

Memorandum



Date: September 8, 2026

To: Honorable Chairman Anthony Rodriguez
and Members, Board of County Commissioners

SHC
Agenda Item No. 3(F)

From: Daniella Levine Cava
Mayor

A handwritten signature in blue ink that reads "Daniella Levine Cava".

Subject: Request to Waive Competitive Bidding Procedures for Additional Time and
Expenditure Authority to Contract for Electronic Patient Care Reporting (ePCR)
Software

Executive Summary

This item is for additional time of three years with corresponding expenditure authority for the MetroPCR Software solution contract to allow Miami-Dade Fire Rescue Department (MDFR) to continue purchasing required software licenses, technical support, maintenance and related services. The contract with Saffire Software, Inc. d/b/a MetroPCR serves as MDRF's primary electronic patient care reporting system (ePCR) that is used to collect, reference, communicate, and exchange patient information with first responders, hospital staff, and other local agencies throughout the course of an emergency medical service call while a patient is being treated and transported by MDRF. Additionally, the vendor's software solution enables the department to comply with the data reporting requirements established under Chapter 401, Florida Statutes, Medical Telecommunications and Transportation, by supporting the National Emergency Medical Services Information System (NEMSIS) data standard.

NEMSIS is the national standard for collecting, storing, and exchanging Emergency Medical Services (EMS) patient care data across the United States and its territories. The system establishes standardized data elements and reporting requirements for documenting prehospital emergency medical care and supports the submission of EMS data to the National EMS Data Repository through state EMS agencies. Standardized NEMSIS reporting improves the quality, consistency, and interoperability of EMS data, enabling performance measurement, clinical quality improvement, public health analysis, and evidence-based decision-making at the local, state, and national levels.

Maintaining a NEMSIS-compliant ePCR system is an operational requirement that supports MDRF's continued participation in the Florida Public Emergency Medical Transportation (PEMT) Reimbursement Program, which provides Medicaid supplemental reimbursement to eligible public EMS providers.

Recommendation

It is recommended that the Board of County Commissioners (Board) waive competitive bidding procedures pursuant to Section 5.03(D) of the Home Rule Charter and Section 2-8.1(b)(1) of the Miami-Dade County Code (Code), by a two-thirds vote of the Board members present, and authorize additional time of three years and expenditure authority in the amount of \$1,200,000 for *Contract No. BW-10321, Electronic Patient Care Reporting (ePCR) Software*, for MDRF.

Background

The Board awarded this bid waiver contract for the MetroPCR software solution through Resolution No. R-676-23 on July 18, 2023, for a three-year term. The MetroPCR electronic patient care reporting solution and related services are mission-critical to the daily operations of MDRF. The system serves as the MDRF's official patient care record, enabling emergency medical personnel to electronically document patient assessments, treatments, medications, procedures, and transport information while supporting regulatory compliance, emergency medical transport reimbursement, clinical quality assurance, and operational reporting.

MetroPCR remains compliant with applicable federal and state reporting requirements, including NEMSIS data standard, Florida's Emergency Medical Services Tracking and Reporting System (EMSTARS), and the Health Insurance Portability and Accountability Act (HIPAA). The solution also provides essential operational capabilities required by MDFR, including native Android application functionality that supports field operations in disconnected environments, integration with the department's narcotics tracking system to assist with federal and state controlled substance compliance requirements, extensive system configurability to accommodate evolving operational and clinical workflows, and real-time access to patient care information for quality assurance, compliance monitoring, performance analytics, and management of large-scale emergency incidents.

Additionally, MetroPCR offers enhanced functionality, including artificial intelligence (AI)-assisted report writing and automated patient care narrative generation. These capabilities reduce manual documentation, improve report consistency, accuracy, and completeness, and enhance compliance, reimbursement of documentation, quality assurance, and overall operational efficiency. In May 2026, staff evaluated alternative electronic patient care reporting solutions. County staff identified several vendors offering similar ePCR solutions. However, after assessing the available alternatives against MDFR's operational, technical, and regulatory requirements, MetroPCR was determined to be the only solution capable of operating as a native application on the department's existing Android tablet infrastructure while maintaining compatibility with current workflows and required system integrations.

Transitioning to an alternative platform at this time would require replacement of more than 290 County-owned Android tablets, which have an estimated remaining service life of at least three years. Such transition would also result in substantial implementation, configuration, data migration, training, and deployment costs.

Approval of a bid waiver in lieu of a competitive process is recommended as no other available solution satisfies MDFR's operational, technical, compatibility, and regulatory requirements without requiring significant replacement of existing infrastructure and disruption to mission-critical EMS operations. Market research conducted identified several vendors offering similar electronic solutions; however, MetroPCR was the only solution compatible with MDFR's existing Android-based platform while maintaining compliance with NEMSIS, EMSTARS and HIPAA. Accordingly, it is in the County's best interest to waive formal bid procedures pursuant to Section 5.03(D) of the Home Rule Charter and Section 2-8.1(b)(1) of the Code to allow MDFR to continue utilizing MetroPCR software licenses, maintenance, technical support, and related services.

Scope

The impact of this item is countywide in nature.

Delegated Authority

The County Mayor or County Mayor's designee will have the authority to execute Supplemental Agreement No. 1 and exercise all provisions contained therein, including any cancellation or extensions, pursuant to Section 2-8.1 of the County Code and Implementing Order 3-38.

Fiscal Impact/Funding Source

The current contract is scheduled to expire November 30, 2026, with a cumulative allocation of \$1,029,167. If this request is approved, the contract will expire on November 30, 2029 and have a modified cumulative allocation of \$2,299,167. The annualized allocation for the three-year extension reflects an increased per-record unit price from \$1.18 to a maximum of \$1.27 with expanded functionality including AI-assisted reporting and automated narrative generation, as well as historical usage and the department's anticipated needs throughout the extended term. The vendor had requested a 10% increase which was negotiated down to 7% with additional AI functionality. The rate will remain firm and fixed throughout the three-year extension, providing long-term budget predictability.

Department	Existing Cumulative Allocation	Additional Allocation Requested	Modified Cumulative Allocation	Funding Source	Budgeted
MDFR	\$1,029,167	\$1,200,000	\$2,299,167	Fire District	FY 2025-26 Adopted Budget, Volume 2, Page 76, Contractual Services
Total	\$1,029,167	\$1,200,000	\$2,229,167		

Track Record/Monitor

Natalya Vasilyeva of the Strategic Procurement Department (SPD) is the Division Director.

Awarded Vendor

Vendor	Principal Address	Local Address	Principal
Saffire Software, Inc. d/b/a MetroPCR	1145 Audace Avenue Boynton Beach, FL	None	Josh Austin

Due Diligence

Pursuant to Resolution No. R-187-12, due diligence was conducted in accordance with SPD's Procurement Guidelines to determine contractor responsibility, including verifying corporate status and review of performance and compliance issues through various vendor responsibility lists and a keyword internet search. The lists referenced include convicted vendors, debarred vendors, delinquent contractors, suspended vendors, and federal excluded parties. There were no adverse findings relating to contractor responsibility.

Applicability of Ordinances and Contract Measures

- The two percent User Access Program applies.
- The Small Business Enterprise measures and Local Preference do not apply.
- The Living Wage Ordinance does not apply.



Arnold Palmer
Chief of Public Safety



MEMORANDUM

(Revised)

TO: Honorable Chairman Anthony Rodriguez
and Members, Board of County Commissioners

DATE: October 6, 2026

FROM: 
Gen Bonzon-Keenan
County Attorney

SUBJECT: Agenda Item No.

Please note any items checked.

- ☐ "3-Day Rule" for committees applicable if raised
- ☐ 6 weeks required between first reading and public hearing
- ☐ 4 weeks notification to municipal officials required prior to public hearing
- ☐ Decreases revenues or increases expenditures without balancing budget
- ☐ Budget required
- ☐ Statement of fiscal impact required
- ☐ Statement of social equity required
- ☐ Ordinance creating a new board requires detailed County Mayor's report for public hearing
- ☐ No committee review
- ☒ Requires more than a majority vote (i.e., 2/3's present ☒, 2/3 membership ☐, 3/5's ☐, unanimous ☐, majority plus one ☐, CDMP 7 votes (majority of membership) ☐, CDMP 2/3 members present but not less than 7 votes (majority of membership) ☐, CDMP 9 votes (2/3 membership) ☐) to approve
- ☒
- ☐ Current information regarding funding source, index code and available balance, and available capacity (if debt is contemplated) required

Approved _____ Mayor
Veto _____
Override _____

Agenda Item No.

RESOLUTION NO. _____

RESOLUTION AUTHORIZING WAIVER OF COMPETITIVE BIDDING PROCEDURES PURSUANT TO SECTION 5.03(D) OF THE HOME RULE CHARTER AND SECTION 2-8.1(B)(1) OF THE COUNTY CODE BY A TWO-THIRDS VOTE OF THE BOARD MEMBERS PRESENT; AUTHORIZING ADDITIONAL TIME OF THREE YEARS AND EXPENDITURE AUTHORITY OF \$1,200,000.00 FOR A TOTAL MODIFIED CONTRACT AMOUNT OF \$2,299,167.00 FOR CONTRACT NO. BW-10321, ELECTRONIC PATIENT CARE REPORTING SOFTWARE, FOR MIAMI-DADE FIRE RESCUE DEPARTMENT; AND AUTHORIZING THE COUNTY MAYOR OR COUNTY MAYOR'S DESIGNEE TO EXECUTE THE SUPPLEMENTAL AGREEMENT AND EXERCISE ALL PROVISIONS CONTAINED THEREIN, INCLUDING ANY CANCELLATION OR EXTENSIONS, PURSUANT TO SECTION 2-8.1 OF THE COUNTY CODE AND IMPLEMENTING ORDER 3-38

WHEREAS, this Board desires to accomplish the purposes outlined in the accompanying memorandum, a copy of which is incorporated herein by reference,

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF MIAMI-DADE COUNTY, FLORIDA, that:

Section 1. This Board finds that it is in the best interest of Miami-Dade County to waive formal bid procedures pursuant to section 5.03(D) of the Home Rule Charter and section 2-8.1(b)(1) of the Code of Miami-Dade County, by two-thirds vote of the Board members present; and authorize additional time of three years and expenditure authority of \$1,200,000.00 for a total modified contract amount of \$2,299,167.00 for Contract No. BW-10321, Electronic Patient Care Reporting Software, for Miami-Dade Fire Rescue Department.

Section 2. This Board authorizes the County Mayor or County Mayor's designee to execute Supplemental Agreement No. 1, in substantially the form attached and made a part hereof, and exercise all provisions contained therein, including any cancellation or extensions,

pursuant to section 2-8.1 of the Code of Miami-Dade County, Florida and Implementing Order 3-38. A copy of the contract document is on file with and available upon request from the Strategic Procurement Department.

The foregoing resolution was offered by Commissioner _____, who moved its adoption. The motion was seconded by Commissioner _____ and upon being put to a vote, the vote was as follows:

Anthony Rodriguez, Chairman	
Kionne L. McGhee, Vice Chairman	
Marleine Bastien	Juan Carlos Bermudez
Sen. René García	Oliver G. Gilbert, III
Roberto J. Gonzalez	Keon Hardemon
Danielle Cohen Higgins	Vicki L. Lopez
Natalie Milian Orbis	Raquel A. Regalado
Micky Steinberg	

The Chairperson thereupon declared this resolution duly passed and adopted this 6th day of October, 2026. This resolution shall become effective upon the earlier of (1) 10 days after the date of its adoption unless vetoed by the County Mayor, and if vetoed, shall become effective only upon an override by this Board, or (2) approval by the County Mayor of this resolution and the filing of this approval with the Clerk of the Board.

MIAMI-DADE COUNTY, FLORIDA
BY ITS BOARD OF
COUNTY COMMISSIONERS

JUAN FERNANDEZ-BARQUIN, CLERK

By: _____
Deputy Clerk

Approved by County Attorney as
to form and legal sufficiency.

SMA

Sophia Guzzo

SUPPLEMENTAL AGREEMENT NO. 1

Contract Number: **BW-10321**

Contract Title: **MetroPCR Maintenance and Support**

Contractor: **Saffire Software, Inc. d/b/a MetroPCR**
1145 Audace Ave, Suite 101,
Boynton Beach, FL 33426

In accordance with the above referenced Contract, this Supplemental Agreement No. 1, when properly executed, shall become part of the Contract:

Whereas, Section 1. Contract Term provides the Contract may be extended beyond the initial term through mutual agreement between the County and the Contractor, upon approval by the Board of County Commissioners; and

Whereas, the Contract is set to expire on November 30, 2026, and it is the desire of the County and the Contractor to extend the Contract beyond the initial term;

Now, therefore, in consideration of the premises and mutual promises contained herein, the parties hereto agree to the following modification to the Contract Agreement:

1. The terms of this Supplemental Agreement No. 1 shall not become effective until November 30, 2026.
2. Section 1. TERM is hereby deleted in its entirety and replaced with the following:

1.0 TERM.

1.1 Duration. This Agreement and the license granted hereunder shall take effect on August 30, 2023 and shall terminate on November 30, 2029. The Licensee may extend this Agreement for up to an additional one hundred-eighty (180) calendar days beyond the current Agreement period. If the Licensee wishes to extend the agreement, such notice must be given at least 60 days prior to the end of each term. This Agreement may be extended beyond the initial one hundred-eighty (180) calendar day extension period by mutual agreement between the parties, upon approval by the Miami-Dade County Board of County Commissioners.

1.2 Maintenance Agreement Term. The Maintenance Agreement set forth on the attached Exhibit A shall remain in effect under the Pricing Model noted in Exhibit B until otherwise terminated as provided for in Section 7.0.

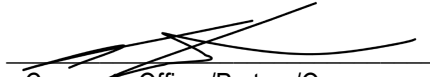
3. Exhibit C. (Pricing and Fee Definitions) is deleted in its entirety and replaced with the Restated Exhibit C. (Pricing and Fee Definitions).

All other terms, covenants and conditions of the original Contract shall remain in full force and effect, except to the extent herein amended.

IN WITNESS WHEREOF, the parties have executed this Supplemental Agreement No. 1 to County Contract No. BW-10321.

ContractorMiami-Dade County

Signature


Corporate Officer/Partner/Owner
or other authorized representative
Josh Austin

Signature

for

Print Name

CEO

Print Name

Daniella Levine Cava

Title

Title

Mayor

Date

07/10/2026

Date

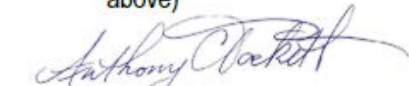
Attest

Corporate Officer (different than above) or
Witness (only if Corporate Officer/Partner/Owner signed
above)

Attest

Juan Fernandez-Barquin
Clerk of the Court and Comptroller

Signature


Anthony C. Tackett

Signature

Print Name

Chief Customer Officer

Print Name

Title

Title

Deputy Clerk

Date

July 10, 2026

Date

Approved as to form and legal sufficiency

Signature



Print Name

Sophia Guzzo

Title

Assistant County Attorney

Date

07/10/2026

RESTATED EXHIBIT C PRICING AND FEE DEFINITIONS

1.0 SOFTWARE AND INTEGRATION COSTS. The prices set forth below shall apply only during the term of Supplemental Agreement No. 1, effective November 30, 2026 through November 30, 2029, unless otherwise modified by a subsequent written agreement executed by the parties.

1.1 The prices listed below are considered the maximum amount that will be charged.

1.2 Billing. MetroPCR will invoice at the end of each month unless the licensee is on a special Annual Maintenance and Hosting Agreement. Annual agreements will be invoiced prior to the maintenance period.

1.3 Pricing. Pricing below is effective November 30, 2026 through November 30, 2029.

Description	Pricing
Electronic Patient Care Reporting	\$1.27 per record / per month
Unlimited mobile installations on Android 8.0 or newer OS	
SOTI MobiControl Mobile Device Management	\$0.00 per device / per month
CAD Interface	\$0.00 per month
Fire Records Interface	Quote (one-time fee)
Other Interfaces	
Physio, Zoll and Philips Monitors	Included
NEMSIS 3.5 State Extract	Included
Cardiac Arrest Registry (myCARES)	Included
Handtevy	Included
Application Programming Interface	Included
Data import and storage	Not specified
NEMSIS data import < 100,000 records	\$0.02 per record (3.4 or newer)
NEMSIS data import > 100,000 records	\$0.01 per record (3.4 or newer)
Archival Data Storage > 84 months	\$0.01 per record / per month
Hospital- Patient Care Record Delivery	
Several different methods to Automatically transfer ePCR record to hospital for printing are offered. <u>All</u> of these are offered at NO CHARGE .	
Cost	All methods offered at NO CHARGE
Automated SSH transfer	Secure Shell (SSH) creates a secure connection to hospital
MetroPCR Software Client Installation (“Hospital Link”)	Hospital installs MetroPCR client for automatic printing
Hospital web log-in	Limited access to MetroPCR web application for specific hospital
HDE transfer	Transfer data to existing Health Data Exchange platform
Other Fees	
Training and Set-up	
Training on-site	\$1,800.00 per trainer/per trip
Per Day Fee	\$2,200.00 per day
Web Training Sessions	\$175.00 hr.

Custom Interface Development	\$Quote requires scope
Administrative training, mobile and Control Center set-up, project management meetings, and more.	\$1,400 one-time fee
	This is a base fee for <u>all new</u> deployments.

2.0 CHANGE ORDER REQUEST. MetroPCR, in its sole discretion, will provide Licensee with a Change Order estimate for Custom Programming Services, which shall include the costs and time necessary to complete the Change Order for any requests that fall outside of MetroPCR's standard deliverables. However, any software changes or enhancements to MetroPCR that can be utilized by most EMS agencies may be included as part of maintenance at no additional charge.

3.0 FEE DEFINITIONS

3.1 Monthly ePCR volume. Invoices will be submitted based on the monthly total ePCR's in the database. Monthly volumes are calculated based on records written using MetroPCR each medical-rescue dispatch. Records with a status of "inactive" are not billed. Year-end reconciliation may be performed to include any monthly records submitted after the invoice date. Runs that are classified as "test" or "training" or "inactive" type records are not calculated in the monthly and annual reconciliation run volumes. If a record is written and submitted to the MetroPCR database, it is calculated as part of the monthly run volumes and applicable charges will apply whether it is a billable record or not.

3.2 MetroPCR MOBILE AND CONTROL CENTER. The fee noted includes all components specified in the Summary of MetroPCR features. This includes but is not limited to:

3.2.1 Project Management (included in base fee)

- a. Remote Implementation and Planning Meetings.
- b. Initial Mobile and Control Center configuration training and support up to the Go-live date is included in the administrative fees. This is part of the base fee for all new Licensee's.
- c. MetroPCR will work with Licensee Administrators to assist setting up:
 - i. Mobile Clinical Configuration.
 - ii. Rules & protocol specific requirements to include set-up and configuration of the to-do lists.
 - iii. Mobile to Mobile configuration and testing.
 - iv. Development, configure, Billing Extract, Automation alerts.
 - v. Third-party interfaces to systems such as RMS, CARES, Physio/Zoll/Philips medical device interfaces.
 - vi. Remote: Go-live and Post Go-live support.
 - vii. System End to End Testing and Modifications.
 - viii. On-going maintenance upgrades: Mobile and Control Center.

3.2.2 MetroPCR Mobile

- a. Wireless data management - Licensee is responsible for ALL wireless services/payments.
- b. ECG Interface with Medtronic LifePAK 15 devices during initial implementations. Other device manufacturers will be offered in future releases.
- c. Wireless MetroPCR to MetroPCR Transfers.
- d. NEMSIS 3.4 or higher formatted .xml files are available.
- e. Patient Lookup module.
- f. Automatic ePCR transfer for printing at hospitals.
- g. Review Pricing and Maintenance details noted above.
- h. MetroPCR will not offer "auto-fax" functionality. MetroPCR is offering multiple newer technology options as a more efficient process to provide hospitals with a timely delivery of a printed patient care report.
- i. CAD interface where applicable.
- j. Access to all MetroPCR mobile enhancements and releases.

3.2.3 MetroPCR Control Center (its web-based administrative application)

- a. Unlimited user access to all available modules.
- b. Mobile device connectivity monitoring.
- c. CAD data transfer monitoring.
- d. Medical device data transfer monitoring.
- e. Hospital data transfer monitoring.
- f. Redundant back-up systems provided as part of AWS.
- g. Billing XML or API.
- h. Automated export to RMS systems for NFIRS report completion.
- i. Can utilize MetroPCR for quality assurance and control.
- j. Standard MetroPCR formatted file - automated send.
- k. Configure automation based on Licensee defined triggers/periods.
- l. Can utilize MetroPCR API for data extraction.
- m. Automated Control Center updates.
- n. Data hosting via Amazon Web Services.
- o. Web-based access to all reports.
- p. Administrative tools for configuration.

3.2.4 CAD Integration (If applicable)

- a. Includes up to 20 hours of programming, review and configuration.
- b. Excludes 3rd party fees (from CAD Vendor or similar).
- c. CAD vendor must be willing to provide unencumbered and real-time data transfer and in a MetroPCR specified XML or API structured file(s) as part of the feed.

3.2.5 State Extract: NEMSIS 3.5 or newer

- a. Only NEMSIS 3.5 or newer and on upgrades.
- b. The Licensee is responsible for running, validating logs using MetroPCR tools and upload submissions to State where applicable.
- c. MetroPCR provides the interface application—output is a State defined XML file.
- d. MetroPCR supports ONLY NEMSIS structured XML outputs.

3.2.6 Mobi-Control (MDM)

- a. Access to Mobi-Control Web Console for tablet administration. MetroPCR assistance with Android app management and deployment.

4.0 Existing ePCR data import. MetroPCR will import current ePCR systems data if it is NEMSIS 3.4 or newer. The existing system must be able to export the data and include a .pdf copy of the original record.

4.1 MetroPCR will import the only the following data fields and provide the licensee the ability to query on those fields and display a copy of the original .pdf per the specified requirement noted above. No other data categories or fields will be imported at this time.

- a. Demographics data set.
- b. Crew/Unit data set.
- c. Event times data set

- d. Dispatch data set
- e. Response data set.
- f. Patient information.
- g. Insurance information.
- h. Patient history

5.0 MOBILE DEVICE REPAIR. The agency will be responsible for remote mobile device repair. MetroPCR technicians will provide installation instructions for the mobile software or assist clients with installations that allows its technician to access the user's desktop via the Internet or implement a hardware support process only with the user's permission. MetroPCR technicians may utilize remote access software to assist the agency as well. The agency will implement its own hardware support process.