



CITY COUNCIL AGENDA ITEM

Date: August 18, 2014

To: Brian Kischnick, City Manager

From: MaryBeth Murz, Purchasing Manager
Gary Mayer, Chief of Police
William S. Nelson, Fire Chief

Subject: Waiver of Bid – Fire Priority Dispatch System

History

Fire Priority Dispatch (FPD) System is a software system that integrates with the existing computer aided dispatch (CAD) system used by the Troy Police Department Communications section. The system provides an operational method of standardizing the questions that telecommunicators ask 911 callers as well as record their responses and transmits this information to responding fire personnel.

This system has been used in fire dispatch centers across the county for over ten years. It also provides a Quality Assurance component to monitor the utilization of the system. The training which will be provided to the telecommunicators will provide them with a national certification. This system is in use by over twenty fire departments in Oakland County.

The Insurance Services Office (ISO) adopted a new community fire protection grading schedule in 2013. This new grading schedule, which replaced one that was over 30 years old, requires that fire dispatch centers utilize a fire priority dispatch system and have certified telecommunicators in order to receive credit toward the communications section of the fire insurance rating.

In addition to the software version of the program; FPD also provides quick access card sets that can be utilized manually by telecommunicators in the event of a failure of the computer version. Included in the proposal is training for the dispatch center personnel and quality assurance review for three months which is renewable.

Purchasing

The bid process is waived because Priority Dispatch, Inc. from Salt Lake City, Utah is the sole source provider of this program so it is not possible to secure competitive bids.

Financial

The estimated cost of this project is \$58,550.00. Funds are budgeted in the Fire Department Operating budget for this project. The Telecommunicator training portion of the project, \$8,450.00, is eligible to be paid with state 911 training funds which the city has already received through the state 911 program.

Recommendation

The Police and Fire departments recommend that the Fire Priority Dispatch program be purchased from Priority Dispatch, Inc. of Salt Lake City, Utah for an estimated total cost of \$58,550.00.