

# Dane County Contract Addendum Cover Sheet

Res 255 significant

Revised 06/2021

<b>Contract #</b> Admin will assign	13520C
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<b>Dept./Division</b>	Public Safety Communications	<b>Vendor Name</b>	Priority Dispatch Corp.
<b>Brief Addendum Title/Description</b>	Adding Spanish language licenses for bilingual staff, Artificial Intelligence training system and Protocols for law enforcement and behavioral health emergency calls.	<b>Vendor MUNIS #</b>	5106
		<b>Addendum Term</b>	2/1/2024-12/31/2027
		<b>Amount (\$)</b>	\$ 227,584.00

Department Contact Information		Vendor Contact Information	
<b>Contact</b>	Luis Bixler	<b>Contact</b>	Jon Stones
<b>Phone #</b>	608-267-2507	<b>Phone #</b>	385-236-4618
<b>Email</b>	bixler.luis@countyofdane.com	<b>Email</b>	jon.stones@prioritydispatch.net
<b>Purchasing Officer</b>	Megan Rogan		

Purchase Order – Maintenance or New PO					
<input type="checkbox"/>	<b>PO Maintenance Needed PO#</b>	<b>Org:</b>	<b>Obj:</b>	<b>Proj:</b>	
<input type="checkbox"/>	<b>No PO Maintenance Needed – this addendum does not change the dollar amount of the contract.</b>				
<input checked="" type="checkbox"/>	<b>New PO / Req. Submitted Req#</b>	<b>Org:</b>	<b>Obj:</b>	<b>Proj:</b>	
	886	<b>Org:</b>	<b>Obj:</b>	<b>Proj:</b>	

Budget Amendment	
<input type="checkbox"/>	A Budget Amendment has been requested via a Funds Transfer or Resolution. Upon addendum approval and budget amendment completion, the department shall update the requisition in MUNIS accordingly.

Total Contracted Amount – List the Original contract info, then subsequent addenda including this new addendum					
A resolution is required when the total contracted amount first exceeds \$100,000.  Additional resolutions are then required whenever the sum(s) of any additional addenda exceed(s) \$100,000	<b>Addendum #</b>	<b>Term</b>	<b>Amount</b>	<b>Resolution</b>	
	Original	8/1/2022-12/31/2027	\$ 585,000.00	<input type="checkbox"/> None	Res# 2018 RES-200
	A	10/1/19 - 6/30/22	\$ 17,425.00	<input checked="" type="checkbox"/> None	Res#
	B	7/1/22 - 12/30/27	\$ 585,000.00	<input type="checkbox"/> None	Res# 2022 RES-104
	C	2/1/24 - 12/31/24	\$ 227,584.00	<input type="checkbox"/> None	Res# 2023 RES-255
				<input type="checkbox"/> None	Res#
				<input type="checkbox"/> None	Res#
<b>Total Contracted Amount</b>			<b>\$ 1,415,009.00</b>		

Contract Language Pre-Approval – prior to internal routing, this contract has been reviewed/approved by:		
<input type="checkbox"/> Corporation Counsel:	<input type="checkbox"/> Risk Management:	<input checked="" type="checkbox"/> No Pre-Approval

APPROVAL	
Dept. Head / Authorized Designee	
Bixler, Luis	Digitally signed by Bixler, Luis Date: 2024.01.09 10:46:05 -06'00'

APPROVAL – Contracts Exceeding \$100,000	
Director of Administration	Corporation Counsel
	

APPROVAL – Internal Contract Review – Routed Electronically – Approvals Will Be Attached			
DOA:	Date In: 1/9/24	Date Out: _____	<input checked="" type="checkbox"/> Controller, Purchasing, Corp Counsel, Risk Management

## Goldade, Michelle

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**From:** Goldade, Michelle  
**Sent:** Tuesday, January 9, 2024 11:05 AM  
**To:** Hicklin, Charles; Gault, David; Rogan, Megan  
**Cc:** Stavn, Stephanie; Oby, Joe  
**Subject:** Contract #13520C  
**Attachments:** 13520C.pdf

<b>Tracking:</b>	<b>Recipient</b>	<b>Read</b>	<b>Response</b>
	Hicklin, Charles	Read: 1/9/2024 11:29 AM	Approve: 1/9/2024 11:29 AM
	Gault, David	Read: 1/9/2024 12:48 PM	Approve: 1/9/2024 12:50 PM
	Rogan, Megan	Read: 1/9/2024 11:17 AM	Approve: 1/9/2024 11:17 AM
	Stavn, Stephanie	Read: 1/9/2024 11:27 AM	
	Oby, Joe		

Please review the contract and indicate using the vote button above if you approve or disapprove of this contract.

Contract #13520C

Department: Public Safety Communications

Vendor: Priority Dispatch

Contract Description: Addendum for Priority Dispatch System to include two Spanish language automated calltaking software licenses (Res 255)

Contract Term: 2/1/24 – 12/30/27

Contract Amount: \$227,584.00

*Michelle Goldade*

Administrative Manager

Dane County Department of Administration

Room 425, City-County Building

210 Martin Luther King, Jr. Boulevard

Madison, WI 53703

PH: 608/266-4941

Fax: 608/266-4425

TDD: Call WI Relay 711

Please Note: I currently have a modified work schedule...I am in the office Mondays and Wednesdays and working remotely Tuesdays, Thursdays and Fridays.

1 **2023 RES-255**

2 **AWARD OF CONTRACT ADDENDUM FOR PRIORITY DISPATCH SYSTEM**

3

4 Public Safety Communications utilizes a Priority Dispatch System (PDS) when answering 911 calls from  
5 the public to ensure callers receive the highest level of care possible, and there the appropriate  
6 responders are dispatched in a timely manner. The period of this amendment is for four years and  
7 includes law enforcement protocols, Spanish language protocols, advanced training modules and  
8 technical services. The department has used this program since 2002.

9

10 NOW, THEREFORE, BE IT RESOLVED that Dane County extends this Agreement with Priority Dispatch  
11 Corporation, with the total cost being \$227,584.00.



# DANE COUNTY CONTRACT

## ADDENDUM # 13520C

Revised 01/2022

**THIS ADDENDUM**, made and entered into effective as of the date by which both parties hereto have executed this document, by and between the County of Dane (hereinafter referred to as “County”) and Priority Dispatch Corp. (hereinafter, “Provider”).

### WITNESSETH:

**WHEREAS** Provider and County, by a separate document (hereinafter, the “Master Agreement”), Dane County Contract # 13520 , have previously entered into a contractual relationship pursuant to which Provider provides licensing for Medical/Fire Priority Dispatch System to gather appropriate information and classify calls related to medical/fire emergencies, and provide advanced lifesaving instructions.

**WHEREAS** County and Provider wish to amend the Master Agreement in order to include two (2) Spanish language automated calltaking software licenses for all Provider programs, AI SkillLab and Emergency Police Dispatch (EPD) implementation and licensing.

**NOW, THEREFORE**, in consideration of the above premises and the mutual covenants of the parties hereinafter set forth, the receipt and sufficiency of which is hereby acknowledged by each party for itself, the parties do agree as follows:

1. The Master Agreement shall remain in full force and effect unchanged in any manner by this addendum except as changes are expressly set forth herein. This addendum shall control only to the extent of any conflict between the terms of the Master Agreement and this addendum.
2. The Master Agreement, and any amendment or addendum to it, may be executed and transmitted to any other party by legible facsimile reproduction or by scanned legible electronic PDF copy, and utilized in all respects as, an original, wet-inked manually executed document. Further, the Master Agreement and any amendment or addendum thereto, may be stored and reproduced by each party electronically, photographically, by photocopy or other similar process, and each party may at its option destroy any original document so reproduced. All parties hereto stipulate that any such legible reproduction shall be admissible in evidence as the original itself in any judicial, arbitration or administrative proceeding whether or not the original is in existence and whether or not such reproduction was made by each party in the regular course of business. This term does not apply to the service of notices under the Master Agreement, or any subsequent amendment or addendum.
3. The term of this contract amendment is through December 31, 2027 to continue the additional services for Spanish licensing, SkillLab and EPD, at an additional total cost of \$227,584.00.

**IN WITNESS WHEREOF**, the parties, by their respective authorized representatives, have set their hands and seals as of the dates set forth below.

**FOR PROVIDER:**



\_\_\_\_\_  
J. Simón Cantarero  
General Counsel & Corporate Secretary

01/08/2024

\_\_\_\_\_  
Date

\*\*\*

**FOR COUNTY:**

\_\_\_\_\_  
Joseph T. Parisi  
Dane County Executive

\_\_\_\_\_  
Date

\_\_\_\_\_  
Scott McDonell  
Dane County Clerk

\_\_\_\_\_  
Date



# QUOTE

110 Regent Street, Suite 500

Salt Lake City, UT 84111  
USA

[www.prioritydispatch.net](http://www.prioritydispatch.net)

Prepared By: Jon Stones

Phone: (800) 363-9127

Direct: Ext. 149

Email: [jon.stones@prioritydispatch.net](mailto:jon.stones@prioritydispatch.net)

Agency:

Dane County Public Safety  
Communications

Agency ID#:

4771

Quote #:

Q-71076

Date:

12/1/2023

Offer Valid Through:

2/29/2024

Payment Terms

Net 30

Currency:

USD

**Bill To:**

Dane County Public Safety Communications  
210 MARTIN LUTHER KING JR BLVD RM 109  
CITY-COUNTY BLDG.  
Madison, Wisconsin 53703-3342  
United States

**Ship To:**

Dane County Public Safety Communications  
210 MARTIN LUTHER KING JR BLVD RM 109  
CITY-COUNTY BLDG.  
Madison, Wisconsin 53703-3342  
United States

Product	Discipline	Qty	Amount
ProQA Production/Live License Automated calltaking software	Police	19	USD 88,825.00
ProQA Production/Live License Automated calltaking software	Police	3	USD 6,525.00
ProQA Production/Live License- Spanish 2nd Language Automated calltaking software	Medical;Fire;Police	2	USD 12,725.00
ProQA Training License Training Software Licenses Training, non-live calltaking software	Police	10	USD 19,800.00
Video to ProQA powered by Carbyne - one-time installation fee	Police	1	USD 2,000.00
Video to ProQA powered by Carbyne renewed yearly	Police	15	USD 18,000.00
AQUA Case Review Software Quality Assurance (case review) software base engine and discipline module	Police	7	USD 15,400.00
Priority Dispatch Protocol Cardset Licensed manual protocol set for backup	Police	14	USD 7,630.00
Protocol Pilot Guide Printed For resource, QA/QI, and training reference.	Police	6	USD 1,194.00
Certification Training On-Site (Per) Protocol Training and Certification Materials, tuition and certification	Police	70	USD 29,750.00
Certification Training ED-Q On-site (Per) Materials, tuition and certification (2 days, 16 hours)	Police	8	USD 5,240.00
ProQA Software Training Remote Per person cost for four hours of ProQA software training completed in a virtual, instructor-led environment	Police	70	USD 12,530.00
AQUA Software Training Remote Per person cost for a 6 hour course completed in a virtual, instructor-led environment		8	USD 1,832.00

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Product	Discipline	Qty	Amount
<b>System Administration Training Remote -</b> Per person cost for training for center management detailing program configuration and customization options, completed in a virtual, instructor-led environment		4	USD 916.00
<b>ProQA &amp; AQUA Reports Training Remote -</b> (4 hours) for administrators, managers and supervisors on ProQA and AQUA reporting functions		8	USD 1,432.00
<b>Priority Dispatch AI SkillLab - Powered by Call Simulator</b> ProQA calltaking training simulator powered by artificial intelligence (AI) Tier 3: 15 positions - renewed annually		1	USD 7,500.00
<b>Implementation Support</b> Implementation support and quality management program development		1	USD 33,000.00
<b>Equip QA</b> Initial implementation of expert case review, quality management and mentoring for telecommunicators, QA staff and management	Police	1	USD 13,585.00
<b>Academy Analytics Dashboard - Tier 3: 1-25</b> Near-real-time, online dashboard and analytics tool for ProQA, powered by FirstWatch		1	USD 5,000.00
<b>ACE Accreditation New Application</b> IAED fee for accreditation		1	USD 2,250.00
<b>Travel Fees: Standard Domestic</b>		1	USD 6,000.00
<b>Priority Dispatch System Annual Maintenance (P)</b> License Renewal, Service & Support	Police	19	USD 17,575.00
<b>Priority Dispatch System Annual Maintenance (P) Spanish 2nd Language</b> License Renewal, Service & Support	Medical;Fire;Police	2	USD 2,775.00
<b>Priority Dispatch System Annual Maintenance (B)</b> License Renewal, Service & Support	Police	3	USD 2,040.00
<b>ProQA Training License ESP</b> License Renewal, Service & Support	Police	10	USD 0.00
<b>Academy Analytics Maintenance - Tier 2: 26-50</b> License renewal, service and support		1	USD 3,000.00
<b>Discount for original paid Initial License Fees for EPD (2010)</b> \$88,970 net after ProQA Discount		1	USD -88,970.00
<b>Shipping &amp; Handling</b>		1	USD 30.00
<b>PPDS Re Implementation TOTAL:</b>			USD 227,584.00

Product	Discipline	Qty	Amount
<b>Priority Dispatch System Annual Maintenance (P)</b> License Renewal, Service & Support	Police	19	USD 26,600.00
<b>Priority Dispatch System Annual Maintenance (P)</b> License Renewal, Service & Support	Medical;Fire;Police	2	USD 4,200.00

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Product	Discipline	Qty	Amount
Priority Dispatch System Annual Maintenance (B) License Renewal, Service & Support	Police	3	USD 2,040.00
ProQA Training License ESP License Renewal, Service & Support	Police	10	USD 0.00
Academy Analytics Maintenance - Tier 2: 26-50 License renewal, service and support		1	USD 3,000.00
Video to ProQA powered by Carbyne - Maintenance License renewal, service and support		15	USD 18,000.00
Priority Dispatch AI SkillLab - Powered by Call Simulator ProQA calltaking training simulator powered by artificial intelligence (AI) Tier 3: 15 positions - renewed annually		1	USD 7,500.00
<b>Priority Dispatch System Annual Maint &amp; Support: 2025 TOTAL:</b>			USD 61,340.00

Product	Discipline	Qty	Amount
Priority Dispatch System Annual Maintenance (P) License Renewal, Service & Support	Police	19	USD 26,600.00
Priority Dispatch System Annual Maintenance (B) License Renewal, Service & Support	Police	3	USD 2,040.00
ProQA Training License ESP License Renewal, Service & Support	Police	10	USD 0.00
Academy Analytics Maintenance - Tier 2: 26-50 License renewal, service and support		1	USD 3,000.00
Video to ProQA powered by Carbyne - Maintenance License renewal, service and support		15	USD 18,000.00
Priority Dispatch System Annual Maintenance (P) License Renewal, Service & Support	Medical;Fire;Police	2	USD 4,200.00
Priority Dispatch AI SkillLab - Powered by Call Simulator ProQA calltaking training simulator powered by artificial intelligence (AI) Tier 3: 15 positions - renewed annually		1	USD 7,500.00
<b>Priority Dispatch System Annual Maint &amp; Support: 2026 TOTAL:</b>			USD 61,340.00

Product	Discipline	Qty	Amount
Priority Dispatch System Annual Maintenance (P) License Renewal, Service & Support	Police	19	USD 26,600.00
Priority Dispatch System Annual Maintenance (B) License Renewal, Service & Support	Police	3	USD 2,040.00
ProQA Training License ESP License Renewal, Service & Support	Police	10	USD 0.00

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Product	Discipline	Qty	Amount
Academy Analytics Maintenance - Tier 2: 26-50 License renewal, service and support		1	USD 3,000.00
Video to ProQA powered by Carbyne - Maintenance License renewal, service and support		15	USD 18,000.00
Priority Dispatch System Annual Maintenance (P) License Renewal, Service & Support	Medical;Fire;Police	2	USD 4,200.00
Priority Dispatch AI SkillLab - Powered by Call Simulator ProQA calltaking training simulator powered by artificial intelligence (AI) Tier 3: 15 positions - renewed annually		1	USD 7,500.00
<b>Priority Dispatch System Annual Maint &amp; Support: 2027 TOTAL:</b>			USD 61,340.00

Product	Discipline	Qty	Amount
Priority Dispatch System Annual Maintenance (P) License Renewal, Service & Support	Police	19	USD 28,500.00
Priority Dispatch System Annual Maintenance (B) License Renewal, Service & Support	Police	3	USD 2,040.00
ProQA Training License ESP License Renewal, Service & Support	Police	10	USD 0.00
Academy Analytics Maintenance - Tier 2: 26-50 License renewal, service and support		1	USD 3,300.00
Video to ProQA powered by Carbyne - Maintenance License renewal, service and support		15	USD 18,000.00
Priority Dispatch System Annual Maintenance (P) License Renewal, Service & Support	Medical;Fire;Police	2	USD 4,500.00
Priority Dispatch AI SkillLab - Powered by Call Simulator ProQA calltaking training simulator powered by artificial intelligence (AI) Tier 3: 15 positions - renewed annually		1	USD 8,000.00
<b>Priority Dispatch System Annual Maint &amp; Support: 2028 TOTAL:</b>			USD 64,340.00

<b>Subtotal</b>	USD 227,584.00
<b>Estimated Tax</b>	
<b>Total</b>	USD 227,584.00

<b>Customer Signature:</b>		<b>Date:</b>	
<b>Customer Name:</b>		<b>Purchase Order ID:</b>	
<b>Expiration Date:</b>			

## TERMS AND CONDITIONS

"To lead the creation of meaningful change in public safety and health."

This quote is valid for 120 days from date of issue. All prices quoted are exclusive of any applicable taxes, duties, or government assessments relating to this transaction, which are the sole obligation of Buyer. You can find it here: <https://prioritydispatch.net/licensing/>