



Legislation Text

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File #: 23-317, Version: 1

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**STRATEGIC PRIORITY:** Public Safety  
**AGENDA DATE:** February 8, 2023  
**COUNCIL DISTRICT(S):** All  
**DEPARTMENT:** Fire-Rescue Department  
**EXECUTIVE:** Jon Fortune

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**SUBJECT**

Authorize Supplemental Agreement No.1 to the service price agreement with Medical Priority Consultants, Inc. dba Priority Dispatch Corp. to add: **(1)** Spanish language version of ProQA protocols to the current medical priority dispatch system software in the amount of \$22,000.00; and **(2)** the fire priority dispatch system component in the amount of \$221,338.50 for the period February 8, 2023 through October 12, 2024 - Amount not to exceed \$243,398.50, from \$110,091 to \$353,489.50 - Financing: Coronavirus State and Local Fiscal Recovery Funds

**BACKGROUND**

An acquisition contract in 2016 allowed the city to purchase licenses and maintenance for an emergency medical priority dispatch software system. The licenses enabled Fire-Rescue to integrate an emergency priority dispatch system with the current computer aided dispatch system to enhance deployment of Emergency Medical Service (EMS) resources in a more effective and efficient manner. These efficiencies have resulted in improved response time to high priority EMS calls for service via the 911 system and quality assessment. The City entered a three-year contract for these services in October 2021 and this agenda item amends that agreement by adding the following two services. Dallas Fire-Rescue is utilizing Covid-19 funds to enhance the medical services protocols separated from fire emergency dispatch system protocols for efficient and effective response to emergency services in diverse and equitable manner.

Medical ProQA (Spanish Version): Priority Dispatch Corp offers a Spanish version of the Medical Priority Dispatch System that helps translate the medical protocols consistently instead of relying on the varying translation from the Spanish speaking dispatchers. Language concordance between emergency caller and fire dispatchers is an important factor in providing effective quality emergency assistance.

The Fire Priority Dispatch System (FPDS) protocols equips emergency dispatchers to handle a wide range of cataclysmic events, from burning houses and buildings, structure collapses and brush fires to rescues during flooding. The system makes it possible to consistently send the right personnel and

equipment to the scene, while providing lifesaving support. Additionally, the FPDS protocols provides a standardized method for answering each call. This system maximizes resource utility while minimizing resource depletion. The protocols equip our dispatchers with the necessary tool to communicate effectively will diverse residents in the City of Dallas.

**PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)**

On September 28, 2016, City Council authorized an acquisition contract for the purchase of licenses, maintenance, and training for an emergency priority dispatch software system with Medical Priority Consultants, Inc. dba Priority Dispatch Corp. by Resolution No. 16-1549.

On June 23, 2021, City Council authorized the acceptance of grant funds from the U.S. Department of Treasury for the Coronavirus Local Fiscal Recovery Fund to provide relief during the ongoing COVID-19 pandemic by Resolution No. 21-1149.

On September 22, 2021, City Council authorized the final reading and adoption of the appropriation ordinance for the FY 2021-22 City of Dallas Operating, Capital, and Grant & Trust Budgets, which included the ARPA funds from the U.S. Department of Treasury for the Coronavirus Local Fiscal Recovery Funds by Resolution No. 21-1590.

On October 13, 2021, City Council authorized execution of a sole source service price agreement with Medical Priority Consultants, Inc. dba Priority Dispatch Corp for annual licensing, maintenance, and training for an emergency priority dispatch software system for the Fire- Rescue Department for a term of three years by Resolution No. 21-1682.

**FISCAL INFORMATION**

Fund	FY 2023	FY 2024	Future Years
Coronavirus State and Local Fiscal Recovery Funds	\$219,748.50	\$23,650.00	\$0.00

**M/WBE INFORMATION**

In accordance with the City’s Business Inclusion and Development Policy adopted on September 23, 2020, by Resolution No. 20-1430, as amended, the M/WBE participation on this contract is as follows:

Contract Amount	Procurement Category	M/WBE Goal
\$243,398.50	Other Services	N/A
M/WBE Subcontracting %	M/WBE Overall %	M/WBE Overall Participation \$
N/A	N/A	N/A
<ul style="list-style-type: none"> <li>• The Business Inclusion and Development Policy does not apply to Other Service contracts.</li> <li>• This item is Other Services which does not have an availability and disparity participation goal.</li> <li>• Medical Priority Consultants, Inc. dba Priority Dispatch Corp. - Non-local; Workforce - 0.00% Local</li> </ul>		

**OWNER**

**Medical Priority Consultants, Inc. dba Priority Dispatch Corp.**

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