

Request for Committee Action

To: Ways & Means
Date: 11/14/2016
Referral: Not Applicable
From: Information Technology
Lead Staff: Barb Malinski
Presented by: Otto Doll, Chief Information Officer
File type: Action
Subcategory: Contracts & Agreements

Subject:

Contract with Priority Dispatch Corporation for 911 Call Handling Protocol Software System

Description:

Authorizing a Contract for Professional Services with Priority Dispatch Corporation for \$561,645 from Nov. 21, 2016, - Nov. 20, 2019, with the option to extend the contract for two additional one-year terms for project management, requirements gathering, licenses and implementation services for the 911 Call Handling Protocol Software System.

Previous Actions:

None

Ward/Neighborhood/Address:

Not Applicable

Background/Analysis:

Minneapolis Emergency Communications Center (MECC) utilizes nearly 200 different policy and procedure guides to categorize incoming calls for public safety service from City of Minneapolis residents and visitors. Policies and procedures must be taught to new staff. Existing staff are expected to retain and instantly recall information related to processing and dispatching various call types. In an emergency, it can be difficult to instantly recall specific policy requirements while simultaneously speaking to callers who may be injured, upset or frightened.

The City desires to assist MECC staff in performing essential job tasks in a more organized and efficient manner with the primary goal to improve call processing for emergency Police and Fire calls. The 911 emergency medical calls are currently transferred to the EMS providers (Hennepin Emergency Medical Services and North Memorial Ambulance Services) which use professional call handling software for emergency medical situations. The 911 Call Handling Protocol Software System will easily enable Emergency Dispatchers to provide life-saving instructions to callers, implement a comprehensive training and evaluation solution and quality assurance personnel.

The City issued a Request for Proposal (RFP) in May 2016 to qualified vendors to submit proposals to provide the technology and support services for project management, requirements gathering, licenses and implementation services for the 911 Call Handling Protocol Software System. Three proposals were received and the evaluation team selected Priority Dispatch Corporation as the new vendor.

Financial Review:

No additional appropriation required, amount included in current budget.