

APPROVED AS TO FORM AND LEGALITY

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OFFICE OF THE CITY CLERK  
OAKLAND

*Amash Satl*  
CITY ATTORNEY'S OFFICE

## OAKLAND CITY COUNCIL

RESOLUTION NO. 901815 C.M.S.

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**RESOLUTION: (1) AUTHORIZING THE CITY ADMINISTRATOR TO ENTER INTO A FIVE (5) YEAR CONTRACT WITH PRIORITY DISPATCH TO CONTINUE TO USE ITS MEDICAL PRIORITY DISPATCH SYSTEMS (MPDS) SOFTWARE LICENSES TRIAGE CARDS / TABLETS AND EXTERNAL AUDITING OF 911 CARDS/TABLETS, AND EXTERNAL AUDITING OF THE CITY OF OAKLAND'S 911 MEDICAL DISPATCH SERVICES IN AN AMOUNT NOT TO EXCEED ONE HUNDRED FORTY-FIVE THOUSAND EIGHT HUNDRED DOLLARS (\$145,800) FOR THE PERIOD JULY 1, 2023 THROUGH JUNE 30, 2028, WITH FOUR ONE-YEAR OPTIONS TO EXTEND IN AN AMOUNT NOT TO EXCEED TWENTY NINE THOUSAND ONE HUNDRED SIXTY DOLLARS (\$29,160) PER YEAR, AND WITHOUT RETURNING TO COUNCIL, FOR A TOTAL CONTRACT AMOUNT NOT TO EXCEED TWO HUNDRED SIXTY-TWO THOUSAND FOUR HUNDRED FORTY DOLLARS (\$262,440); (2) AND WAIVING THE COMPETITIVE MULTI-STEP SOLICITATION PROCESS FOR THE ACQUISITION OF INFORMATION TECHNOLOGY SYSTEMS AND WAIVING LOCAL AND SMALL LOCAL BUSINESS ENTERPRISE PROGRAM REQUIREMENTS**

**WHEREAS**, the Emergency Medical Services Retention Act (Measure M) was passed by the voters in 1997 (Ordinance No. 12335) as an assessment to fund emergency services in the City of Oakland; and

**WHEREAS**, Measure M provides funding through a parcel tax to directly support the Paramedic Program in Oakland; and

**WHEREAS**, funding of the Fire Department's Medical Priority Dispatch System (MPDS) program is an allowable use of Measure M funds; and

**WHEREAS**, the Oakland Fire Department's Medical Services Division (MSD) seeks to contract with Priority Dispatch, LLC 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; and

**WHEREAS**, the City of Oakland (City) has provided medical triaging of 911 calls with the MPDS program since 1995; and

**WHEREAS**, the Medical Priority Dispatch System used by Fire Department's Communications Center is the internationally recognized standard for providing medical instructions and dispatching services to 911 callers; and

**WHEREAS**, The City has contracted with Priority Dispatch since 1995, because they are the proprietary vendor of the MPDS triaging system, and all existing computer software contained within the computer-aided dispatch (CAD) system is an MPDS product; and

**WHEREAS**, changing to any other method of triaging medical 911 calls would require extensive modifications to the Computer Aided Dispatch (CAD) system; and

**WHEREAS**, the Alameda County EMS Agency requires any communications center that provides triage of medical 911 calls to use the MPDS system; and

**WHEREAS**, the City Administrator has determined that the proposed contract is of a professional and temporary nature and shall not result in the loss of employment or salary by any person having permanent status in the competitive civil service; and

**WHEREAS**, Oakland Municipal Code (OMC) Section 2.04.042.A requires that the City Administrator conduct a competitive multiple-step solicitation process for the acquisition of any computerized or information technology systems; and

**WHEREAS**, OMC Section 2.04.042.D provides that the City Council may waive the competitive process upon a recommendation of the City Administrator and finding and determination by the City Council that it is in the best interests of the City to waive the solicitation processes; and

**WHEREAS**, staff recommends that it is in the best interests of the City to waive the competitive multiple-step solicitation process for the acquisition of any computerized or information technology systems for the proposed contract with Priority Dispatch based on the following considerations: (1) Priority Dispatch is the proprietary vendor of the MPDS triaging system, which has been used by the Oakland Fire Department Dispatch Center since 1995; (2) using a different system will require extensive modifications to the CAD system and incur additional costs (including retraining all fire dispatch personnel); and (3) most importantly, the Alameda County EMS Agency requires any communications center that provides triage of medical 911 calls to use the MPDS system; and

**WHEREAS**, the Local Business Enterprise/Small Local Business Enterprise ("LBE/SLBE") Program (Ordinance No. 13647 C.M.S.) requires a minimum 50-percent (50%) and participation for all professional service contracts valued at or over fifty thousand dollars (\$50,000) when there are at least three certified businesses listed in the industry, trade, or profession that constitutes a major category of work; and if at least three L/SLBEs are not certified, then the requirement is either waived, or the 50% requirement may be set at a percentage from 50 % to 0%, but not less than 20% if at least one LBE/SLBE is certified and available; and



**WHEREAS,** the City Council may waive the City's LBE/SLBE program requirements if it is in the best interests of the City to do so; and

**WHEREAS,** staff also recommends that City Council waive the LBE/SLBE due to the fact that Priority Dispatch is located in Utah and for the same considerations staff recommends waiving competitive process for the acquisition Computerized and Information Technology systems; now, therefore, be it

**RESOLVED:** That the City Administrator is authorized to enter into a five (5) year professional services agreement with Priority Dispatch to continue to use its Medical Priority Dispatch System (MPDS) Software Licenses Triage Cards/Tablets, and receive external auditing of the City Of Oakland's 911 Medical Dispatch Services, in an amount not to exceed one hundred forty-five thousand eight hundred dollars (\$145,800) for the period July 1, 2023 through June 30, 2028, with four one-year options to extend in an amount not to exceed twenty-nine thousand one hundred sixty dollars (\$29,160) each year, without returning to Council for approval, for a total contract amount not to exceed two hundred sixty two thousand four hundred forty dollars (\$262,440); and be it

**FURTHER RESOLVED:** That for the reasons stated above and in the report accompanying this Resolution, the City Council hereby finds and determines that it is in the best interests of the City to waive the multi-step solicitation processes pursuant to Oakland Municipal Code section 2.04.042.D, and to the extent necessary and for good cause shown, the City's Local/Small Local Business Enterprise program requirements, and so waives these requirements for the proposed IT agreement with Priority Dispatch; and be it

**FURTHER RESOLVED:** That funds shall be drawn from the Measure M (Fund 2412), Communication Emergency Dispatch Organization (20251), Contract Account (54919), and Dispatch Communication Program (PS20) and that funding for the future years of the contract is contingent upon funding availability in future budget cycles.

IN COUNCIL, OAKLAND, CALIFORNIA, **APR 16 2024**

PASSED BY THE FOLLOWING VOTE:

AYES - FIFE, GALLO, JENKINS, KALB, KAPLAN, RAMACHANDRAN, REID, AND

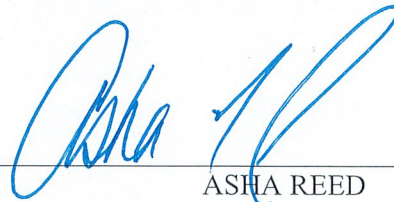
PRESIDENT FORTUNATO BAS - 8

NOES - 0

ABSENT - 0

ABSTENTION - 0

ATTEST:



ASHA REED

City Clerk and Clerk of the Council of the  
City of Oakland, California