

DATE: November 5, 2020
TO: 911 Emergency Response Advisory Committee
FROM: Lisa Rose-Brown, Sparks Police Department, Police Service Manager, 775-353-2241 ext. 5550, rosebrown@cityofsparks.us
THROUGH: Chris Crawforth, Chief of Police

SUBJECT: FUNDING REQUEST – PRO-QA PRIORITY DISPATCH FUNDING FOR CITY OF SPARKS PSAP: A review, discussion and possible action to approve, deny or otherwise modify a request for funding Sparks PSAP for the ProQA-Priority Dispatch Fire Dispatch Software licensing, training, quality assurance, accreditation and support associated with implementing Emergency Fire Dispatch (EFD) services for a cost not to exceed \$117,217.00

SUMMARY

A review, discussion, and possible action to approve, deny or otherwise modify a request for funding for Sparks PSAP to implement Emergency Fire Dispatching (EFD) with ProQA-Priority Dispatch Software, not to exceed the amount of \$117,217.00. This request is to replace Sparks' previously approved request in May 2020, to include the added dispatch positions. Sparks was not reimbursed for the previous requested amount.

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) – Sparks Dispatch.

PREVIOUS ACTION & BACKGROUND

The E911 Committee first approved the use of ProQA for Washoe PSAP in 2015 and has approved the annual cost/fees each year. In 2018 Reno PSAP requested funding for EPD and EFD, which was also granted by this Committee.

In May 2020, funding was approved for Sparks ProQA EFD protocols. Today's request is a replacement of the May 2020 request. Sparks was not reimbursed for the request in May 2020.

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 Sparks PSAP through Pro-QA Priority Dispatch, not to exceed funds of \$117,217.00

POSSIBLE MOTION

Move to approve that the E911 Emergency Response Advisory Committee approve the request for funding the costs associated with implementing EFD for the Sparks PSAP through Pro-QA Priority Dispatch, not to exceed funds of \$117,217.00.



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: Sparks Police Department
Agency ID#: 11989
Quote #: Q-53670
Date: 11/5/2020
Offer Valid Through: 12/30/2020
Payment Terms: Net 30
Currency: USD

Bill To:
Sparks Police Department
Lisa Rose-Brown
1701 E. Prater Way
Sparks, Nevada 89434
United States

Ship To:
Sparks Police Department
Lisa Rose-Brown
1701 E. Prater Way
Sparks, Nevada 89434
United States

Product	Qty	Amount
ProQA Fire Software Licenses Automated calltaking software	10	USD 40,000.00
AQUA Case Review Software for EFD Quality Assurance (case review) software base engine and discipline module	1	USD 1,750.00
XLerator Client Server Suite Client server software application suite	1	USD 4,500.00
Protocol Tablet for EFD Licensed backup protocol tablet	6	USD 2,370.00
FPDS Mobile App Field Responder Guide Smartphone-based field reference guide for responders	50	USD 500.00
Protocol Training and Certification for EFD Materials, tuition and certification	19	USD 6,935.00
ED-Q Training and Certification for EFD Materials, tuition and certification (2 days, 16 hours)	2	USD 1,100.00
Remote Software Installation/Update - F Software installation or update completed remotely by Priority Dispatch	1	USD 500.00
Remote ProQA Software Training - F Per person cost for four hours of ProQA software training completed in a virtual, instructor-led environment	19	USD 2,831.00
Remote AQUA Software Training - F Per person cost for eight hours of AQUA software training completed in a virtual, instructor-led environment	2	USD 398.00
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	1	USD 199.00
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	1	USD 149.00

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QUOTE

Product	Qty	Amount
Implementation Support Package for EFD Implementation support and quality management program development	1	USD 30,000.00
Equip QA for EFD Quality Performance Review (QPR) 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
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	10	USD 12,000.00
Shipping & Handling	1	USD 35.00
EFD Implementation TOTAL:		USD 117,217.00

Product	Qty	Amount
Priority Dispatch System ESP (P) F System License Renewal, Service & Support	10	USD 12,000.00
Priority Dispatch System ESP (P) F System License Renewal, Service & Support	10	USD 12,000.00
Yrs 2 & 3 Annual maintenance TOTAL:		USD 24,000.00

Subtotal	USD 117,217.00
Estimated Tax	
Total	USD 117,217.00

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/>

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Attachment B
STATEMENT OF WORK FORTHCOMING