

**DATE:** May 7, 2020  
**TO:** 9-1-1 Emergency Response Advisory Committee  
**FROM:** Rishma Khimji, Director of Technology, City of Reno Department of Information Technology, [khimji@reno.gov](mailto:khimji@reno.gov), 775-334-2026  
**THROUGH:** Jenny Hansen, Assistant Director, City of Reno Public Safety Dispatch  
**SUBJECT:** FUNDING REQUEST – PRO-QA PRIORITY DISPATCH FUNDING FOR CITY OF RENO PUBLIC SAFETY DISPATCH PSAP: A review, discussion and possible action to approve, deny or otherwise modify a request for the remaining balance to fund the Reno Public Safety Dispatch for the ProQA-Priority Dispatch Medical Software licensing, training, quality assurance, support and accreditation associated with implementing Emergency Fire Dispatch (EFD) services for a cost not to exceed \$ 11,000.

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### **SUMMARY**

#### **FOR PRIMARY PSAP (Public Safety Answering Point) CITY OF RENO PUBLIC SAFETY DISPATCH:**

A review, discussion and possible action to approve, deny or otherwise modify a request for the remaining balance to fund the Reno Public Safety Dispatch to implement Emergency Fire Dispatching (EFD) with ProQA-Priority Dispatch Software, not to exceed the amount of \$11,000

### **NRS APPLICABLE:**

NRS 244A.7645 Provides approval of costs associated with maintenance, upgrade and replacement of equipment necessary for the operation of the enhanced telephone system.

### **STAKEHOLDER REVIEW(s)**

Stakeholder is a primary Public Safety Answer Point (PSAP) – City of Reno Public Safety Dispatch.

### **PREVIOUS ACTION & BACKGROUND**

January 17, 2019, with approval (FY19) funding for City of Reno Public Safety Dispatch - ProQA-Priority Dispatch Medical Software licensing, training, quality assurance, support and accreditation associated with implementing Emergency Fire Dispatch (EFD) services for a cost not to exceed \$ 125,475.00

### **FISCAL IMPACT**

The Enhanced 9-1-1 Fund is a special revenue fund which receives revenue pursuant to NRS 244A.7643 in the form of telephone surcharges collected to support the emergency reporting system.

**RECOMMENDATION**

It is recommended that the E911 Emergency Response Advisory Committee for the remaining balance to fund the Reno Public Safety Dispatch EFD through Pro-QA Priority Dispatch, not to exceed funds of \$11,000.

**POSSIBLE MOTION**

Move to approve that the E911 Emergency Response Advisory Committee approve the request for the remaining balance to fund the Reno Public Safety Dispatch EFD through Pro-QA Priority Dispatch, not to exceed funds of \$11,000.



## QUOTE

110 Regent Street, Suite 500  
 Salt Lake City, UT 84111  
 USA  
[www.prioritydispatch.net](http://www.prioritydispatch.net)  
 Prepared By: Cheryl Collins  
 Phone: (800) 363-9127  
 Direct: Ext. 191  
 Email: cheryl.collins@prioritydispatch.net

Agency:  
 Agency ID#:  
 Quote #:  
 Date:  
 Offer Valid Through:  
 Payment Terms

City of Reno  
 5498  
 Q-35004  
 5/5/2020  
 6/30/2020  
 Net 30

Currency:

USD

## Bill To:

City of Reno  
 Rishma Khimji  
 5195 Spectrum Blvd  
 Reno, Nevada 89512  
 United States

## Ship To:

City of Reno  
 Rishma Khimji  
 5195 Spectrum Blvd  
 Reno, Nevada 89512  
 United States

Product	Qty	Amount
ProQA Fire Software Licenses Automated calltaking software	11	USD 41,250.00
XLerator Client Server Suite Client server software application suite	1	USD 4,500.00
AQUA Case Review Software for EFD Quality Assurance (case review) software base engine and discipline module	5	USD 8,750.00
Protocol Tablet for EFD Licensed backup protocol tablet	11	USD 4,345.00
FPDS Quality Assurance Guide Quality Assurance Guide for training and case review only	11	USD 495.00
Shipping & Handling	1	USD 60.00
Protocol Training and Certification for EFD (Host) Materials, tuition and certification	54	USD 18,360.00
ED-Q Training and Certification for EFD (Host) Materials, tuition and certification (2 days, 16 hours)	10	USD 5,000.00
Remote Software Installation/Update - F Software installation or update completed remotely by Priority Dispatch	1	USD 500.00
Remote ProQA & AQUA Reports Training Per person cost for four hours of training for administrators, managers and supervisors on the configuration and customization options in ProQA and AQUA, completed in a virtual, instructor-led environment	2	USD 298.00
Remote System Administration Training Per person cost for training for center management detailing program configuration and customization options, completed in a virtual, instructor-led environment	2	USD 398.00
Implementation Support Package for EFD Implementation support and quality management program development	1	USD 30,000.00
Equip QA for EFD Initial implementation of expert case review, quality management and mentoring for telecommunicators, QA staff and management (__cases/week)	1	USD 11,700.00

"To lead the creation of meaningful change in public safety and health."



## QUOTE

Product	Qty	Amount
IAED Accreditation Application Fee EFD IAED fee for accreditation	1	USD 2,250.00
Priority Dispatch System ESP (P) F System License Renewal, Service & Support	11	USD 13,200.00
Remote AQUA Software Training - F Per person cost for eight hours of AQUA software training completed in a virtual, instructor-led environment	10	USD 1,990.00
Remote ProQA Software Training - F Per person cost for four hours of ProQA software training completed in a virtual, instructor-led environment	54	USD 8,046.00
General Discount for 2 disciplines (if EFD is purchased at the same time as EMD)	1	USD -15,000.00
<b>EFD Implementation TOTAL:</b>		<b>USD 136,142.00</b>

Product	Qty	Amount
Priority Dispatch System ESP (P) F System License Renewal, Service & Support	11	USD 13,200.00
Priority Dispatch System ESP (P) F System License Renewal, Service & Support	11	USD 13,200.00
<b>Yrs 2 &amp; 3 Annual Maintenance TOTAL:</b>		<b>USD 26,400.00</b>

<b>Subtotal</b>	USD 136,142.00
<b>Estimated Tax</b>	
<b>Total</b>	USD 136,142.00

<b>Customer Signature:</b>		<b>Date:</b>	
<b>Customer Name:</b>		<b>Purchase Order ID:</b>	
<b>Expiration Date:</b>			

## TERMS AND CONDITIONS

This quote is valid for 120 days from date of issue. All prices quoted are exclusive of any applicable taxes, duties, or government assessments relating to this transaction, which are the sole obligation of Buyer. You can find it here: <https://prioritydispatch.net/licensing/>

"To lead the creation of meaningful change in public safety and health."

**DATE:** December 26, 2018  
**TO:** 9-1-1 Emergency Response Advisory Committee  
**FROM:** Elaina Hooper, Dispatch Supervisor, City of Reno Public Safety Dispatch,  
[hoopere@reno.gov](mailto:hoopere@reno.gov), 326-6611  
**THROUGH:** Jenny Hansen, Assistant Director, City of Reno Public Safety Dispatch  
**SUBJECT:** FUNDING REQUEST – PRO-QA PRIORITY DISPATCH FUNDING FOR CITY OF RENO PUBLIC SAFETY DISPATCH PSAP: A review, discussion and possible action to approve, deny or otherwise modify a request for funding for the Reno Public Safety Dispatch for the ProQA-Priority Dispatch Medical Software licensing, training, quality assurance, support and accreditation associated with implementing Emergency Fire Dispatch (EFD) services for a cost not to exceed \$ 125,475.00.

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### **SUMMARY**

#### **FOR PRIMARY PSAP (Public Safety Answering Point) CITY OF RENO PUBLIC SAFETY DISPATCH:**

A review, discussion and possible action to approve, deny or otherwise modify a request for funding for Reno Public Safety Dispatch to implement Emergency Fire Dispatching (EFD) with ProQA-Priority Dispatch Software, not to exceed the amount of \$125,475.00.

### **NRS APPLICABLE:**

NRS 244A.7645 Provides approval of costs associated with maintenance, upgrade and replacement of equipment necessary for the operation of the enhanced telephone system.

### **STAKEHOLDER REVIEW(s)**

Stakeholder is a primary Public Safety Answer Point (PSAP) – City of Reno Public Safety Dispatch.

### **PREVIOUS ACTION & BACKGROUND**

No previous actions were taken for City of Reno Public Safety Dispatch. Similar actions were taken supporting Washoe County Sheriff's Office PSAP:

- 1) May 4, 2017, with approved (FY17) Funding for Washoe County Sheriff's Office Public Safety Answering Point (PSAP) – Priority Dispatch Corporation, Annual Maintenance/Extended Service Plan for Three Disciplines.  
Term: June 30, 2017 – June 30, 2018, \$19,753.00

- 2) May 19, 2016, Approved (FY16) Funding for Washoe County Sheriff's Office Public Safety Answering Point (PSAP) – Priority Dispatch Corporation, Annual Maintenance/Extended Service Plan for Three Disciplines.  
Term: June 30, 2015 – June 29, 2016, \$19,573.00
  
- 3) September 17<sup>th</sup>, 2015 Approved (FY15) – Funding for Washoe County Sheriff's Office Public Safety Answering Point (PSAP) – Priority Dispatch Corporation, Annual Maintenance/Extended Service Plan for Three Disciplines.  
Term: June 20, 2014 – June 29, 2015, \$19,573.00

### **FISCAL IMPACT**

The Enhanced 9-1-1 Fund is a special revenue fund which receives revenue pursuant to NRS 244A.7643 in the form of telephone surcharges collected to support the emergency reporting system.

### **RECOMMENDATION**

It is recommended that the E911 Emergency Response Advisory Committee approve the request for funding for the costs associated with implementing EFD for the City of Reno Public Safety Dispatch through Pro-QA Priority Dispatch, not to exceed funds of \$125,475.00.

### **POSSIBLE MOTION**

Move to approve that the E911 Emergency Response Advisory Committee approve the request for funding for the costs associated with implementing EFD for the City of Reno Public Safety Dispatch through Pro-QA Priority Dispatch, not to exceed funds of \$125,475.00.