



County of Fresno

Hall of Records, Rm. 301
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Fresno, California
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Legislation Text

File #: 19-0117, **Version:** 1

DATE: March 12, 2019

TO: Board of Supervisors

SUBMITTED BY: David Pomaville, Director, Department of Public Health
Robert Bash, Director, Department of Internal Services

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 for the solicitation of dispatch interrogation software maintenance and support for the Department of Public Health; and,**
- 2. Approve and authorize the Chairman to execute an Agreement with Priority Dispatch Corporation for dispatch interrogation software maintenance and support, effective March 25, 2019, not to exceed five consecutive years, which includes a three-year base contract and two optional one-year extensions, total not to exceed \$377,913.**

Approval of the recommended actions will authorize the Fresno County Emergency Medical Services Communications Center (EMS Center) to utilize Priority Dispatch Corporation (Priority) dispatch interrogation software maintenance and support for ambulance and fire resources. The recommended agreement will be funded with revenue from agencies dispatched by the EMS Center, with no increase in Net County Cost. 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):

There are no viable alternative actions. Priority is the only vendor that provides maintenance and support of the current dispatch interrogation software at the EMS Center. The cost to replace the software and provide the necessary training would be significant; Priority has been the provider for over 15 years.

SUSPENSION OF COMPETITION/SOLE SOURCE CONTRACT:

The Department of Public Health's request to suspend the competitive bidding process consistent with Administrative Policy No. 34 results from the fact Priority is the only vendor that provides maintenance and support of the ProQA dispatch interrogation software used at the EMS Center. Additionally, the software is required for maintenance of the dispatch center's accreditation. The Internal Services Department - 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 \$377,913 for the five-year term. Costs include maintenance and support (\$277,913) additional licenses and other services (\$20,000 annually). Priority may increase annual software maintenance

and support fees upon a 30-day advanced written notice to the County provided that Priority does not increase the fees more than once in any one-year period, and that each increase will not exceed the previous year's fees by 3% or the cumulative percentage increase in the Consumer Price Index (CPI), All Urban Consumers for the U.S., during the previous year, whichever is less. In the event of a negative CPI, there will be no change in the support fee percentage for the affected year. The services will be funded with revenue from agencies dispatched by the EMS Center. Sufficient appropriations and estimated revenues are included in the Department's Org 5620 FY 2018-19 Adopted Budget and will be included in future budget requests for the duration of the 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 over 15 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.

REFERENCE MATERIAL:

BAI #41, March 1, 2016
BAI #70, July 15, 2014
BAI #44, March 25, 2014

ATTACHMENTS INCLUDED AND/OR ON FILE:

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

CAO ANALYST:

Sonia M. De La Rosa