

Quote Name: Emergency Communications Quality Assurance
Quote Number: EC911 062220

Number of Responses: 2
Winning Bid: Replay System

Agency	Quoted Amount
Replay Systems Inc	\$ 18,000.00
Cambridge	\$ 39,000.00

Justification: Only VPI Certified vendor to respond. 15 organizations opened the Solicitation, 41 notifications we

ere sent



Presentation Date: 07/01/2020
Valid Until Date: 09/29/2020

Quote #: 002241
Rev: 07/01/2020 12:53 PM

Prepared For:

Company: Escambia County Public Safety
Contact: Andrew Hamilton
Install Address: 6575 North "W" Street
Pensacola, FL 32505
Phone: (850) 471-6316
Email: ahamilton@myescambia.com

Prepared By:

Company: Replay Systems
Contact: Ryan Hurley
Address: 4800 N Federal Highway, Suite 104B
Boca Raton, FL 33431
Toll-Free: (800) 722-3472
Phone: (954) 821-6870
Email: ryan.hurley@replaysystems.com

NOTES: ReplayQA Managed Services. 1,200 QA Evaluations per Annual Agreement (=100 QA Evaluations per month).

Managed Services

Quantity	Part Number	Description	List Price	Sales Price	Total Price
1200	RPL-RQA	Replay Systems Independent Quality Assurance Services. Price per standard evaluation.	\$15.00	\$15.00	\$18,000.00
				Subtotal:	\$18,000.00

Subtotal (including additional services): \$18,000.00

Grand Total: \$18,000.00



Presentation Date: 07/01/2020
Valid Until Date: 09/29/2020

Quote #: 002241
Rev: 07/01/2020 12:53 PM

Payment Terms: \$1,500.00 Billed Monthly Services
Note: SC sales are subjected to state sales tax. Tax amount will be added to final invoice.

Customer Signature: _____
Print Name: _____ Title _____
Date: _____
PO Number: _____

Unless otherwise agreed, Payment Terms are Monthly in Arrears.

Please read the attached "Installation Assumptions". These conditions apply to any purchase. [Replay Systems Installation Assumptions](#)
Prepaid Performance Plans include one year of warranty plus two, three, or four additional years of prepaid support respectively.



July 3, 2020

Mr. Andrew Hamilton
Communications Chief
Escambia County Public Safety
6575 North W Street
Pensacola, Florida. 32505

RE: Quote Number: EC911 062220

Dear Mr. Hamilton,

Please accept this correspondence as Cambridge Consulting Group's (CCG) bid on the contract for quality assurance and control consulting of emergency medical dispatch quote number EC911 062220. We have enclosed all material requested for consideration.

CCG offers to perform the services requested in the specified contract for a total of \$78,000 (Seventy-Eight Thousand Dollars) for the two-year term. This would be a Monthly Recurring Cost (MCR) of \$3,250 (Three Thousand Two Hundred Fifty Dollars).

We will use our Associate Advisor Mr. Ettore Acciavatti to oversee the project. CCG will utilize Ms. Danielle Dougherty to perform the quality assurance review and needed counseling. Their resumes and description of experience and credentialing are attached.

CCG intends to utilize the reports generated by the review software program specified in the contract offer.

If you should have any questions, or require further information, please feel free to contact us. Thank you for this opportunity to bid.

Sincerely,

Vincent D. Robbins, Founder & Executive Advisor

PO Box 1086 Cambridge, Maryland 21613
202-505-2256
www.CambridgeCG.net

Summary

Escambia County Public Safety is accepting quotes for Emergency Medical Dispatch 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. Regular review of calls, coupled with QA evaluations helps ensure correct medical protocol use, and proper telephone etiquette, thus providing proper care for 9-1-1 callers, while reducing 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 of emergency medical 9-1-1 calls via off-site remote connection
- Weekly delivery of printable call reports detailing calltaker performance
- Monthly summary report of telecommunicator performance
- Coaching and/or education (via reports) if improvement is needed

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 calls per month

Qualifications:

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

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

Contact Person:

Andrew Hamilton, Communications Chief, Escambia County Public Safety, 6575 N. W Street, Pensacola, FL 32505, (850)471-6300, Email; ahamilto@myescambia.com



Ettore Joseph Acciavatti, BSN, RN, NREMT-P

Medic1778@gmail.com

(732)-489-4358

Early Career

Joe entered the emergency services in 1988 as a volunteer firefighter and emergency medical technician. As a firefighter, he successfully earned numerous credentials including firefighter II, advanced pump, technical rescue technician, up to ICS 800, and discontinued service at the rank of Lieutenant. Earning his Emergency Medical Technician certificate in 1989 he entered the beginning of his professional career with the Elizabeth Police Department where he became the union president and changed the course of the labor-management relationship by unifying both sides and functioning as a collaborative team. 11 years of service was completed when he was forced into early retirement due to an injury sustained when he and his partner were attacked by multiple suspects.

Leadership Experience

In 2001 Joe entered a leadership position with Monmouth Ocean Shores Hospital Service Corporation, more commonly known as MONOC, as the Clinical Coordinator for the paramedics. The responsibilities included clinical management over 100 paramedics and mobile intensive care nurses while ensuring all providers remained properly credentialed. As Clinical Coordinator, Joe was responsible for monthly clinical meetings with a panel of 13 physicians where case reviews occurred, and benchmarks to measure compliance was established to ensure the highest quality of care was being delivered. The delivery of high-quality care and achieving superior benchmarks were of significant importance to Joe which resulted in him becoming a paramedic educator for Ocean County College. He was quickly promoted from educator at the program to a leadership title of coordinator where he reshaped the program. Under the leadership of him, the program boasted a 100% success rate of all candidates who were endorsed to take the National Registry of EMT's and Paramedics exam.

In 2004 Joe moved from clinical leadership to operational leadership and was tasked with reorganizing five individual companies into a unified organization. The process of reorganization opened numerous process improvement potentials which were achieved by leading a

collaborative change process. The dissimilar management teams were brought together to discuss all processes each company used and to identify best practices from each company. The practice of streamlining all processes into a best practice model allowed for an appreciable management-labor hour savings which allowed managers to focus attention on other key projects. The identification of staffing versus demand mismatch was identified which was demonstrating a loss of revenue and delivery of sub-par service. Under Joe's leadership, an extensive evaluation of historical demand was studied while also having an eye towards identifying anomalies. The staffing hours had been realigned to match demand which resulted in increased client services availability as well as a reduction in unit staffing hours which drove improved revenue recovery.

Operational performance was a key discipline under Joe's leadership so that optimum performance would occur that drove fiscal responsibility. Collaborative teams were formulated that included operations, communications, clinical, fleet services, and finance so that all aspects of the organization were represented. Patient care records were identified as a performance inhibitor which resulted in the transition from paper charting to electronic medical record process. Key performance metrics were identified, and a daily tracking tool was developed that ensured accurate reporting. Weekly Joe hosted a collaborative meeting with all departments within the organization where all key metrics reported on, problematic issues that occurred, and process improvement strategies were developed. When areas of concern were identified a process change would be introduced with continued monitoring and reporting of the issue at the weekly meeting.

In 2005 Joe was recruited as a site reviewer for the Commission on Accreditation of Ambulance Services (CAAS). Ultimately Joe attained the title of Team Leader with CAAS and is responsible for the deployment and management of field site review teams. Since beginning with CAAS, he has completed over 100 site review inspections of the nation's premier mobile health services and ensuring compliance with the standards of CAAS. CAAS has developed a standards revision committee that Joe is a participant of so that his expertise shapes the nation's standards.

In 2013 Joe's leadership team in his operational responsibilities was determined to have attained superior performance which allowed his focus to be shifted to the communications sector of the organization. The move to communications was predicated on his leadership capabilities and his strong technology background. The communication center was a secondary public safety answering point with two 911 trunk circuits managing a total of 12 911 lines. The communication center was configured with 15 stations which were upgraded to facilitate radio and phone communications. Operational resilience was the cornerstone of Joe's leadership approach so that service will be unencumbered in the face of any natural or manmade disaster. The communication center hosted 18 emergency/administrative lines that were transitioned from POTS to VOIP to ensure operational continuity in and out of the building.

Management of numerous two-way radio systems was managed under Joe's direction. The communication center maintained two VHF simplex systems, two UHF multicast systems, one UHF simulcast system, and one digital mobile radio UHF system. The communication center also maintained six additional local resource radio channels that utilized either a rooftop

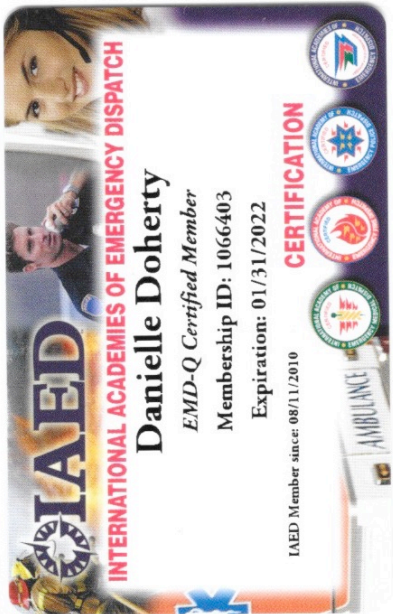
antenna or remote tie lines using RTNA circuits or IP circuits. The original desktop interface was a Ztron console that was upgraded successfully to a Telex interface offering greater redundancy and ease of use for the users. Redundancy was a crucial process required to maintain operational efficiency and all technology was improved to incorporate secondary processes. To provide high-quality service to the field staff and operational management radio channels were cross patched with a ROIP service to further increase operational resiliency.

Joe's understanding of technology afforded great progress in the delivery of service, but his greatest passion was the training of staff which supported his belief that educated staff provides superior service. An education committee was formulated with the vision of markedly improving all communication specialists to the highest level. The education committee provided annual updates to polices based on operational input and entered into daily, monthly, and annual training. The ability to ensure operational resilience was tested weekly in both announced and unannounced drills where various components became compromised or the center's structural integrity was compromised. The agency originally provided medical call screening using the state protocols until transitioning to the International Academy of Emergency Dispatchers (IAED) protocols. The educational processes that were put in place, along with real-time coaching and daily shift briefings allowed staff to flourish. The staff of the communications center endeavored to prove their commitment to excellence by pursuing, and ultimately earning the coveted title of Accredited Center of Excellence (ACE) awarded to only top performers from the IAED.

In 2019 the Specialty Care Transport (SCT) division was placed under the leadership of Joe in addition to his responsibilities within the communications division and deployment management. Process improvements were put in place following surveys of SCT staff that identified equipment and training issues that were hampering division performance. The fleet of SCT vehicles was systematically evaluated for mechanical soundness and improvements were implemented for ease of caregiver equipment storage. Medications and products that expire were evaluated for the frequency of use and a process was developed to reduce the needless waste of items resulting in cost savings without impinging on care. Leadership and staff worked collaboratively to understand the underappreciated costs of operations and implemented cost-saving measures which were driven by staff leaders to save money. Flexible scheduling models were implemented which increased staffing satisfaction while also improving coverage against a fluctuating demand. Education of staff was again the cornerstone of Joe's leadership approach which resulted in SCT staff rotating monthly to a university-level CVICU and an operating room for primary care responsibilities to ensure clinical proficiency.

Cambridge Consulting Group will use the services of Danielle Dougherty to perform the Quality Assurance Review function specified in the RFP:

Danielle Doherty has been involved in emergency medical service for over 20 years. She has been a dispatcher for 15 years, having worked from non-emergency dispatcher up to training and quality assurance manager. She has been an EMD-Q for 5+ years. She is also certified as a New Jersey-EMT, New Jersey-EMD, NAEFD, and NAACS. During that time as training manager, she implemented training manuals tailored to each new hire's position. She also kept current various staging policies requested by the other agencies her employer dispatched for. She was an integral part of the team at MONOC (New Jersey's largest EMS agency, which provided its own PSAP & PDAP) helping to maintain its ACE accreditation. She was able to keep monthly training and compliance to the high standards required for ACE. She worked with the individuals that needed remediation one-on-one to bring them up to the ACE standards. During her employer's reaccreditation process, she worked directly with the Academy to ensure reaccreditation went smoothly, checking each step as they went by. She also created a diagram of the room setup, as well as a bulletin board with current happenings. She has QA'ed thousands of calls and provided both position and constructive criticism as feedback. She has done all this while maintaining a positive working environment.




IAED
INTERNATIONAL ACADEMIES OF EMERGENCY DISPATCH

Danielle Doherty
EMD-Q Certified Member

Membership ID: 1066403
Expiration: 01/31/2022

IAED Member since: 08/11/2010

CERTIFICATION



AMBULANCE

STATE OF MARYLAND
Department of Assessments and Taxation

I, Michael L. Higgs, Director of the State Department of Assessments and Taxation, hereby certify that the attached document, consisting of 1 pages, inscribed with the same Authentication Code, is a true copy of the public record of the

Articles of Organization

for

THE CAMBRIDGE CONSULTING GROUP, LLC

(Department ID: **W20465712**)

I further certify that this document is a true copy generated from the online service with the State Department of Assessments and Taxation.

In witness whereof, I have hereunto subscribed my signature and affixed the seal of the State Department of Assessments and Taxation of Maryland at Baltimore on this April 30, 2020.



Michael L. Higgs
Director



301 West Preston Street, Baltimore, Maryland 21201
Telephone Baltimore Metro (410) 767-1344 / Outside Baltimore Metro (888) 246-5941
MRS (Maryland Relay Service) (800) 735-2258 TT/Voice

ARTICLES OF ORGANIZATION

The undersigned, with the intention of creating a Maryland Limited Liability Company files the following Articles of Organization:

(1) The name of the Limited Liability Company is:
The Cambridge Consulting Group, LLC (W20465712)

(2) The address of the Limited Liability Company in Maryland is:
108 Albemarle Court, Cambridge, MD, 21613

(3) In order to operate in Maryland, will the registering entity require a business or industry license that is issued by the state or any other local agency?
Uncertain

(4) The Resident Agent of the Limited Liability Company in Maryland is:
Vincent David Robbins

whose address is:
108 Albemarle Court, Cambridge, MD, 21613

(5) Signature(s) of Authorized Person(s):

Vincent
.....

Robbins
.....
.....

(6) Signature(s) of Resident Agent(s):

Vincent David Robbins
.....
.....
.....

(7) Filing party's name and return address:
Mr . Vincent David Robbins, 108 Albemarle Court,
Cambridge, MD, 21613

I hereby consent to my designation in this document.





WHO WE ARE

We are a group of independent consultants who have formed an unprecedented collaborative team of subject matter experts in the paramedicine field, with extensive experience in emergency medical services at all levels, ambulance operations of every organizational structure, and medical transportation service

WHAT WE DO

We review your needs, identify the best team of advisors from our group, and engage in a unique mutually supportive, interdisciplinary approach to provide the best solutions for you. We customize our approach to each engagement to assure our results are specifically honed to each client

WHERE WE WORK

We work locally, regionally, at the state level, interstate level, federally and internationally. Wherever paramedicine providers, agencies and organizations need our assistance, we dedicate the resources necessary to accomplish the mission. In today's virtual world, CCG has leveraged technology to allow our global reach

A GLOBAL VIEW

With over 200 years of combined experience in the field, at every tier of service, every type of operation, and every level of management, CCG is unsurpassed in our knowledge and expertise. No other consulting firm has the breadth and depth of CCG. Our consultants have researched the field, written extensively, presented at the major national conferences, served as faculty for leadership, management, administration and physician education programs.

EXPERT CONSULTANTS

CCG's consultants are recognized leaders in the fields of paramedicine, emergency medical services, ambulance service and medical transportation. They have served in executive, managerial, supervisory and practitioner roles. They have served as state regulators, educators, lawyers, line officers, and volunteers. They have managed private sector operated, hospital-based, fire-based, non-profit, for-profit, government-based services with every deployment model.

CLIENT FOCUS

Our attention, from the very beginning of our relationship with you, will be focused on your needs.

We know each client presents with unique concerns, operates in substantially different environments, and functions among a special set of circumstances. Understanding that is key to our ability to craft truly customized solutions for our clients. We don't believe in cookie-cutter, compromised answers to your issues. Instead, we tailor our approach to best address each specific engagement

LOCAL KNOWLEDGE

Because our team of advisors hail from all over the United States, we are able to utilize a local awareness of the regulations and governance oversight our clients experience. Being familiar with the various structures within which paramedicine functions in the country, informs each of our

PO Box 1086
Cambridge, Maryland 21613
202-505-2256
www.CambridgeCG.net

engagements, allowing CCG to provide the right solutions for each client. With years of service at every level throughout the country CCG understands your environment.

NATIONAL

Our focus is the United States. The myriad of system structures and regulatory constraints can be truly overwhelming. One size definitely does NOT fit all when it comes to EMS or MTS services in America. With our advisors' vast experience designing, implementing, and operating EMS and MTS services across the country, they are best positioned to be the experts our clients need.

PARTNERSHIPS

CCG views the relationship with our clients as a partnership. We see our underpinning responsibility is to represent the client's interests in our approach to developing unique solutions to their problems

EXCELLENCE

Our work ethic focuses on providing excellence in meeting our client's needs. We know the level of detail needed by today's leaders to make decisions that will impact an organization's future for years to come

Our Philosophy on Consulting

At Cambridge Consulting Group we believe problems faced by paramedicine agencies today are complex and ever evolving. As the population's health changes, as our society changes, as the industry changes, so do the demands placed upon emergency medical and medical transportation services and the environment within which they must function.

Complex problems require multifaceted, dynamic resolutions. While best practices are important and can inform our decisions, one size does **not** fit all. Cookie-cutter answers cannot be successfully imposed on clients who operate with different workplace cultures, different political realities, different financial constraints and different operating responsibilities.

We are a new breed of consulting firm. We offer our clients **options** to address their problems with an assessment of positive and negative consequences. We help them pick the best path forward based on their culture and environment. We assist them in implementing their choices, rather than imposing our own.

Our attention, from the very beginning of our relationship with clients, is focused on their unique concerns and their special set of organizational circumstances. Understanding that is key to our ability to craft an array of truly customized

solutions. We don't believe in standard, compromised answers to our client's issues. Instead, we tailor our approach to best address each specific engagement.

Our Mission

To provide the highest quality, most informed advice available for clients seeking answers to difficult problems and pursuing excellence in their service.

Our Vision

We see a future where paramedicine advances to a level that profoundly improves the health of our communities and responds without limitation to the urgent medical needs of the population.

Our Values

Our activities and the performance of our team members are guided by the values of:

Distinction in Quality
Professionalism in Conduct
Excellence in Knowledge