

**DATE:** May, 5<sup>th</sup>, 2021

**TO:** 911 Emergency Response Advisory Committee

**FROM:** Cody Shadle, Manager, City of Reno Public Safety Dispatch

shadlec@reno.gov 775-334-2370

**THROUGH:** Zachary Thew, Deputy Chief, Reno Police Department

**SUBJECT:** FUNDING REQUEST – PROQA 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 remaining balance to fund the Reno Public Safety Dispatch for the ProQA-Priority Dispatch Fire Software licensing, training, quality assurance, support and accreditation associated with implementing Emergency Fire Dispatch (EFD) services for a cost not to exceed \$15,000.

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### **SUMMARY**

#### **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 to implement Emergency Fire Dispatch (EFD) with ProQA-Priority Dispatch Software, not to exceed the amount of \$15,000.

#### **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)**

Stakeholders is a primary Public Safety Answering 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 Fire 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

May 7, 2020, with approval (FY20) funding the remaining balance for City of Reno Public Safety Dispatch - ProQA-Priority Dispatch Fire Software licensing, training, quality assurance, support, and accreditation associated with implementing Emergency Fire Dispatch (EFD) services for a cost not to exceed \$11,000.00.

Updated quote from May 7, 2020, included a discount of \$15,000.00 for simultaneous purchase and implementation of ProQA-Priority Dispatch Fire Software (EFD) and ProQA-Priority Dispatch Medical Software (EMD). City of Reno Public Safety Dispatch was unable to complete the purchase and implementation of ProQA-Priority Dispatch Medical Software (EMD).

**FISCAL IMPACT**

The Enhanced 911 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 remaining balance to fund the Reno Public Safety Dispatch through Pro-QA Priority Dispatch, not to exceed a cost of \$15,000.00.

**POSSIBLE MOTION**

Move to approve that the E911 Emergency Response Advisory Committee approve the remaining balance to fund the Reno Public Safety Dispatch through Pro-QA Priority Dispatch, not to exceed a cost of \$15,000.00.



Medical Priority Consultants, Inc.  
 dba Priority Dispatch Corp  
 110 South Regent Street, Suite 500, Salt Lake City, Utah, 84111, United States  
 Phone: (801) 363-9127 Fax: (801) 746-5879  
 www.prioritydispatch.net  
 accounting@prioritydispatch.net

**INVOICE**

<b>Invoice Number</b>	SIN266979
<b>Invoice Date</b>	10/12/2020
<b>Agency ID</b>	5498

**Billing Address**

City of Reno  
 5195 Spectrum Blvd  
 Reno, NV 89512  
 United States

**Shipping Address**

City of Reno  
 5195 Spectrum Blvd  
 Reno, NV 89512  
 United States

Customer Reference	Quote #	PO #	Invoice Currency	Due Date
	Q-53239	Contract Attached	USD	Net 30

Product Name	Quantity	Total
<b>ProQA Fire Software Licenses</b> <i>Automated calltaking software</i>	11	\$ 20,625.00
<b>AQUA Case Review Software for EFD</b> <i>Quality Assurance (case review) software base engine and discipline module</i>	5	\$ 4,375.00
<b>XLerator Client Server Suite</b> <i>Client server software application suite</i>	1	\$ 2,250.00
<b>Protocol Tablet for EFD</b> <i>Licensed backup protocol tablet</i>	11	\$ 4,345.00
<b>Protocol Training and Certification for EFD</b> <i>Materials, tuition and certification</i>	54	\$ 9,180.00
<b>ED-Q Training and Certification for EFD</b> <i>Materials, tuition and certification (2 days, 16 hours)</i>	10	\$ 2,500.00
<b>Remote Software Installation/Update - F</b> <i>Software installation or update completed remotely by Priority Dispatch</i>	1	\$ 250.00
<b>Remote ProQA Software Training - F</b> <i>Per person cost for four hours of ProQA software training completed in a virtual, instructor-led environment</i>	54	\$ 4,023.00
<b>Remote AQUA Software Training - F</b> <i>Per person cost for eight hours of AQUA software training completed in a virtual, instructor-led environment</i>	10	\$ 995.00
<b>Remote System Administration Training</b> <i>Per person cost for training for center management detailing program configuration and customization options, completed in a virtual, instructor-led environment</i>	2	\$ 199.00
<b>Remote ProQA &amp; AQUA Reports Training</b> <i>Remote ProQA &amp; 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</i>	2	\$ 149.00
<b>Implementation Support Package for EFD</b> <i>Implementation support and quality management program development</i>	1	\$ 15,000.00
<b>Equip QA for EFD</b> <i>Quality Performance Review (QPR) for EFD Initial implementation of expert case review, quality management and mentoring for telecommunicators, QA staff and management ( __ cases/week)</i>	1	\$ 5,850.00



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# INVOICE

<b>Invoice Number</b>	SIN266979
<b>Invoice Date</b>	10/12/2020
<b>Agency ID</b>	5498

<b>IAED Accreditation Application Fee EFD</b> <i>IAED fee for accreditation</i>	1	\$ 1,125.00
<b>Priority Dispatch System ESP (P) F</b> <i>System License Renewal, Service &amp; Support</i> 10/12/2020 - 10/12/2021	11	\$ 0.00
<b>Shipping &amp; Handling</b> <i>Shipping &amp; Handling</i>	1	\$ 30.00
<b>FPDS Quality Assurance Guide</b> <i>Quality Assurance Guide for training and case review only</i>	11	\$ 247.50
<b>Net Total</b>		\$ 75,571.00
<b>Tax Total</b>		\$ 0.00
<b>Invoice Total</b>		\$ 75,571.00

## Payment Detail

To pay this invoice via Credit Card online please visit:  
<https://payment.prioritydispatch.net>

Alternatively, please pay this invoice in US DOLLARS by wire transfer to Zions First National  
 Bank: ABA# 1240-00054, Account# 002226546, Routing# 124000054, Swift Code ZFNBUS55

E-mail Remittance Advice to Finance@prioritydispatch.net

Contact Accounting@prioritydispatch.net with any questions regarding this invoice.

Ship To

P.O. Box 1900  
1 East First Street  
Fifth Floor  
RENO, NV 89501

Bill To

P.O. Box 1900  
1 East First Street  
Ninth Floor  
RENO, NV 89505

Purchase Order  
No. 2021-00000098

DATE 08/14/2020

VENDOR NO. 5661

Vendor

PRIORITY DISPATCH CORP  
110 S REGENT ST STE 500  
SALT LAKE CITY, UT 84111



PURCHASE ORDER NUMBER MUST APPEAR ON  
ALL INVOICES, SHIPPERS, BILL OF LADING AND  
CORRESPONDENCE

DELIVER BY  
SHIP VIA  
FREIGHT TERMS  
PAGE 1 of 1

ORIGINATOR: Warriner, Tracey



REFERENCE #

QUANTITY	UNIT	DESCRIPTION	UNIT COST	TOTAL COST
1.0000	Each	COMPUTERS, SOFTWARE/SUBSCRIPTIONS - Computer Software Licenses & Installation Quote Q-35004 7/28/20 Cheryl.collins@prioritydispatch.net 00100-0900-0920-7400-2000 - Outside services-other 15,000.00 00100-1700-1780-7400-2000 - Outside services-other 136,142.00	151,142.0000	\$151,142.00
			TOTAL DUE	\$151,142.00

75,571.00  
Partial

APPROVED BY/TITLE

RECEIVED BY

Special Instructions

Staff Report 3/27/19 Item C.5 GET REIMBURSED FROM E911

JAN 12 '21 14:52



Medical Priority Consultants, Inc.  
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**INVOICE**

<b>Invoice Number</b>	SIN266988
<b>Invoice Date</b>	12/31/2020
<b>Agency ID</b>	5498

**Billing Address**

City of Reno  
 5195 Spectrum Blvd  
 Reno, NV 89512  
 United States

**Shipping Address**

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<b>Customer Reference</b>	<b>Quote #</b>	<b>PO #</b>	<b>Invoice Currency</b>	<b>Due Date</b>
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Product Name	Quantity	Total
<b>ProQA Fire Software Licenses</b> <i>Automated calltaking software</i>	11	\$ 20,625.00
<b>AQUA Case Review Software for EFD</b> <i>Quality Assurance (case review) software base engine and discipline module</i>	5	\$ 4,375.00
<b>XLerator Client Server Suite</b> <i>Client server software application suite</i>	1	\$ 2,250.00
<b>Protocol Tablet for EFD</b> <i>Licensed backup protocol tablet</i>	11	\$ 2,172.50
<b>Protocol Training and Certification for EFD</b> <i>Materials, tuition and certification</i>	54	\$ 9,180.00
<b>ED-Q Training and Certification for EFD</b> <i>Materials, tuition and certification (2 days, 16 hours)</i>	10	\$ 2,500.00
<b>Remote Software Installation/Update - F</b> <i>Software installation or update completed remotely by Priority Dispatch</i>	1	\$ 250.00
<b>Remote ProQA Software Training - F</b> <i>Per person cost for four hours of ProQA software training completed in a virtual, instructor-led environment</i>	54	\$ 4,023.00
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<b>Priority Dispatch System ESP (P) F</b> <i>System License Renewal, Service &amp; Support</i> <i>10/12/2020 - 10/12/2021</i>	11	\$ 0.00
<b>Shipping &amp; Handling</b> <i>Shipping &amp; Handling</i>	1	\$ 30.00
<b>FPDS Quality Assurance Guide</b> <i>Quality Assurance Guide for training and case review only</i>	11	\$ 247.50
<b>Net Total</b>		<b>\$ 75,571.00</b>
<b>Tax Total</b>		<b>\$ 0.00</b>
<b>Invoice Total</b>		<b>\$ 75,571.00</b>

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Bill To

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Ninth Floor  
RENO, NV 89505

**Purchase Order**  
No. 2021-00000098

DATE 08/14/2020

VENDOR NO. 5661

Vendor

PRIORITY DISPATCH CORP  
110 S REGENT ST STE 500  
SALT LAKE CITY, UT 84111



PURCHASE ORDER NUMBER MUST APPEAR ON  
ALL INVOICES SHIPPERS, BILL OF LADING AND  
CORRESPONDENCE

DELIVER BY  
SHIP VIA  
FREIGHT TERMS  
PAGE 1 of 1

ORIGINATOR: Warriner, Tracey

REFERENCE #

QUANTITY	UNIT	DESCRIPTION	UNIT COST	TOTAL COST
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<p>RECD FINANCE 20 JAN 2021 08:05</p> <p>Complete 75,571</p>				
TOTAL DUE				\$151,142.00

APPROVED BY/TITLE

RECEIVED BY

Special Instructions

Staff Report 3/27/19 Item C.5 GET REIMBURSED FROM E911

INV 51026979 10/12/20 50%



**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](mailto: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
EFD Implementation TOTAL:		USD 136,142.00

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
Yrs 2 & 3 Annual Maintenance TOTAL:		USD 26,400.00

Subtotal	USD 136,142.00
Estimated Tax	
Total	USD 136,142.00

Customer Signature:		Date:	
Customer Name:		Purchase Order ID:	
Expiration Date:			

## 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.

---

### **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.