



Interoffice Memorandum

November 16, 2021

TO: Mayor Jerry L. Demings
-AND-
County Commissioners

FROM:  Carrie Mathes, CFCM, CPP-NIGP, CPPO, C.P.M., Manager, Procurement Division

CONTACT: Andrea Wesser, Innovation & Emergency Technology Officer, Mayor's Office

SUBJECT: Approval of Contract Y22-602, Empathy Training Simulation Services

ACTION REQUESTED:

Approval of Contract Y22-602, Empathy Training Simulation Services, with Engineering and Computer Simulations, Inc., in the amount of \$500,000 for an eighteen-month term.

PROCUREMENT:

This contract will provide empathy training simulation services for first responders for improved quality of County services to residents. The performance term will begin on January 1, 2022.

FUNDING:

Funding is available in account number 5896-019-8647-3197-25E.

APPROVALS:

The Mayor's Office concurs with this request.

REMARKS:

This contract achieves the following objectives:

- (1) Understand, identify, and measure empathy, communication, and trust related to frontline professionals' response to emergency situations, high stress scenarios, and specific outcomes;
- (2) Design and develop an immersive system for frontline professionals with virtual humans capable of detecting, modeling, and fostering techniques to reduce the deleterious effects of empathy in his or her daily handling of emergency and/or stressful situations; and
- (3) Test the immediate and long-term effectiveness of the immersive empathy training environment on frontline professionals' awareness of and ability to accurately, effectively, and professionally respond and resolve empathy related opportunities encountered daily in various situations.

In an effort to identify any additional sources able to provide these simulation services, the Procurement Division posted a notice of intent to sole source on the County's website for a period of 10 business days. One firm responded to the posting, however, after evaluation the department determined the response did not conform to the requirements.

Using Engineering and Computer Simulations, Inc.'s existing empathy training software will immediately provide a proven foundation for an enterprise-level IT solution that will provide the County with a 24/7 virtual resource and training center for empathy training. The baseline software provides the additional advantage of ensuring that the County's project will be immediately compliant with the National Institute of Standards & Technology standards, and it can be easily adapted to be compliant with other security requirements of the County. The Information Systems and Services Division has reviewed and approved use of the software.

Price reasonableness was established based on comparing like support from Engineering and Computer Simulations, Inc. to federal agencies such as the Department of Veterans Affairs and the US Army.

In accordance with federal standards, negotiations were attempted with Engineering and Computer Simulations, Inc., resulting in a reduction of \$11,747.67, from \$646,122.54 to \$634,374.87. Orange County is covering \$500,000 for the project, the remainder of funding will come from The Corridor. The Corridor is an organization with the mission to attract, retain, and grow high tech industry and the workforce to support it. They provide matching dollars to federal funding when private sector players work with University of Central Florida researchers.