written response by February 26, 2024, at 8:00 a.m. ADT. Responses may be sent by U.S. mail or E-mail to the addresses listed below.

All questions must be directed to the person listed below writing via email.

Department of Public Safety

Attention: Kelly Pahlau

Address: 5700 E Tudor Road, Anchorage, AK 99507

Phone: (907) 269-8493

Email: [Kelly.pahlau@alaska.gov](mailto:Kelly.pahlau@alaska.gov)