Suspension of Competition Acquisition Request

1. Fully describe the product(s) and/or service(s) being requested.

    The Department of Public Health is requesting to suspend competition for the purchase of annual maintenance, support, and hosting services for StatusNet911, a web-based hospital status reporting and communications system.

2. Identify the selected vendor and contact person; include the address, phone number and e-mail address for each.

    The vendor is ElanTech, Inc dba DataTech911 (ElanTech) and they are located at 6751 Columbia Gateway Drive, STE 300, Columbia, MD 21046. The vendor contact is Michael Salonish and he can be reached by email at Michael.Salonish@datatech911.com and by phone at 301-922-8366.

3. What is the total cost of the acquisition? If an agreement, state the total cost of the initial term and the amounts for potential renewal terms.

    The total cost of the acquisition is $211,232. The term of the proposed agreement will be a three-year base with two optional one-year extensions. The cost of annual maintenance and support for the first year is $31,856. The cost for each subsequent year is $31,856 plus a potential five percent increase per year. An additional $35,205 is included in the first-year maximum compensation for the use of as-needed customization and training services and any remaining unspent funding amounts from the first year shall roll over to each subsequent term year's established maximum compensation for future optional services.

4. Identify the unique qualities and/or capabilities of the service(s) and/or product(s) that qualify this as a Suspension of Competition acquisition.

    StatusNet911 is currently used in all hospital emergency departments and Emergency Medical Services (EMS) dispatch centers throughout Fresno, Kings, Madera, and Tulare counties. StatusNet911 is fully integrated with the Central Square TriTech emergency dispatch computer system that is used by EMS to provide real-time information to hospitals. StatusNet911 software connects hospital, dispatch, and first responders with real-time situational data, It provides hospital resource availability, triage status, and system outages to support real-time response to multi/mass-casualty incidents and daily incident traffic. ElanTech can provide the County on-site training and make customization alterations to existing software on an as-needed basis.

5. Identify from Administrative Policy #34 what circumstances constitute a Suspension of Competition.

    ☐ In an emergency when goods or services are immediately necessary for the preservation of the public health, welfare, or safety, or for the protection of County property.

    ☐ When the contract is with a federal, state, or local governmental agency.

    ☐ When the department head, with the concurrence of the Purchasing Agent, finds that the cost of preparing and administering a competitive bidding process in a particular case will equal or exceed the estimated contract amount or $5,000 whichever is more.

    ☐ When a contract provides only for payment of per diem and travel expenses and there is to be no payment for services rendered.

    ☐ When obtaining the services of expert witnesses for litigation or special counsel to assist the County.

    ☒ When in unusual or extraordinary circumstances, the Board of Supervisors or the Purchasing Agent/Purchasing Manager determines that the best interests of the County would be served by not securing competitive bids or issuing a request for proposal.

6. Explain why the unique qualities and/or capabilities described above are essential to your department.

    StatusNet911 is a web-hosted, hospital to hospital communications system that allows hospital staff to manage the distributions of patients in disaster events, send alerts and notifications to other hospitals, and maintain daily hospital status information. This critical tool is used daily in the EMS system and hospital emergency departments throughout Fresno, Kings, Madera, and Tulare counties.

7. Provide a comprehensive explanation of the research done to verify that the recommended vendor is the only vendor with the unique qualities and/or capabilities stated above. Include a list of all other vendors contacted, what they were asked, and their responses.

    Please see PD-048 Attachment A.

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Requested By:	Title	

I approve this request to suspend competition for the service(s) and/or product(s) identified herein.

E-PD-048 (Rev 07/2021)

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Department Head Signature

rblackburn 10/31/2024 9:26:17 AM   [⊠ Sign] Double click!
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Purchasing Manager Signature

The County of Fresno has used StatusNet911 for over 20 years. This web-hosted software solution is used by the County for hospital status reporting and communications. The software enables communications, alerts, and notifications to be shared between hospitals and EMS dispatch centers throughout Fresno, Kings, Madera, and Tulare counties.

Software Solution	Vendor Name	Central Square Tritech Integration	Deployment Capabilities: Saas, IPhone, IPad and Android	Phone Support Capability	Dispatch Monitoring Feature	Hospital Integration	In-Person Training
AmbuPro EMS	OCI Software	No	No	Yes	No	No	No
Creative EMS	Creative EMS	No	No	Yes	No	No	Yes
DataWatch911	DataTech911	Yes	No	Yes	No	No	No
FirstWatch	FirstWatch	Yes	No	Yes	No	Yes	No
Responder360	First in Software	Yes	Yes	Yes	Yes	Yes	No
StatusNet911	ElanTech, Inc. dba DataTech 911	Yes	Yes	Yes	Yes	Yes	Yes
Street EMS	World Advancement of Technology for EMS and Rescue	No	No	Yes	No	No	No

While alternative software solutions were researched, StatusNet911 remains the most effective software solution as it meets all of the County's key requirements. The base level Responder360 software, offered by the vendor First in Software, can provide many of the same crucial elements provided by ElanTech. While in-person training is not available from First In Software, they do offer a live online support option and phone support. Though the Responder360 software solution can provide a similar service, changing to a new vendor would result in increased costs and potential delays in services due to the time and manpower it would take to transition, implement, train employees, and the data conversation involved in the shift to a new software. This transition could negatively impact emergency services throughout the County. Transitioning to a new software would also require the County to pay for both old and new systems to have them run concurrently until the transition was complete. The software provided by ElanTech has run efficiently for 20 years and they are the only company that can provide continued maintenance, support, and hosting services for their proprietary software.