

DATE: November 7, 2024
TO: 911 Emergency Response Advisory Committee
FROM: Cody Shadle, City of Reno Public Safety Dispatch Director
shadlec@reno.gov

SUBJECT:

CITY OF RENO PUBLIC SAFETY DISPATCH request to reimburse the costs associated with the annual fee for Priority Dispatch ESP M and EMD Q Plus licensing renewal, not to exceed \$43,300. A review, discussion and possible action to approve, deny, or otherwise modify a request for funding for the costs associated with the annual fee for Priority Dispatch ESP M and EMD Q Plus licensing renewal, not to exceed \$43,300.

SUMMARY:

RENO PUBLIC SAFETY DISPATCH: request to reimburse the costs associated with the annual fee for Priority Dispatch ESP M and EMD Q Plus licensing renewal, not to exceed \$43,300. A review, discussion and possible action to approve, deny, or otherwise modify a request for funding for the costs associated with the annual fee for Priority Dispatch ESP M and EMD Q Plus licensing renewal, not to exceed \$43,300.

NRS APPLICABLE:

NRS 244A.7645 Provides approval of costs associated with maintenance, upgrade and replacement of equipment necessary for the operation of the enhanced telephone system.

STAKEHOLDER REVIEW(s)

Stakeholders are the area Primary Public Safety Answer Points (PSAP) – City of Reno Public Safety Dispatch, City of Sparks Emergency Communications and the Washoe County Sheriff’s Office Communications.

PREVIOUS ACTION & BACKGROUND

On September 15th, 2022 the 9-1-1 Emergency Response Advisory Committee approved the request for Pro-QA Priority Dispatch Emergency Medical software with the understanding that a reoccurring annual cost was associated. This cost covers annual licensing, training, quality assurance, support, and accreditation.

FISCAL IMPACT

The Enhanced 911 Fund is a special revenue fund which receives revenue pursuant to NRS 244A.7643 in the form of telephone surcharges collected to support the emergency reporting system.

RECOMMENDATION

It is recommended that the E911 Emergency Response Advisory Committee approve the request to reimburse the costs associated with the annual fee for Priority Dispatch ESP M and EMD Q Plus licensing renewal, not to exceed \$43,300. A review, discussion and possible action to approve, deny, or otherwise modify a request for funding for the costs associated with the annual fee for Priority Dispatch ESP M and EMD Q Plus licensing renewal, not to exceed \$43,300.

A review, discussion and possible action to approve, deny, or otherwise modify a request for funding for the costs associated with the annual fee for Priority Dispatch ESP M and EMD Q Plus licensing renewal, not to exceed \$43,300.

POSSIBLE MOTION

Move to approve the recommendation to reimburse the costs associated with the annual fee for Priority Dispatch ESP M and EMD Q Plus licensing renewal, not to exceed \$43,300.

A review, discussion and possible action to approve, deny, or otherwise modify a request for funding for the costs associated with the annual fee for Priority Dispatch ESP M and EMD Q Plus licensing renewal, not to exceed \$43,300.

Ship To

P.O. Box 1900
5195 Spectrum Blvd.
RENO, NV 89512

Bill To

P.O. Box 1900
1 East First Street
12th Floor
RENO, NV 89505

Purchase Order
No. 2025-00000669

DATE 10/29/2024

VENDOR NO. 5661

Vendor

PRIORITY DISPATCH CORP
PO BOX 30847
SALT LAKE CITY, UT 84130-0847



PURCHASE ORDER NUMBER MUST APPEAR ON ALL INVOICES, SHIPPERS, BILL OF LADING AND CORRESPONDENCE

DELIVER BY 10/31/2024
SHIP VIA
FREIGHT TERMS
PAGE 1 of 1
ORIGINATOR: Aitken, Joanna

REFERENCE #

QUANTITY	UNIT	DESCRIPTION	UNIT COST	TOTAL COST
1.0000	Each	COMPUTERS, SOFTWARE/SUBSCRIPTIONS - subscription and license renewal 00100-0880-0880-7400-2000 - Outside services-other 43,300.00	43,300.0000	\$43,300.00

APPROVED BY/TITLE

RECEIVED BY

SUBTOTAL	\$43,300.00
SALES TAX	\$0.00
TOTAL DUE	\$43,300.00

Special Instructions



INVOICE

Medical Priority Consultants, Inc.
 dba Priority Dispatch Corp
 110 S Regent St Ste 500, Salt Lake City, UT, 84111-1997, US
 Phone: (801) 363-9127 Fax: (801) 746-5879
 www.prioritydispatch.net
 accounting@prioritydispatch.net

Invoice Number	SIN384651
Invoice Date	10/01/2024
Agency ID	5498

Billing Address

City of Reno
 5195 Spectrum Blvd
 Reno, NV 89512
 United States

Shipping Address

City of Reno
 5195 Spectrum Blvd
 Reno, NV 89512
 United States

Customer Reference	Quote #	PO #	Invoice Currency	Due Date
	Q-62613		USD	10/31/2024

Product Name	Quantity	Total
Priority Dispatch System ESP (P) M <i>Priority Dispatch System ESP (P) M System License Renewal, Service & Support 10/1/2024 - 9/30/2025</i>	15	\$ 22,500.00
Q Plus for EMD <i>Q Plus for EMD Quality Performance Review - EMD Expert case review and reporting. Subscription auto-renews without written cancellation 10/1/2024 - 9/30/2025</i>	1,040	\$ 20,800.00
	Net Total	\$ 43,300.00
	Tax Total	\$ 123.98
	Invoice Total	\$ 43,423.98

Payment Detail
FEDERAL TAX ID# 87-0447422
Check payments: Medical Priority Consultants, Inc. dba Priority Dispatch Corp. P.O. Box 30847 Salt Lake City, UT, 84130-0847
Wire/ACH payments: Medical Priority Consultants, Inc. dba Priority Dispatch Corp. 110 South Regent Street, Suite 500 Salt Lake City, Utah 84111 Account Number: 002226546 Routing Number: 124000054 Swift Code: ZFNBUS55 Bank Name: Zions First National Bank
Credit Card payments: please visit https://payment.prioritydispatch.net <ul style="list-style-type: none"> (a 3% fee will be added for all credit card charges over \$5K)
Remittance Email: finance@prioritydispatch.net Questions or Corrections: accounting@prioritydispatch.net

QUOTE

110 Regent Street, Suite 500
 Salt Lake City, UT 84111
 USA
www.prioritydispatch.net
 Prepared By: Tim Martin
 Phone: (800) 363-9127
 Direct:
 Email: tim.martin@prioritydispatch.net

Agency:
 Agency ID#:
 Quote #:
 Date:
 Offer Valid Through:
 Payment Terms

City of Reno
 5498
 Q-62613
 10/3/2024
 12/21/2022
 Net 30

Currency: USD

Bill To:
 City of Reno
 5195 Spectrum Blvd
 Reno, Nevada 89512
 United States

Ship To:
 City of Reno
 5195 Spectrum Blvd
 Reno, Nevada 89512
 United States

Product	Discipline	Qty	Amount
XLerator Client Server Suite Client server software application suite		1	USD 2,500.00
ProQA Medical Software Licenses Automated calltaking software		15	USD 60,000.00
AQUA Case Review Software for EMD Quality Assurance (case review) software base engine and discipline module		5	USD 9,750.00
MPDS Backup Cardset License Licensed manual protocol set for backup		15	USD 7,425.00
Remote Software Installation/Update - M Software installation or update completed remotely by Priority Dispatch		1	USD 2,250.00
Remote ProQA & AQUA Reports Training Per person cost for 4 hours of training on the configuration and customization options in ProQA and AQUA, completed in a virtual, instructor-led environment		1	USD 2,250.00
Protocol Training and Certification for EMD Materials, tuition and certification		58	USD 21,170.00
ED-Q Training and Certification for EMD Materials, tuition and certification (2 days, 16 hours)		4	USD 2,200.00
Remote or Onsite ProQA Software Training - M Per person cost for four hours of ProQA software training completed in a virtual, instructor-led environment		5	USD 11,250.00
Remote AQUA Software Training - M Per person cost for six hours of AQUA software training completed in a virtual, instructor-led environment		1	USD 2,250.00
Implementation Support Package for EMD Implementation support and quality management program development		1	USD 30,000.00
Equip QA for EMD Initial implementation of expert case review, quality management and mentoring for telecommunicators, QA staff and management		1	USD 12,350.00

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

QUOTE

Product	Discipline	Qty	Amount
Q Plus for EMD Quality Performance Review - EMD Expert case review and reporting of 1,040 cases per year, or 87 per month Subscription auto-renews without written cancellation		1,040	USD 20,800.00
IAED Accreditation Application Fee EMD IAED fee for accreditation		1	USD 2,250.00
Priority Dispatch System ESP (P) M System License Renewal, Service & Support		15	USD 22,500.00
Multi-Discipline Discount Discount for purchasing and implementing multiple PDS disciplines		1	USD -20,894.00
EMD Imp 10/1/22 - 9/20/23 TOTAL:			USD 188,051.00

Product	Discipline	Qty	Amount
Q Plus for EMD Quality Performance Review - EMD Expert case review and reporting. Subscription auto-renews without written cancellation		1,040	USD 20,800.00
Priority Dispatch System ESP (P) M System License Renewal, Service & Support		15	USD 22,500.00
10/1/23 - 9/30/24 TOTAL:			USD 43,300.00

Product	Discipline	Qty	Amount
Q Plus for EMD Quality Performance Review - EMD Expert case review and reporting. Subscription auto-renews without written cancellation		1,040	USD 20,800.00
Priority Dispatch System ESP (P) M System License Renewal, Service & Support		15	USD 22,500.00
10/1/24 - 9/30/25 TOTAL:			USD 43,300.00

Product	Discipline	Qty	Amount
Q Plus for EMD Quality Performance Review - EMD Expert case review and reporting. Subscription auto-renews without written cancellation		1,040	USD 20,800.00
Priority Dispatch System ESP (P) M System License Renewal, Service & Support		15	USD 22,500.00
10/1/25 - 9/30/26 TOTAL:			USD 43,300.00

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QUOTE

Product	Discipline	Qty	Amount
Q Plus for EMD Quality Performance Review - EMD Expert case review and reporting. Subscription auto-renews without written cancellation		1,040	USD 20,800.00
Priority Dispatch System ESP (P) M System License Renewal, Service & Support		15	USD 22,500.00
10/1/26 - 9/30/27 TOTAL:			USD 43,300.00

Subtotal	USD 361,251.00
Total	USD 361,251.00

Customer Signature:		Date:	
Customer Name:		Purchase Order ID:	
Expiration Date:			

TERMS AND CONDITIONS

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/>

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