



## Request for Waiver of Bid Procurement

I. Program Description and Current Operations

**Date: August 4, 2014**

Service or Goods to be Purchased: Medical & Fire Priority Dispatch System and associated training, materials and support.

Estimated Expenditure Amount: \$60,000.00

Vendor Name: Priority Dispatch Corporation

Department: Public Safety Communications

Name of Contact Person: Paul Logan

Name of Program: ETC/EMD/EPD/ProQA

Requisition Number:

- II. Chapter 25 of Dane County Ordinance codifies the County's purchasing and contracting process. Included in this chapter, 25.11(20) allows for exceptions to the competitive bidding process for a variety of reasons.

**Below is a list of exceptions specified in the ordinance. Choose the one most appropriate to your request.**

**Emergency procurement**

**Only one vendor possesses the unique and singularly available ability to meet the Department's requirements**

**When unique and specific technical qualifications are required**

**When special adaptation for a special purpose is required**

**When a unique or opportune buying condition exists**

- III. State your rationale for request for waiver. Please be specific.

Public Safety Communications implemented an Emergency Medical Dispatch (EMD) program in 2002 after a thorough RFP process to choose the best possible program to assist callers in a medical emergency while providing crucial information to EMS responders. PSC selected Priority Dispatch Corporation due in part to their relationship with the International Academies of Emergency Dispatch (IAED), and the standards they've developed which no other vendor has. The protocol systems undergo regular review and are regularly updated. No other vendor provides what Priority Dispatch provides.

At the time we selected Priority Dispatch Corp. only a few vendors existed. None of the other vendors had the science/research behind it like Priority Dispatch & the International Academy of Emergency Dispatch.

In 2006 PSC implemented the Emergency Telecommunicator Course (ETC) as our introductory, basic training course for all newly hired communicators. PSC has certified (by Priority Dispatch Corp.) in-house instructors. In-house instructors are re-certified every two years by Priority Dispatch. ETC allows for consistent training of our new hires and no other vendor provides this service.

PSC implemented Emergency Fire Dispatch (EFD) System in 2007, and Emergency Police Dispatch (EPD) in 2010.

All Communicators and Communications Supervisors must be initially trained and certified by Priority Dispatch Corp. upon hire, and recertification is required every 2 years. Priority Dispatch Corp. provides training in one of two ways; they either send instructors to Dane County or they certify and train in-house instructors. PSC currently has in-house instructors for ETC, EMD & EFD. Since implementing EPD we've had PDC instructors come to Dane County to provide instruction. No other vendor provides this training which meets the standards developed by the IAED.

PSC utilizes a computer based protocols system (ProQA) integrated with our computer aided dispatch (CAD) system. Priority Dispatch System is a recognized integrator with our Cad vendor. No other vendor integrates like PDC does. This system is requires support which includes maintenance and updates, which PDC provides. No other vendor provides the software or support required.

The PDC products include a comprehensive Quality Assurance (QA) program. QA is required to insure PSC is providing a consistent level of service to our callers. PSC takes QA very seriously. No other vendor has such a QA program.

Priority Dispatch Provides the following services on a regular basis:

- Licensing use of Medical, Fire & Police protocols
- Provide software based protocols (ProQA) integrated to our TriTech CAD
- Provide service, support and upgrades
- Provide data analysis
  - Approximately \$45,000 per year
- Training/Certification for all new employees
  - Approximately \$10,000 per year
- Certify in-house instructors
- Provide continuing education opportunities
- Provide software training
- Provide overall program support
  - Approximately \$5,000 per year