



METROPOLITAN EMERGENCY SERVICES BOARD

REQUEST FOR PROPOSALS (RFP)

**Comprehensive Stress Management Program Development  
to Increase 9-1-1 Telecommunicator Mental and Emotional  
Resiliency**

DUE DATE:  
May 24, 2019

ISSUED BY:  
METROPOLITAN EMERGENCY SERVICES BOARD

The Metropolitan Emergency Services Board (MESB) is soliciting proposals from qualified independent contractors to research and develop a Comprehensive Stress Management Program (CSMP) that can be implemented by 9-1-1 emergency communications centers (ECC) within the 10-county Minneapolis/St. Paul metropolitan region to reduce the impact of acute, traumatic, and chronic stress on the 9-1-1 telecommunicators. Implementation of the CSMP developed under this RFP may become the basis for additional requests for proposals in future years, contingent on grant fund availability and 9-1-1 ECC participation.

Additional information about the MESB and the metro region 9-1-1 system may be found at [www.mn-mesb.org](http://www.mn-mesb.org)

### **Scope of work:**

Proposals should include the resources necessary to prepare the following deliverables, and may include additional deliverables you feel are necessary to the success of the project:

1. A white paper explaining the project methodology and benefits of an intentional and comprehensive approach to dealing with the impacts of stress in the 9-1-1 ECC work environment. The intended audience for this paper is elected officials, policy makers, and 9-1-1 ECC managers.
2. Conducting a train-the-trainer course<sup>1</sup> 9-1-1 ECC training staff that includes, but is not limited to:
  - a. The nature of stress, stress disorders (acute, traumatic, and chronic), and the mental and physical health impacts of unmanaged stress
  - b. Exposure to the above stress types specifically within the 9-1-1 ECC work environment
  - c. Examples of the negative impacts of traditional military denial of traumatic stress on personal health and work performance and the importance of supporting and personally embracing proactive stress management
  - d. Education on coping skills and strategies including therapeutic lifestyle changes
  - e. Utilization of the specific skills activating the relaxation response including progressive muscle relaxation, diaphragmatic and coherence breathing, and imagery/ visualization
  - f. Benefits of utilizing other elements of a CSMP cited below
  - g. Principles and skills for management of emotion and thinking under duress
  - h. Principles and skills for effective communication and conflict resolution within the 9-1-1 ECC work environment
3. Identification of or development of on-site 9-1-1 ECC educational materials and resources about stress related risks, information about available local and online resources to manage stress including traumatic stress disorders, chronic stress and related health problems. Information on role of nutrition, exercise and sleep in prevention of stress disorders and stress-related diseases.
4. Development of sample 9-1-1 ECC policy establishing procedures assuring participation of 9-1-1 ECC personnel in Critical Incidence Stress Management (CISM) activities including debriefing sessions when involved in traumatic call events.

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<sup>1</sup> National Emergency Number Association (NENA) Standard on 9-1-1 Acute/Traumatic and Chronic Stress Management, NENA-STA-002.1-2013

5. Identify local therapists specializing in treatment of stress and traumatic stress disorders who utilize evidence-based therapies recognized by the Department of Defense and the Veterans Administration to be effective in the treatment of post-traumatic stress disorder (PTSD).
6. Provide guidance on how to establish local or regional 9-1-1 ECC peer support programs utilizing ECC staff who are trained to provide confidential emotional support upon request of a telecommunicator without administering advice or solutions. The MESB recognizes that peer support is not a substitute for professional counseling but serves to defuse stress and staff conflicts while encouraging people to move toward responsible solutions and professional therapy assistance as needed.
7. Implementation timeline and identifiable milestones for the proposed CSMP development and training.
  - a. A breakdown of development costs per CSMP component sufficient to allow the MESB to prioritize component development dependent on available grant funding.
  - b. Identify your expectations for the MESB and the metro 9-1-1 ECC staff in the preparation and completion of the proposed CSMP and resource material.

### **Submission Requirements:**

1. Experience of you or your organization in relation to other acute, traumatic, and/or chronic stress management programs in a workplace environment.
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 presentation to the MESB of your draft CSMP, as well as an estimate on conducting the 9-1-1 ECC train-the-trainer in the use of the CSMP. The entire project must be completed, including submitting invoices to the MESB, by October 31, 2019.
4. A list of three references from similar projects.
5. Known potential conflicts, if any.
6. Submissions shall be on standard 8.5x11 paper, not to exceed 10 pages.
7. Project pricing
  - a. Pricing options for portions of the project, in case the total project cost proposed exceeds the amount of grant money available.
  - b. Pricing information should be submitted separately in a sealed envelope

### **Selection Process:**

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

All questions and correspondence should be directed to Jill Rohret, Executive Director, in writing at 2099 University Ave. W., St. Paul, MN 55104 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, May 17, 2019, delivered to: Jill Rohret, Executive Director, 2099 University Ave W, St. Paul, MN 55104.**

## **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 data 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.