DEPARTMENTAL INPUT
CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

New contract ☒ OTR ☐ CO ☐ SS ☐ BW ☐ Emergency ☐
Re-Bid ☐ Other ☐
LIVING WAGE APPLIES: ☐ YES ☒ NO

Requisition/Project No: RCET1500008
TERM OF CONTRACT: 5 years with no Options-to-Renew

Requisition/Project Title: Priority Dispatch PRO QA - MDPD

Description: The purpose of this Legacy Agreement is to establish a contract to ensure the continued maintenance and support of the ProQA Software owned by Priority Dispatch. ProQA Dispatch Software is utilized to meet the Academies of emergency Dispatch's protocols to process 911 calls.

User Department(s): Miami-Dade County Police Department (Software hosted by ITD)

Issuing Department: Internal Services, Procurement Mgmt. Div.

Contact Person: Mike Ramos
Phone: 305-375-5215

Estimated Cost: $549,316.00
Funding Source: 911 Funds

ANALYSIS

Commodity/Service No: 920-45
SIC:

Trade/Commodity/Service Opportunities

Contract/Project History of Previous Purchases For Previous Three (3) Years
Check Here ☐ if this is a New Contract/Purchase with no Previous History

<table>
<thead>
<tr>
<th>EXISTING</th>
<th>2ND YEAR</th>
<th>3RD YEAR</th>
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<tbody>
<tr>
<td>Contractor:</td>
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<td>Small Business Enterprise:</td>
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<td>Contract Value:</td>
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<td>Comments:</td>
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RECOMMENDATIONS

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<tr>
<th>SBE</th>
<th>Set-Aside</th>
<th>Sub-Contractor Goal</th>
<th>Bid Preference</th>
<th>Selection Factor</th>
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Basis of Recommendation: Maintain SBE Bid Preference as current contract

Signed: Mike Ramos
Date to DBD: 7/17/15
Date Returned to DPM: 7/17/2015
Introduction

The Miami-Dade Police Department (MDPD) manages the fourth busiest Public Safety Answering Point (PSAP) in the United States. Authority and responsibility to operate the PSAPs is codified by Florida State Statute, and the State of Florida E911 Plan. In order to comply with Federal and State Standards, the MDPD/PSAP must maintain Emergency Medical Dispatch (EMD) protocols as part of the processing of 911 calls for service.

Background

The MDPD/PSAP currently utilizes a computer software program based upon nationally recognized standards within the National Emergency Number Association (NENA) and Association of Public Safety Communication Officials International (APCO) protocols. The current software provider is Emergency Medical Dispatch Systems, DBA Priority Dispatch Corporation, and the current version of software being utilized is EMD12.0C.

Pursuant to FSS 401, Emergency Telecommunications Systems, EMD protocols are a required element in the 911 training curriculum and required for State of Florida Certification. MDPD is in need of an established maintenance contract to support the current and subsequent version of our EMD software for the next five years.

Vendor Specifications

The vendor must provide the following within their maintenance and warranty support package.
- 24/7 annual technical support/software maintenance
- Upgrades, including new releases of the system software
- Provide technical support
- Automated Quality Assurance (QA) testing
- Diagnose issues and support user requests
- Perform functional analysis and perform data conversion/system integration services.
- System Configuration as needed by MDPD
- Provide QA guides and Cardsets