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OAKLAND

2015 APR 30 AM 11:47

AGENDA REPORT

TO: JOHN A. FLORES
INTERIM CITY ADMINISTRATOR

FROM: Teresa Deloach Reed

SUBJECT: Contract for Professional
Services Agreement with
Priority Dispatch

DATE: April 30, 2015

City Administrator
Approval

Date

4/30/15

COUNCIL DISTRICT: 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).

OUTCOME

Approval of this resolution will authorize the Fire Department Dispatch Center (FDC) to continue providing medical triage for 911 emergency calls. The MPDS program has been in place since 1995 and is required to maintain the Department's status of an Accredited Center of Excellence (ACE). Maintaining an ACE accreditation in Medical Dispatch demands adherence to software updates, as well as updates in medical triage cards as protocols change. It also requires an aggressive and continuous cycle of performance audits, individualized feedback, and focused training and monitoring, which is provided by Priority Dispatch.

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BACKGROUND/LEGISLATIVE HISTORY

The City of Oakland has provided medical triaging for 911 calls with the MPDS program since 1995. This triaging allows the Fire Department to send the appropriate resources to the caller based on the severity of the situation, which has become more important since the Fire Department began its paramedic program in 2000. This process allows dispatchers to rapidly dispatch the appropriate paramedic care to those in need of assistance.

The Emergency Medical Services Retention Act (Measure M) was passed by the voters in 1997 (Ordinance No. 12335 C.M.S.) as an assessment to fund emergency services in the City of Oakland. Measure M provides funding through a parcel tax to directly support the Paramedic Program. Funding of the MPDS program is an allowable use of Measure M funds.

ANALYSIS

The Oakland Fire Department Dispatch Center (FDC) provided emergency medical dispatch to approximately 59,583 emergency calls for service in 2014. The Medical Priority Dispatch System (MPDS) used by the FDC is the internationally recognized standard for providing medical instructions and dispatching services to 911 callers. The MPDS evaluates calls and allows for the rapid dispatch of appropriate first responders and County Transport Ambulances based on its internationally recognized standards of service to the public.

Oakland is the only city in Alameda County with a tiered response system that evaluates calls and allows for the rapid dispatch of appropriate first responders and County Transport Ambulances based on its internationally recognized standards of service to the public. Of the 59,583 medical calls (911) triaged with MPDS in 2014, the FDC was able to determine 13,144 (22%) were of a low acuity that did not require a Fire Department response or a lights and siren response from the County Transport Ambulance. This kept Fire Department resources available for high acuity emergencies – both medical and suppression related.

Medical calls (911) require the highest level of oversight and continuous audit and review. This contract will assist in meeting the requirements to maintain the Dispatch Center's ACE accreditation as well as providing an unbiased, external, and consistent audit process for this critical community service.

Waiver of Request for Proposals (RFP)

Priority Dispatch is the proprietary vendor of the MPDS triaging system, which has been used by the Oakland Fire Department Dispatch Center since 1995. All existing computer software contained within the computer-aided dispatch (CAD) system is an MPDS product. Changing to any other method of triaging medical 911 calls would require extensive modifications to the CAD system. Additionally, costs would include retraining all fire dispatch personnel on the new programs. Most importantly, the Alameda County EMS Agency requires any communications center that provides triage of medical 911 calls to use the MPDS system.

Using existing staff (Senior Fire Communications Dispatchers) to perform Quality Assurance training (QA) would require approximately 108 hours of overtime each month to maintain the Center's ACE accreditation, resulting in an approximate annual cost of at least \$69,127 and a minimum cost of \$207,386 over a three- year period. The QA review portion of the proposed contract with Priority Dispatch is \$38,000 annually. This represents an annual savings of approximately \$31,129 and \$93,386 in savings over the three- year contract period, when compared to having Senior Fire Communications Dispatchers perform the required QA reviews.

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.

COORDINATION

Staff coordinated with the Office of the City Attorney and the Controller's Bureau in preparing this staff report.

COST SUMMARY/IMPLICATIONS

The total cost of this contract will not exceed \$263,329, which includes the original three-year contract in an amount not to exceed \$157,997, plus two-one year contract extensions in an amount not to exceed \$52,666.

Funds shall be drawn from the Measure M (Fund 2412), Communication Emergency Dispatch Organization (20251), Contract Account (54919), and Dispatch Communication Program (PS20). There is no impact to the General Purpose Fund.

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SUSTAINABLE OPPORTUNITIES


Economic: Voter approved funds will be used for this contract, therefore no expense to the City's general fund will be incurred.

Environmental: There are no environmental opportunities related to this position.

Social Equity: This contract for services will assist with improving the quality of services provided on medical dispatch calls, thereby benefitting Oakland residents who receive Oakland Fire Department medical services.

For questions concerning this report, please contact Stewart McGehee, Fire Division Manager Medical Services (510)238-3736.

Respectfully submitted,


MARK HOFFMANN, ACTING CHIEF

FOR Teresa DeLoach Reed
Fire Chief

Prepared by:
Stewart McGehee
Fire Division Manager
Medical Services Division

Reviewed by:
Cynthia Perkins
Chief of Staff
Oakland Fire Department

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FILED
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OAKLAND


City Attorney

OAKLAND CITY COUNCIL

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RESOLUTION No. _____ C.M.S.

RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO 1) TO WAIVE THE COMPETITIVE REQUEST FOR PROPOSALS (RFP) PROCESS, AND 2) TO AWARD A CONTRACT TO PRIORITY DISPATCH FOR CONTINUED 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 INCLUDING THE POSSIBLE EXTENSION PERIODS, NOT TO EXCEED TWO HUNDRED SIXTY-THREE THOUSAND THREE HUNDRED TWENTY NINE DOLLARS (\$263,329)

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 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 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 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 this 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 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; now, therefore be it

RESOLVED: That, pursuant to Oakland Municipal Code section 2.04.050.I.5 and for the reasons stated in the City Administrator's accompanying report and above, the City Council finds and determines it is in the City's best interests to waive advertising and the competitive Request for Proposals (RFP) process for medical dispatch software licenses, audit and related services, and so waives the requirements; and be it

FURTHER RESOLVED: That the City Administrator is authorized to enter in to an agreement with Priority Dispatch for continued software licenses to use its Medical Priority Dispatch System (MPDS) 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, covering the possible periods of extension, not to exceed two hundred sixty-three thousand three hundred twenty nine dollars (\$263,329); 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 be it

FURTHER RESOLVED: That the City Attorney shall review and approve said Agreement with Priority Dispatch, as to form and legality and a copy of the fully executed agreement shall be placed on file with the Office of the City Clerk.

IN COUNCIL, OAKLAND, CALIFORNIA, _____, 20____

PASSED BY THE FOLLOWING VOTE:

AYES - BROOKS, CAMPBELL WASHINGTON, GALLO, GUILLEN, KALB, KAPLAN, REID, and PRESIDENT GIBSON MCELHANEY

NOES-

ABSENT-

ABSTENTION-

ATTEST: _____

LaTonda Simmons
City Clerk and Clerk of the
Council of the City of Oakland,

California