

WACEMS

REQUEST FOR PROPOSALS (RFP)

RFP Title: Protocol Consolidation Platform

Issue Date: November 25, 2025

Proposal Response Deadline: December 30, 2025

Point of Contact: Forrest Taylor

Send via Mail to: 2751 Laughlin Ranch Blvd, Bullhead City, AZ 86429

1. Purpose & Overview

1.1 Purpose: This system will serve as the centralized platform for regional EMS protocol management, data analytics, and interoperability across all WACEMS-affiliated sub-agencies interested in utilizing this platform. The acquisition is intended to unify medical oversight, standardize regional patient care protocols, and ensure consistency with state and national EMS standards

1.2 Background: There are currently multiple Emergency Medical Services (EMS) protocols in use across the WACEMS region, resulting in variations in clinical guidance, documentation standards, and operational consistency among agencies. To enhance efficiency, interoperability, and quality of care, it is both logical and beneficial to streamline these systems into a unified platform. Establishing a centralized, standardized protocol management system will promote consistency in clinical practice, ensure timely updates across all participating agencies, and support seamless coordination during multi-jurisdictional responses.

This project will be funded through the Arizona Department of Health Services (AZDHS), enabling WACEMS to implement a modern, cohesive solution that aligns with state standards and strengthens the overall EMS infrastructure within the region.

1.3 Contract Term & Renewal Options: The initial term of the contract will be for a period of three (3) years, commencing upon the date of execution. This term is intended to provide sufficient time for implementation, training, and full integration of the selected platform across the WACEMS region. At the conclusion of the initial term, the contract may be renewed upon mutual agreement between WACEMS and the vendor, contingent upon satisfactory performance, continued need, and the availability of funding. Renewal options will be exercised in accordance with Arizona procurement regulations and based on an evaluation of service quality, system functionality, and overall value to the region.

2. Scope of Work / Specifications

2.1 Scope: The scope of this project includes the development, implementation, and ongoing support of a unified EMS protocol management platform for the WACEMS region. The selected vendor will be responsible for consolidating multiple existing protocol systems into a single, accessible platform that ensures consistency, accuracy, and compliance with state and regional standards. Key deliverables include system design and configuration, data migration, user training for each organization, technical support, and routine updates. Project milestones will include an initial needs assessment, platform deployment, staff onboarding and training, and post-implementation evaluation to ensure full functionality and user adoption across all participating agencies.

2.2 Minimum Qualifications: Vendors must demonstrate proven experience in developing and supporting EMS protocol management or comparable healthcare software systems. The selected vendor should possess relevant certifications in information technology, data security, and compliance with healthcare privacy standards, including HIPAA. Additionally, vendors must provide a minimum of three (3) professional references from organizations of similar size and scope that can attest to the vendor's performance, reliability, and ability to meet project timelines and deliverables. Preference will be given to vendors with prior experience supporting public safety or healthcare agencies within Arizona or other state-regulated environments.

2.3 Evaluation Criteria: Define factors and weighting.

3. Arizona Title 41 Compliance Requirements

3.1 Competition and Equal Opportunity: Open, fair competition required.

3.2 Responsible Offeror: Vendors must show integrity, capacity, and experience.

3.3 Bid Splitting Prohibited: Cannot divide purchases to avoid thresholds.

3.4 Ethics and Antitrust: No collusion, gift giving, or conflicts of interest.

3.5 Governing Law: Arizona laws and venue apply.

4. Proposal Submission Instructions

4.1 Vendors shall submit their complete proposal in a sealed package clearly labeled with the project title and the vendor's legal business name. Proposals must be typed, professionally formatted, and organized in the order outlined in the RFP to ensure consistency and ease of evaluation. All pages should be numbered, and the proposal must include a table of contents, section headers, and all required forms and certifications.

Vendors are required to submit **three (3) printed hard copies**, each bound or secured to prevent separation. Proposals must be delivered by mail. Faxed, emailed, or late submissions will not be accepted under any circumstances. It is the responsibility of the vendor to ensure that the proposal is received by the deadline stated in the RFP.

All proposals must be complete, concise, and responsive to the requirements outlined. Any deviation from the required format may result in disqualification.

4.2 Delivery & Deadline: December 30, 2025

5. Evaluation Process

5.1 Review Committee: WACEMS elected board representatives will evaluate per A.R.S. §41-2578.

5.2 Award: Contract to most advantageous proposer.

5.3 Protest Rights: Vendors may protest per statute.