



**Capital Area of Texas Regional Advisory Council (CATRAC)**  
**Request for Information (RFI)**  
**Regional Aeromedical and Ground Transport Dispatch Platform**

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## **1. General Information**

**Issuing Organization:**

Capital Area of Texas Regional Advisory Council (CATRAC)  
1120 Toro Grande Blvd, Suite 208  
Cedar Park, TX 78613 Website:  
[www.catrac.org](http://www.catrac.org)

**Point of Contact:**

Name: Tony Serpe  
Title: Director of Preparedness  
Email: [Tserpe@CATRAC.org](mailto:Tserpe@CATRAC.org) Phone:  
737-977-4694

**RFI Issue Date:** 27OCT2025

**Response Deadline:** 24NOV2025

**Submission Email:** [administrator@catrac.org](mailto:administrator@catrac.org)

**Subject Line:** *RFI Response – Regional Dispatch Platform*

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## **2. Background**

CATRAC is a 501(c)3 non-profit organization that is recognized as the Regional Advisory Council (RAC) for Trauma Service Areas (TSA) O as defined under **25 Tex. Admin. Code §157.123**. CATRAC oversees coordination and advancement of emergency healthcare system for the medical and trauma needs for the region. Additionally, CATRAC is contracted by DSHS for Healthcare Preparedness response, and recovery coordination for TSA L, M, N, O (29 counties within central Texas).

CATRAC is seeking to explore system solutions that improve regional transport coordination and communication. This initiative aims to ensure equitable, transparent, and data-driven care, including dispatch of air and ground medical assets, including those supporting behavioral, mental health, trauma, stroke, cardiac, perinatal patient transfers, and whole blood administration.

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### 3. Objective of the RFI

CATRAC requests information from vendors with experience in medical dispatch, resource coordination, and interoperable data systems to support:

- **Fair and unbiased** aeromedical and ground transport dispatch; - **Scalable platforms** supporting multiple transport modalities (air, emergency ground, behavioral health); - **Integration** with regional tools (e.g., Active Alert, WebEOC, EMResource, CAD systems); - **Regulatory compliance** with HIPAA, and state and federal data standards.
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### 4. Scope of Requested Information

Vendors are requested to provide detailed responses to the following categories:

#### A. System Functionality

1. Describe how your platform provides **real-time visibility** of aeromedical and ground assets.
2. Explain how dispatch logic ensures **neutrality and fairness** in all transport assignments.
3. Identify system integration capabilities (e.g., Active Alert, WebEOC, EMResource, or other CAD systems).
4. Explain support for **multi-modal transport operations**, including mental health and inter-facility transfers. **B. Compliance and Security**

1. Describe how your platform aligns with:

- Health Insurance Portability and Accountability Act (**HIPAA**)
- National Institute of Standards and Technology (**NIST**)
- **Texas Data Security** requirements

2. Outline your platform's **audit, reporting, and data-sharing** capabilities for compliance documentation. **C. User Experience and Training**

1. Describe all interface and accessibility features for dispatchers, hospitals, EMS, and behavioral health providers.
2. Provide a detailed explanation of **training and onboarding support**.
3. Provide a detailed technical description of system redundancy, offline use, functionality, up-time, and **continuity of operations** capabilities. **D. Scalability and Customization**
1. Discuss how your platform can scale to multi-region or statewide deployment.
2. Describe **customization options** for RAC-specific dispatch workflows and governance models.
3. Provide examples of similar regional or statewide implementations.
4. Outline data center configuration.

#### E. Implementation, Support, and Estimated Costs

1. Provide an **implementation timeline** for deployment, testing, and go-live.
2. Describe **ongoing maintenance and support** model (service levels, helpdesk, updates).
3. Outline **all costs**, including:
  - Initial implementation / setup fees

- Licensing and subscription fees (annual or per-incident)
- Training and onboarding costs
- Optional modules or customization pricing
- Estimated five-year total cost of ownership (TCO)

## F. Performance Improvement

CATRAC is committed to maintaining a continuous quality improvement (CQI) process that enhances system performance, improves patient outcomes, and supports preparedness benchmarks outlined in the ASPR HPP Cooperative Agreement. As part of this RFI, we are seeking information on how your system supports performance improvement (PI) and data-driven decision-making across the following domains:

Please describe how your platform supports or enables the following:

1. Data Collection and Analytics
  - What types of **data elements** (e.g., timestamps, response times, resource allocation) are collected and reportable?
    - How is data **stored, accessed, and protected**?
      - Does your system support automated or manual **extraction of raw data** for regional analysis or reporting?
    - What language is used?
    - Is there integration with data analytic software?
2. Real-Time & Retrospective Review
  - Does the platform allow for **real-time operational dashboards** to track key performance indicators (KPIs) in the program or integrating capabilities?
    - Can your system support retrospective reviews to evaluate:
      - Transport times (Air and Ground)
      - Dispatch fairness/equity
      - Incident Response effectiveness
      - Regional surge coordination
3. Reporting and Visualization
  - Does your platform provide reporting templates, dashboards, or visualizations that can be tailored to our needs?

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## 5. Desired Outcomes

The responses collected through this RFI will inform CATRAC in making a regional decision and potentially issuing a request for a formal **Request for Proposal (RFP)** for a regional dispatch system that: - Increases patient outcomes; - Decreases response time to time critical transports; - Enhances **real-time situational awareness**; - Promotes **equitable dispatch practices**; - Supports **regional and statewide scalability**; - Ensures **compliance** with HPP and RAC deliverable requirements; - Strengthens **continuity of operations** and data security.

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## 6. Submission Requirements

Responses must be submitted in **PDF format** via email to [Administrator@catrac.org](mailto:Administrator@catrac.org) by **November 24, 2025**.

### Response Format and Page Limit Requirements

To ensure fair and concise evaluation, all vendor submissions must adhere to the following formatting and length requirements:

**Formatting:**

- Font: Arial, 12-point
- Line Spacing: Single or 1.15 spacing
- Margins: 1 inch on all sides
- Page Size: 8.5" x 11" (standard letter)
- File Format: PDF only **Page Limit:**
- The total response, excluding the cover page and appendices, must **not exceed ten (10) pages**.
- Each main section (A–F) should not exceed **1.5 pages** of written content.
- Tables, charts, and visuals are encouraged but must fit within the page limit.

**Appendices (Optional):**

- Supporting materials such as case studies, system architecture diagrams, or reference letters may be included as appendices, limited to **five (5) additional pages**.
- Appendices are optional and may be reviewed at CATRAC's discretion. Evaluation emphasis will be placed on the main 10-page response.

Submissions that exceed the established page or formatting limits may be considered **non-compliant** and may not be reviewed.

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## 7. Disclaimers

This RFI is **for information-gathering purposes only** and does not constitute a solicitation or offer to contract. CATRAC will not be responsible for any costs incurred in preparing responses. Submission of information does not guarantee future business or inclusion in subsequent solicitations.

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## 8. References

- **Texas Administrative Code §157.123** – Regional Advisory Councils
- **ASPR/HHS Health Care Preparedness and Response Capabilities**  
<https://aspr.hhs.gov/HealthCareReadiness/guidance/Documents/Health-CarePreparedness-and-Response-Capabilities-for-Health-Care-Coalitions.pdf>
- **CATRAC.org**

## Addendum 1 – Vendor Inquiry Protocol for Transparency and Bipartisan Access

### Issuing Organization:

Capital Area of Texas Regional Advisory Council (CATRAC)  
1120 Toro Grande Blvd, Suite 208  
Cedar Park, TX 78613  
Website: [www.catrac.org](http://www.catrac.org)

**Subject:** Vendor Inquiry Submission and Response Process

**Effective Date:** November 10, 2025

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To ensure **equitable access, transparency, and bipartisan integrity** in the Request for Information (RFI) process for the *Regional Aeromedical and Ground Transport Dispatch Platform*, all vendor inquiries shall be submitted through a standardized process as outlined below:

1. **Submission of Questions:**

All questions or requests for clarification related to this RFI must be submitted **in writing via email** to the designated point of contact:

**Email:** Tserpe@CATRAC.org

**Subject Line:** “RFI Inquiry – Regional Dispatch Platform”

2. **Deadline for Submission:**

Vendor questions must be received **no later than 5:00 PM (CST) on November 14, 2025**.

Questions received after this deadline will not be considered.

3. **Response Posting:**

To maintain full transparency, all received questions and official responses will be **consolidated and posted publicly** on the CATRAC website ([www.catrac.org](http://www.catrac.org)) **no later than November 19, 2025**.

No individual responses will be provided directly to any vendor.

4. **Purpose:**

This process ensures that all potential vendors receive **equal access to information** and that communications remain **nonpartisan, transparent, and compliant** with organizational and state procurement standards.

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### Authorized By:

Tony Serpe  
Director of Preparedness  
Capital Area of Texas Regional Advisory Council (CATRAC)  
Date: November 10, 2025