



Board Agenda Item 42

DATE: March 19, 2024

TO: Board of Supervisors

SUBMITTED BY: David Luchini, RN, PHN, Director, Department of Public Health
Robert W. Bash, Director of Internal Services/Chief Information Officer

SUBJECT: Agreement with Priority Dispatch Corporation

RECOMMENDED ACTION(S):

- 1. Make a finding that it is in the best interest of the County to suspend the competitive bidding process consistent with Administrative Policy No. 34 for unusual or extraordinary circumstances, as Medical Priority Consultants, Inc. dba Priority Dispatch Corporation is the only provider of maintenance and support for the ProQA dispatch and interrogation software that is used by the Department of Public Health - Emergency Medical Services Communications Center; and**
- 2. Approve and authorize the Chairman to execute an Agreement with Medical Priority Consultants, Inc., dba Priority Dispatch Corporation for dispatch interrogation software maintenance and support, effective March 25, 2024, not to exceed five consecutive years, which includes a three-year base contract and two optional one-year extensions, total not to exceed \$662,000.**

There is no additional Net County Cost associated with the recommended actions, which will allow the Department of Public Health - Emergency Medical Services Communications Center (EMS Center) to use Medical Priority Consultants, Inc., dba Priority Dispatch Corporation (Priority) dispatch interrogation software maintenance and support for ambulance and fire resources. The software maintenance and support are necessary due to the mission critical nature of system to the EMS Center. This item is countywide.

ALTERNATIVE ACTION(S):

Should your Board not approve the recommended actions, the Department of Public Health (DPH) and the Internal Services Department (ISD) would need to acquire and implement a new dispatch interrogation software system for the EMS Center. Your Board may direct staff to solicit for competitive bids for a new system, however, procuring and implementing an alternative dispatch interrogation software would be very costly and time consuming.

SUSPENSION OF COMPETITION/SOLE SOURCE CONTRACT:

DPH's request to suspend the competitive bidding process consistent with Administrative Policy No. 34 as Priority is the only vendor that provides maintenance and support of the ProQA dispatch interrogation software that is used at the EMS Center. Additionally, the software is required for maintenance of the dispatch center's accreditation. ISD-Purchasing Division concurs with the Department's request to waive the competitive bidding process.

FISCAL IMPACT:

There is no increase in Net County Cost associated with the recommended actions. The maximum compensation is \$662,000 for the potential five-year term. Costs include maintenance and support (\$92,400 annually) and additional licenses and other services (\$40,000 annually). The services will be funded with revenue from agencies dispatched by the EMS center. Sufficient appropriations and estimated revenues are included in the DPH Org 5620 FY 2023-2024 Adopted Budget and will be included in future budget requests for the duration of that term.

DISCUSSION:

The EMS Center is a regional dispatch center responsible for the management and dispatch of all ambulance and fire equipment resources in Fresno, Kings, Tulare, and Madera Counties.

The dispatch interrogation software, ProQA, is provided by Priority and allows the dispatchers to quickly input the medical or fire complaint into the system. ProQA assists the dispatcher in prioritizing the response of ambulance or fire resources and in providing the emergency pre-arrival medical instructions to a 9-1-1 caller prior to the arrival of the ambulance and first responders. The software has been a critical tool used in the EMS Center for about 20 years and has consistently met the expectations of the Department and the needs of the EMS system.

The recommended agreement deviates from the County's standard contract language in that it enables the vendor to use a combination of primary and excess/umbrella insurance to meet the required limits of insurance. Additionally, the agreement contains language that limits the contractor's liability. Risk Management recommends against accepting these limitations; however, DPH believes that the benefits of entering into this agreement outweigh any associated risk because the ProQA software is vital to ensuring efficient and accurate EMS system operations.

REFERENCE MATERIAL:

BAI #38 March 12, 2019

ATTACHMENTS INCLUDED AND/OR ON FILE:

Suspension of Competition Acquisition Request
On file with Clerk - Agreement with Priority Dispatch Corporation

CAO ANALYST:

Ahla Yang