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# SUPPLEMENTAL AGENDA REPORT

**TO:** John A. Flores  
INTERIM CITY ADMINISTRATOR

**FROM:** Teresa Deloach Reed

**SUBJECT:** Contract for Professional Services  
Agreement with Priority Dispatch

**DATE:** May 27, 2015

City Administrator  
Approval

Date

5/28/15

**COUNCIL DISTRICT:** # or City-Wide

## RECOMMENDATION

Staff recommends City Council approval of:

A Resolution Authorizing The City Administrator To 1) To Waive The Competitive Request For Proposals (RFP) Process, And 2) To Enter In To A Three (3) Year Professional Services Agreement With Priority Dispatch To Continue To Use Its Medical Priority Dispatch System (MPDS) Software Licenses Triage Cards, And External Auditing Of The City Of Oakland's 911 Medical Dispatch Services In An Amount Not To Exceed One Hundred Fifty-Seven Thousand Nine Hundred Ninety-Seven Dollars And Eighty Cents (\$157,997) For The Period July 1, 2015 Through June 30, 2018 With Two One-Year Options To Extend In An Amount Not To Exceed Fifty-Two Thousand Six Hundred Sixty-Six Dollars (\$52,666) Each Year, For A Total Contract Amount Not To Exceed Two Hundred Sixty-Three Thousand Three Hundred Twenty Nine Dollars (\$263,329).

## REASON FOR SUPPLEMENTAL

At the May 19, 2015, City Council meeting, staff was directed to provide additional information concerning the justification to waive the RFP process and enter into a sole source agreement with Priority Dispatch.

### *Waiver of Request for Proposals (RFP)*

Staff is requesting a waiver of the RFP process for the following reasons:

Alameda County Emergency Management Services Agency (EMS) requires any communications center that provides triage of medical 9-1-1 calls to use the Medical Priority Dispatch System. Our current First Responders Advance Life Support Services (FRALS) agreement requires the City to medically triage 9-1-1 calls.

Item:

18

City Council  
June 2, 2015

The Fire Department owns the licenses for the required Priority Dispatch software, along with the medical triage cards for each workstation at the Fire Dispatch Center (FDC). Contracting with Priority Dispatch will allow the Department to continue to receive the necessary updates to the software as well as the triage card sets, which are directly related to the Department's ability to triage medical 9-1-1 calls and maintain its Center of Excellence Accreditation (ACE) through the call review process.

Changing to any other method of triaging medical 9-1-1 calls would require extensive modifications to the Computer Aided Dispatch (CAD) system, extensive and costly retraining of all fire dispatch personnel, and eliminate the reimbursement received from the county to provide this level of service.

Oakland Municipal Code section 2.04.050.I.5 permits the Council to waive the advertising and bidding requirements upon a finding that it is in the best interest of the City to do so. Based on the information detailed in this report, staff finds it is in the City's best interest to waive the competitive process and enter into a contract with Priority Dispatch.

### *Background*

Priority Dispatch is the proprietary vendor of the Medical Priority Dispatch System (MPDS) triaging system, which has been used by the Oakland Fire Dispatch Center (FDC) since 1995. All existing software contained within the CAD system is an MPDS product.

The City of Oakland and the County of Alameda entered into a First Responder Advanced Life Support Services agreement in 2011. This agreement requires the City of Oakland to medically triage 9-1-1 calls using the MPDS System.

The FRALS Agreement defines a Medical Dispatch Center as "A medical dispatch center designated by the County that uses call prioritization and pre-arrival instructions based on the Medical Priority Dispatch System, and is accredited as a Center of Excellence by the National Academies of Emergency Dispatch."

Priority Dispatch is the only entity that can certify a medical dispatch center as a Center of Excellence. Additionally, the FRALS Agreement requires the City to "...provide FRALS services to requests for medical assistance as defined by MPDS protocols."

Priority Dispatch is the only company who can provide update services to the ProQA software and triage cards being used by the Fire Dispatch Center, and the only company to certify the FDC as a Center of Excellence.

Item: \_\_\_\_\_  
City Council  
June 2, 2015

For questions concerning this supplemental report, please contact Stewart McGehee, Fire Division Manager, Medical Services Division at (510) 238-3736 or Smgehee@oaklandnet.com

Respectfully submitted,



Teresa Deloach Reed  
Fire Chief

Item: \_\_\_\_\_



City Council  
June 2, 2015