

## State of Maine Procurement Justification Form

This form must accompany all contract requests and sole source requisitions (RQS) over \$5,000 submitted to the Division of Procurement Services.

INSTRUCTIONS: Please provide the requested information in the white spaces below. All responses (except signatures) must be typed; no hand-written forms will be accepted. See the guidance document posted with this form on the Division of Procurement Services website (Forms page) for additional instructions.

### PART I: OVERVIEW

Department Office/Division/Program:		Public Utilities Commission/Emergency Services Communication Bureau	
Department Contract Administrator or Grant Coordinator:		Maria Jacques, Director, ESCB	
(If applicable) Department Reference #:			
Amount: (Contract/Amendment/Grant)	\$ 1,500,000	Advantage CT / RQS #:	CT 65A 20081202 *3482
CONTRACT	Proposed Start Date:		Proposed End Date:
AMENDMENT	Original Start Date:	11/25/19	Effective Date:
	Previous End Date:	11/24/20	New End Date:
GRANT	Project Start Date:		Grant Start Date:
	Project End Date:		Grant End Date:
Vendor/Provider/Grantee Name, City, State:		Priority Dispatch, Corp, 110 S Regent Street, Suite 500 , Salt Lake City, UT 84111	
Brief Description of Goods/Services/Grant:		Emergency Dispatch Protocols for dispatch personnel to effectively dispatch and provide critical information to first responders	

### PART II: JUSTIFICATION FOR VENDOR SELECTION

Mark an "X" before the justification(s) that applies to this request. (Check all that apply.)

	A. Competitive Process		G. Grant
x	B. Amendment		H. State Statute/Agency Directed
x	C. Single Source/Unique Vendor		I. Federal Agency Directed
	D. Proprietary/Copyright/Patents		J. Willing and Qualified
	E. Emergency		K. Client Choice
	F. University Cooperative Project		L. Other Authorization

### PART III: SUPPLEMENTAL INFORMATION

Please respond to ALL of the following:

**1. Provide a more detailed description and explain the need for the goods, services or grant to supplement the response in Part I.**

The Emergency Services Communication Bureau is responsible by law for costs associated with the adoption of implementation of Emergency Medical Dispatch Protocols (EMD) and Emergency Fire Dispatch Protocols (EFD) at each of the 24 Public Safety Answering Points (PSAPs) across the state. (25 M.R.S. Chapter 25, §2927 3-A and 3-B). In 2008 we established by RFP a single vendor for emergency medical protocols to serve all Public Safety Answering Points. The contract was expanded to include legislatively mandated Emergency fire dispatch protocols in 2015.

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### PART III: SUPPLEMENTAL INFORMATION

Maintaining a contract with Priority Dispatch is critical for two reasons. First, Priority Dispatch has proved invaluable during the COVID 19 pandemic. Priority Dispatch made changes to protocols and pushed out timely updates to its protocol software as the pandemic changed. It developed screening questions for use on all calls to help keep both the caller and the responder safe and modified these questions as the situation changed. These modifications were reviewed by the Dept. of Public Safety, Board of EMS Medical Director and were customizable for Maine's unique needs. PSAPs were able to update software quickly and implement them without delay. By staying with this vendor, we can maintain this continuity of services across Maine as it is a critical part of our COVID 19 response. From the call taking perspective, experience with the same protocol is key to quality of service as it takes years to gain maximum efficiency and expertise. Changing vendors during the pandemic is not feasible and would create significant risk for first responders and callers to 911.

The second reason is a change in vendor would mean a change in both the emergency medical dispatch and emergency fire dispatch protocol and result in significant expenditures for municipal, county and state government at a time when revenues are down. Expenses would include:

- Salaries of employees attending training: a change in protocol would require over 450 911 call takers to attend 6 days of training. Call takers must be replaced so it is not only the person going to the training but possibly overtime to replace that person on the dispatch desk. (40 hrs x \$25/hr x450=\$4,500,000). This is a cost borne by municipal, county or state agencies that run PSAPs, not the E911 surcharge.
- PSAPs have invested heavily in the necessary interface between the protocol software and their computer aided dispatch systems. A new vendor would mean new interfaces. Estimates put this at \$2,500 per position for a total cost of \$350,000. This is a cost borne by municipal, county or state agencies, not the E911 surcharge.
- Emergency Services Communication Bureau estimated costs:
  - Call taker training and call reviewer training on the new protocol and software \$300,000
  - Card sets--\$126,000
  - Protocol software licenses \$882,000
  - QA Software \$35,000

Conversely, to maintain the program including such items as the training, recertification, software licenses currently in place costs approximately \$300,000 per year.

#### **2. Provide a brief justification for the selected vendor to supplement the response in Part II.**

Priority Dispatch is the only all-purpose comprehensive Priority Dispatch systems provider in the world. In New England its EMD product is in use in over 70 percent of all 911 centers, and it is used in over 70% of the top 100 most populous cities in the United States and all of Canada except for one province.

Its comprehensive suite of products that include:

- Call taker training on the protocol and related software version of the protocol,
- Basic Dispatcher Training (by offering suite of training-save a full day of training)
- Quality assurance review personnel training (Q training) and related software,
- Maintenance on all related software and protocol updates
- Printed versions of the protocol to use if computer systems go down
- Tracking tools for the PUC/DPS to monitor PSAP progress
- A continuing education program
- Electronic field responder guides.
- National Q (quality assurance review) service

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### PART III: SUPPLEMENTAL INFORMATION

This also includes the following exclusive areas currently in use at all Maine PSAPs:

- Priority Dispatch is the only provider of the Expert System Priority Dispatch call taking software currently being utilized at all Maine PSAPs.
- Priority Dispatch is the only provider of fully two-way CAD integrated Priority Dispatch Software system utilized by all PSAPs to log the dispatch event.
- Priority Dispatch is the only provider of Automated Quality Assurance Priority Dispatch Case Review software that is utilized by PSAPs to conduct the Quality Assurance Review required by Maine statute.

The State of Maine and other government entities do not have the expertise to develop the protocols and software required. This protocol system is based on years of industry research and oversight of medical and fire professionals that are continually reviewed and updated as necessary. Additionally, we do not have software developers available to create and maintain the required software that is compatible with all the various computer aided dispatch system providers at Maine's PSAPs.

#### 3. Explain how the negotiated costs or rates are fair and reasonable; or how the funding was allocated to grantee.

We are using the pricing from the existing contract to base our estimate of the five additional years. Based on previous negotiations, we expect that Priority Dispatch will be willing to negotiate similar volume pricing that we have today.

#### 4. Describe the plan for future competition for the goods or services.

In 3 years, we will evaluate the market to determine if there are other vendors with a comparable and complete suite of products necessary for our program. Without knowing how long we will be fighting COVID 19, we think a 5-year extension is reasonable.

### PART IV: APPROVALS

<b>Signature of requesting Department's Commissioner (or designee):</b>	By signing below, I signify that I approve of this procurement request.		
<b>Printed Name:</b>	Harry Vanphear	<b>Date:</b>	7/6/20
<b>Signature of DAFS Procurement Official:</b>	DocuSigned by: Jaime Schorr		
<b>Printed Name:</b>	Jaime Schorr	<b>Date:</b>	7/9/2020



JANET T. MILLS  
GOVERNOR

STATE OF MAINE  
DEPARTMENT OF PUBLIC SAFETY  
MAINE EMERGENCY MEDICAL SERVICES  
152 STATE HOUSE STATION  
AUGUSTA, MAINE 04333



MICHAEL SAUSCHUCK  
COMMISSIONER

J. SAM HURLEY  
DIRECTOR

July 1, 2020

Maine Purchases Review Committee  
C/o Director Elaine Clark  
Bureau of General Services  
77 State House Station  
Augusta, ME 04333

Dear Maine Purchases Review Committee,

I'm writing in support of the Public Utilities Commission's (PUC) request of the Committee to extend their contract with Priority Dispatch. The vendor provides the emergency medical dispatch protocol system used throughout the State of Maine. The emergency medical dispatch protocol program is a joint effort of the PUC and Maine Emergency Medical Services (EMS). Maine EMS is responsible for oversight of the quality assurance programs, emergency medical dispatcher (EMD) and center licensing, as well as access to a state-wide protocol medical director.

The Priority Dispatch system allows for seamless services for callers to our 911 system across the state. Our EMDs and call takers experience with the protocols is key to maintaining quality service. There have been few times in our system's history where continuity has been so important as during the ongoing COVID-19 pandemic. Transitioning to another system would require extensive familiarization with the system to gain the same efficiency and comfortability with a new system. That familiarity is essential to deliver optimum care via telephonic instructions prior to the arrival of first responders. Priority Dispatch has assisted us with making Mainers safer, including first responders, by integrating screening questions for all callers.

We appreciate your time and consideration and request that you approve the extension of this contract. While we live in tumultuous times, it is our recommendation that maintaining the current system is in the best interest of the residents and visitors that we serve. As always, please do not hesitate to reach out to me if you have any additional questions, comments, or concerns.

Respectfully,

J. Sam Hurley, MPH, EMPS, NRP  
Director, Maine EMS

cc: Michael J. Sauschuck, Commissioner of Department of Public Safety