

**OFFICE OF THE CITY MANAGER
LITTLE ROCK, ARKANSAS**

**BOARD OF DIRECTORS COMMUNICATION
JUNE 21, 2022 AGENDA**

<p>Subject:</p> <p>A sole-source ordinance to authorize a contract with Priority Dispatch, Inc., for the purchase of ProQA Fire/Police Protocol Software.</p> <p>Submitted By:</p> <p>Department of Emergency Communications</p>	<p>Action Required:</p> <p style="text-align: center;">√ Ordinance Resolution</p>	<p>Approved By:</p> <p style="text-align: right;">Bruce T. Moore City Manager</p>
<p>SYNOPSIS</p>	<p>An ordinance to authorize the City Manager to enter into a sole-source agreement with Priority Dispatch, Inc., for the purchase of ProQA Fire/Police Protocol Software for the City of Little Rock Department of Emergency Communications.</p>	
<p>FISCAL IMPACT</p>	<p>The amount of \$412,590.00, with annual maintenance and recertification fee totally \$49,680.00 and \$52,155.00 on alternate years. Funds for this purchase are available in the 9-1-1 Wireless Fund, Account No. 220512, and new technology is an authorized expense for these funds.</p>	
<p>RECOMMENDATION</p>	<p>Approval of the ordinance.</p>	
<p>BACKGROUND</p>	<p>The Department of Emergency Communications plans to obtain a new Call-Handling Software. This software is a Call-Taking Protocol System provided by the Priority Dispatch Corporation that will provide the use of the Emergency Fire Dispatch and Emergency Police Dispatch Protocol Systems. These systems will enhance the services to both, the Fire and Police Departments, as well as, an overall standardized quality of service to the citizens of Little Rock.</p>	

**BACKGROUND
CONTINUED**

This logic-driven system is designed to aid the Telecommunicator in making critically-sound decisions in the heat of the moment. It ensures that Best Practices Standards will reduce the Department's and employees' liability risks. The system allows the Telecommunicator to save time and improve accuracy in processing the call. The Call Taker can ascertain the pertinent information, such as: scene safety; suspect description; and weapons information, with a scripted line of interrogation that expedites the response to best assist the caller; as well as give the caller pre-arrival instructions before the Responders arrive.

The system will contribute to the improvement of the overall performance of the Emergency Communications Staff. Data produced in detailed reports of the calls for service can be used to develop, enhance and train the staff into improving performance. In addition, the system will be beneficial in measuring performance goals and allows each call to be reviewed and evaluated to determine trends in training needs and expanding the department's quality improvement program. In addition to reducing the liability and enhancing the training and productivity of the Telecommunicators, it will allow the Responders to get immediate and accurate pertinent information related to the incident.

Since, Priority Dispatch, Inc., is the only all-purpose and comprehensive Priority Dispatch Systems provider company in the world, to include a list of exclusive areas within Emergency Dispatch, it is determined to be impractical and unfeasible to submit this purchase to a competitive bid process.