

DATE: February 8, 2019
TO: 9-1-1 Emergency Response Advisory Committee
FROM: Elaina Hooper, Dispatch Supervisor, City of Reno Public Safety Dispatch, hoopere@reno.gov, 326-6611
THROUGH: Jenny Hansen, 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 Medical Dispatch (EMD) services for a cost not to exceed \$ 151,646.00.

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 Medical Dispatching (EMD) with ProQA-Priority Dispatch Software., not to exceed the amount of \$151,646.00.

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

Previous actions were taken supporting Washoe County Sheriff's Office PSAP and City of Reno PSAP:

- 1) January 17, 2019, with approved (FY18) Funding for City of Reno Public Safety Dispatch PSAP – ProQA-Priority Dispatch Software for Emergency Fire Dispatching (EFD) protocols with licensing, training, quality assurance, support and accreditation associated with implementing RFD at a cost not to exceed \$125, 475.00.

- 2) 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

- 3) 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

- 4) September 17th, 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 the costs associated with implementing EMD for the City of Reno Public Safety Dispatch through Pro-QA Priority Dispatch, not to exceed funds of \$ 151,646.00.

POSSIBLE MOTION

Move to approve that the E911 Emergency Response Advisory Committee approve the request for funding the costs associated with implementing EMD for the City of Reno Public Safety Dispatch through Pro-QA Priority Dispatch, not to exceed funds of \$ 151,646.00.



QUOTE

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

Agency: City of Reno
 Agency ID#: 5498
 Quote #: Q-38226
 Date: 2/7/2019
 Offer Valid Through: 6/7/2019
 Payment Terms: Net 30
 Currency: USD

Bill To:
 City of Reno
 Elaina Hooper
 5195 Spectrum Blvd
 Reno, Nevada 89512
 United States

Ship To:
 City of Reno
 Elaina Hooper
 5195 Spectrum Blvd
 Reno, Nevada 89512
 United States

Product	Qty	Amount
ProQA Medical 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 EMD Quality Assurance (case review) software base engine and discipline module	5	USD 8,750.00
Protocol Tablet for EMD Licensed backup protocol tablet	11	USD 4,345.00
MPDS Quality Assurance Guide Quality Assurance Guide for training and case review only	11	USD 495.00
Advanced SEND Cards for MPDS - Box of 100 Individual S.E.N.D. cards	1	USD 50.00
Shipping & Handling	1	USD 60.00
Protocol Training and Certification for EMD (Host) Materials, tuition and certification	54	USD 18,360.00
ED-Q Training and Certification for EMD (Host) Materials, tuition and certification (2 days, 16 hours)	10	USD 5,000.00
Remote Software Installation/Update - M Software installation or update completed remotely by Priority Dispatch	1	USD 500.00
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
ProQA Software Training for EMD (two 4 hour courses) 8 hours of training (a maximum of 2 sessions a day for a total of 8 hours)	3	USD 4,500.00
Mobile Software Training Lab (Daily Rate) Individual laptop computers and one configured server with the latest versions of ProQA, AQUA and XLerator software programs (short-term use)	3	USD 4,500.00
Remote AQUA Software Training - M Per person cost for six hours of AQUA software training completed in a virtual, instructor-led environment	10	USD 1,490.00

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QUOTE

Product	Qty	Amount
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
Implementation Support Package for EMD Implementation support and quality management program development	1	USD 30,000.00
Equip QA for EMD Initial implementation of expert case review, quality management and mentoring for telecommunicators, QA staff and management (__cases/week)	1	USD 11,700.00
IAED Accreditation Application Fee EMD IAED fee for accreditation	1	USD 2,250.00
Priority Dispatch System ESP (P) M System License Renewal, Service & Support	11	USD 13,200.00

Subtotal	USD 151,646.00
Estimated Tax	
Total	USD 151,646.00

Customer Signature:		Date:	
Customer Name:		Purchase Order ID:	
Credit Card #:		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. For further information see <https://prioritydispatch.net/license-agreement/>

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