

## **Summary**

Escambia County Public Safety is requesting quotes for Emergency Communications Quality Assurance reviews.

The Emergency Communications Division uses structured medical protocols developed by Priority Dispatch Corporation to triage and code emergency medical 9-1-1 calls and emergency fire calls.

Regular review of calls, coupled with structured QA evaluations ensures correct protocol usage, proper telephone etiquette, and proper care for 9-1-1 callers, and reduction of liability for the county. This program meets Section 5.5.2 in the State of Florida E911 plan and is designed to enhance the quality of each telecommunicator's performance and improve the processes used within the daily operations of the 9-1-1 communications centers. The result will be a standardized operation that provides a continually improving service to the citizens of Escambia County.

## **Scope of work includes:**

- Weekly review and scoring of emergency medical and fire 9-1-1 calls via off-site remote connection
- Weekly delivery of sharable call reports detailing calltakers performance
- Monthly summary report of overall center performance
- Coaching and/or education (via reports) when improvement is needed
- Regular dialog and feedback with Emergency Communications Training Chief

## **Pricing:**

Quotes must include total cost to complete the tasks described in the project scope.

Quotes should be stated as monthly recurring costs (MRC) for:

- **100** EMD (Medical) calls per month
- **20** EFD (Fire) calls per month

**Qualifications:**

Bidders must provide the following items as part of their quote consideration:

- Proof of certification/training in EMD/EFD Quality Assurance
- Description of experience in EMD Quality Assurance review
- Examples of Quality Assurance reports to be used

**Contact Person:**

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