

DATE: 08/11//2021

TO: 911 Emergency Response Advisory Committee

FROM: Charles Moore, Fire Chief, Truckee Meadows Fire Protection District,
cmoore@tmfpd.us, 775-328-6123

SUBJECT: FUNDING REQUEST- PRO-QA PRIORITY DISPATCH EMERGENCY FIRE DISPATCH (EFD) FUNDING FOR TRUCKEE MEADOWS FIRE PROTECTION DISTRICT: A review, discussion and possible action to approve, deny or otherwise modify a request for funding for the purchase of Pro-QA Priority Dispatch Fire Software licensing, training, quality assurance, support, accreditation, and associated costs with implementing Emergency Fire Dispatch (EFD) services for a cost not to exceed \$148,244.00.

SUMMARY

A review, discussion, and possible action to approve, deny or otherwise modify a request for funding for the purchase of Pro-QA Priority Dispatch Fire Software licensing, training, quality assurance, support and accreditation associated with implementing Emergency Fire Dispatch (EFD) services for a cost not to exceed \$148,244.00.

BACKGROUND

The Pro-QA EFD software takes the science of structured call processing to the fire-rescue environment, similar to the Emergency Medical Dispatch (EMD) process that is used during medical emergencies. The Protocols use logic-based Case Entry and Key Question interrogation to prioritize responses safely and accurately to fire-rescue incidents. Post-Dispatch and Pre-Arrival Instructions can be provided to 911 callers at the scene, thereby improving scene safety and response effectiveness. Benefits include:

- Improved quality of service to the caller
- Correct identification of incident types
- Assignment of needed resources
- Improved scene safety
- Effective Dispatch Life Support
- Prioritization of calls & appropriate response levels

This software is currently being utilized by Washoe Dispatch, for the benefit of TMFPD, and it is also used throughout the region including Sparks Fire Department and Reno Fire Department. TMFPD is transitioning its contract for dispatch services from Washoe Dispatch to REMSA dispatch and this software will be necessary for TMFPD to continue to maintain the same level of 911 caller interrogation and pre-arrival instructions. TMFPD will be purchasing this software for its own benefit and use and will retain ownership of the software licenses for any other future use. With the approval of this purchase, the same software and systems would be available throughout the region, with data available across jurisdictions to mutual aid agencies.

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)

Stakeholders are solely Truckee Meadows Fire Protection District.

PREVIOUS ACTION

No previous action has been taken on this specific item for Truckee Meadows Fire Protection District. However, previous purchases of the same software for Washoe County Public Safety Dispatch and Reno Public Safety Dispatch.

January 17, 2019, with approval (FY19) funding for City of Reno Public Safety Dispatch - Pro-QA-Priority Dispatch Medical Software licensing, training, quality assurance, support and accreditation associated with implementing Emergency Fire Dispatch (EFD) services for a cost not to exceed \$ 125,475.00

May 7, 2020, with approval (FY20) funding the remaining balance for City of Reno Public Safety Dispatch- Pro-QA-Priority Dispatch Fire Software licensing, training, quality assurance, support, and accreditation associated with implementing Emergency Fire Dispatch (EFD) services for a cost not to exceed \$11,000.00

FISCAL IMPACT

The Enhanced 911 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. Budget authority exists within the E911 Fund to support the software licensing, training, quality assurance, support, accreditation, and associated costs with implementing Emergency Fire Dispatch (EFD) services. The total cost for the project is \$148,200.

RECOMMENDATION

It is recommended that the E911 Emergency Response Advisory Committee approve the request for funding for the purchase of Pro-QA Priority Dispatch Fire Software licensing, training, quality assurance, support and accreditation associated with implementing Emergency Fire Dispatch (EFD) services for a cost not to exceed \$148,244.00

POSSIBLE MOTION

Motion to approve funding to Truckee Meadows Fire Protection District for the purchase of Pro-QA Priority Dispatch Fire Software licensing, training, quality assurance, support, accreditation, and other costs associated with implementing Emergency Fire Dispatch (EFD) services for a cost not to exceed \$148,244.00.



QUOTE

110 Regent Street, Suite 500
 Salt Lake City, UT 84111
 USA
www.prioritydispatch.net
 Prepared By: Chris Murdock
 Phone: (800) 363-9127
 Direct: Ext. 143
 Email: chris.murdock@prioritydispatch.net

Agency: REMSA
 Agency ID#: 232
 Quote #: Q-57565
 Date: 8/5/2021
 Offer Valid Through: 12/3/2021
 Payment Terms: Net 30

Currency: USD

Bill To:
 Truckee Meadows Fire & Rescue
 3663 Barron Way
 Reno, Nevada 89511
 United States

Ship To:
 REMSA
 450 Edison Way
 Reno, Nevada 89502-4117
 United States

Product	Qty	Amount
ProQA Fire Software Licenses Automated calltaking software	10	USD 40,000.00
ProQA Fire Training Software Licenses Training, non-live calltaking software	8	USD 16,000.00
AQUA Case Review Software for EFD Quality Assurance (case review) software base engine and discipline module	3	USD 4,500.00
Protocol Tablet for EFD Licensed backup protocol tablet	11	USD 4,345.00
ProQA Software Training for EFD (two 4 hour courses) 8 hours of training (a maximum of 2 sessions a day for a total of 8 hours)	4	USD 9,000.00
Protocol Training and Certification for EFD Materials, tuition and certification	40	USD 14,600.00
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
IAED Accreditation Application Fee EFD IAED fee for accreditation	1	USD 2,250.00
Implementation Support Package for EFD Implementation support and quality management program development	1	USD 30,000.00
Equip QA for EFD Initial implementation of expert case review, quality management and mentoring for telecommunicators, QA staff and management	1	USD 12,350.00
Priority Dispatch System ESP (P) F System License Renewal, Service & Support	10	USD 15,000.00

Subtotal	USD 148,244.00
Estimated Tax	
Total	USD 148,244.00

"To lead the creation of meaningful change in public safety and health."



QUOTE

Customer Signature:

Charles Moore
Truckee Meadows Five

Date:

8.6.21

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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