

**RESOLUTION 16-21**

**A RESOLUTION TO AUTHORIZE THE PURCHASE OF PRO QA  
AUTOMATED CALL TAKING SOFTWARE FOR POLICE, FIRE, & EMS**

**WHEREAS**, the City of Spring Hill is currently using a flip-chart system to provide medical dispatch services; and

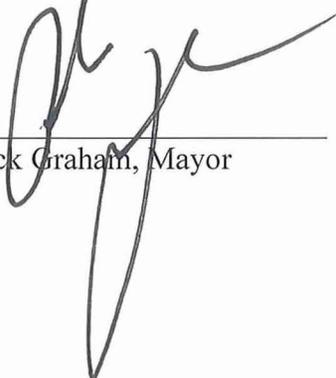
**WHEREAS**, call taking is a vital part of the Spring Hill Emergency Communications Center and an multi-department automated system will make this process more efficient and reliable; and

**WHEREAS**, City Staff released a RFP and Priority Dispatch was the sole responder; and

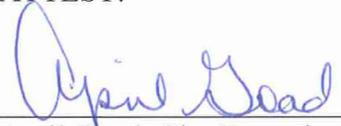
**WHEREAS**, the City of Spring Hill, Board of Mayor and Alderman allocated funds for this purchase in the 2015-2016 fiscal year budget; and

**NOW, THEREFORE, BE IT RESOLVED**, that the City of Spring Hill Board of Mayor and Aldermen authorizes the purchase of Pro QA Automated Call Taking Software for Police, Fire, & EMS in an amount of \$106,413.00, as recommended by the Budget and Finance Advisory Committee on March 7, 2016.

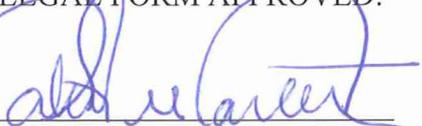
**Passed and adopted by the Board of Mayor and Aldermen of the City of Spring Hill, Tennessee, on the 21<sup>st</sup> day of March, 2016.**

  
\_\_\_\_\_  
Rick Graham, Mayor

ATTEST:

  
\_\_\_\_\_  
April Goad, City Recorder

LEGAL FORM APPROVED:

  
\_\_\_\_\_  
Patrick Carter, City Attorney

v

**SUBJECT:** Purchase of ProQA Automated Calltaking Software for Police, Fire, & Ems.

**DATE:** March 2, 2016

**ATTENTION:** Board of Mayor & Aldermen

**DEPARTMENT HEAD:** Brandi Arabie-Smith,  
Emergency Communications Director



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## STAFF MEMORANDUM

Currently the Emergency Communications Department uses a flip-chart to provide instruction for medical calls in the City of Spring Hill. With this Automated Calltaking Software, we will be able to provide a faster and more accurate service with less room for calltaker error. This software will provide guided questions for Police, Fire, and EMS services through a computer based program.

Being told that Priority Dispatch was not the sole provider for this software, we released an RFP for three bids. Priority Dispatch was the only vendor to respond to the RFP. Priority Dispatch is the same company that we currently use for the guided flip-chart medical protocol,, and we are happy with the services that this vender provides.

The Spring Hill Board of Mayor and Alderman budgeted \$105,000 under Capital Outlay line item #945 for this purchase. Due to a price increase with the company in July, this bid comes in at \$106,413.00. Staff asks that you approve purchase of this software.



# Sales Quote #124326

by Dixon Brown

Date 1/20/2016

110 South Regent Street, Suite 500  
Salt Lake City, UT 84111  
(801) 363-9127 \* (801) 363-9144 fax  
(800) 363-9127 toll-free

Bill To: Spring Hill Emergency Communications  
Attn: Brandi Smith  
199 Town Center Pky  
P.O. Box 789  
Springhill, TN 37174

Ship To: Spring Hill Emergency Communications  
Attn: Brandi Smith  
199 Town Center Pky  
P.O. Box 789  
Springhill, TN 37174

For: Spring Hill Emergency Communications  
Attn: Brandi Smith  
199 Town Center Pky  
P.O. Box 789  
Springhill, TN 37174

Phone: 93-486-2252 Fax:

Qty	Description	Unit Price	Discount Amount	Extended Price
1	XLerator Server Suite 11-20 Users (North American English) Client server software application suite	\$4,500.00		\$4,500.00
3	ProQA Software Licenses (Medical - Paramount - Standard - North American English) Automated calltaking software	\$3,500.00		\$10,500.00
3	ProQA Software Licenses (Fire - Paramount - Standard - North American English) Automated calltaking software	\$3,500.00		\$10,500.00
3	ProQA Software Licenses (Police - Paramount - Standard - North American English) Automated calltaking software	\$4,900.00		\$14,700.00
1	AQUA Software Licenses (Medical - Standard - North American English) Quality Assurance (case review) software base engine and discipline module	\$1,500.00		\$1,500.00
1	AQUA Software Licenses (Fire - Standard - North American English) Quality Assurance (case review) software base engine and discipline module	\$1,500.00		\$1,500.00
1	AQUA Software Licenses (Police - Standard - North American English) Quality Assurance (case review) software base engine and discipline module	\$1,500.00		\$1,500.00
3	Backup Cardset (Fire - 6.1 - Standard - North American English) Licensed manual protocol set for backup	\$495.00		\$1,485.00
3	Backup Cardset (Police - 5.0 - Standard - North American English) Licensed manual protocol set for backup	\$495.00		\$1,485.00
1	Backup Cardset (Medical - 13.0 - Standard - North American English) Licensed manual protocol set for backup	\$495.00		\$495.00
12	Certification Course Registrant (Host) (Fire - North American English) Materials, tuition and certification.	\$340.00		\$4,080.00
12	Certification Course Registrant (Host) (Police - North American English) Materials, tuition and certification.	\$340.00		\$4,080.00
1	AQUA Software Training (North American English) 8-hour course	\$1,500.00		\$1,500.00

*"To lead the creation of meaningful change in public safety and health."*



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5	Certification Course Registrant (Host) (Medical - North American English) Materials, tuition and certification.	\$340.00		\$1,700.00
3	ProQA Software Training (M/F/P - Standard - North American English) 2 or more disciplines require 8 hours of training (a maximum of 2 sessions a day for a total of 8 hours)	\$1,500.00		\$4,500.00
1	Mobile Software Training Lab (M/F/P) Individual laptop computers and one configured server with the latest versions of ProQA, AQUA and X Lerator software programs (short-term use)	\$1,500.00		\$1,500.00
1	National Q Service (M/F/P - Standard - North American English) Expert case review and reporting. Includes one AQUA license (discipline specific) for the length of the National Q service. This additional license is absolved upon termination of National Q service.	\$36,400.00	\$36,400.00	\$0.00
1	Project Management/Implementation Support (M/F/P) Implementation support and quality management program development	\$30,000.00		\$30,000.00
1	Annual Maintenance/Support - ESP (P) License renewal, service and support	\$10,848.00		\$10,848.00
		Sub-Total:		\$106,373.00
		Tax:		\$0.00
		Shipping & Handling:		\$40.00
		Total:		\$106,413.00

This quote is valid for 120 days from date of issue. Unless otherwise agreed to in writing, all prices quoted are exclusive of any applicable sales, use, withholding and other taxes, duties, or government assessments relating to this transaction, which are the sole obligation of Buyer. Payment terms are Net 30 unless otherwise noted.

Seller will use reasonable efforts to deliver products on time, but will not be liable for any expenses or damages incurred as a result of late delivery or for circumstances beyond Seller's reasonable control. Shipments are made F.O.B. origin, which is Salt Lake City, UT, USA. All insurance expenses and risk of loss are assumed by Buyer.

Purchasing or signing below acknowledges your agreement to the terms above and to the "break the seal" or "click to accept" license agreement associated with the licensed product(s). The license agreement is included with the licensed product(s) and you will have the opportunity to read it before opening or installing. If unacceptable, you may return the licensed product(s) within 10 days of receipt for a refund, less any applicable restocking fees and original shipping charges.

Sign here X \_\_\_\_\_ Date \_\_\_\_\_

Payment Method: (Check enclosed, or...)

[ ] Purchase Order # \_\_\_\_\_

[ ] VISA/MasterCard/AMEX # \_\_\_\_\_

Expiration: \_\_\_\_\_

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