

APPROVED AS TO FORM AND LEGALITY

Amadis Sotelo

CITY ATTORNEY'S OFFICE

OAKLAND CITY COUNCIL

RESOLUTION NO. 91034 C.M.S.

RESOLUTION: (1) AUTHORIZING THE CITY ADMINISTRATOR TO EXECUTE AN INFORMATION TECHNOLOGY PROFESSIONAL SERVICES AGREEMENT WITH MEDICAL PRIORITY CONSULTANTS, INC., DOING BUSINESS AS PRIORITY DISPATCH CORP., FOR A LICENSING AND HOSTING SOFTWARE SUITE TO SUPPORT FIRE AND MEDICAL DISPATCHING OPERATIONS, FROM OCTOBER 1, 2025 THROUGH SEPTEMBER 30, 2028, IN AN AMOUNT NOT TO EXCEED ONE HUNDRED FIFTY THOUSAND DOLLARS (\$150,000.00) WITH AN OPTION TO EXTEND THE AGREEMENT FOR TWO ADDITIONAL YEARS AT A TOTAL AMOUNT NOT TO EXCEED TWO HUNDRED FIFTY THOUSAND DOLLARS (\$250,000.00) AND WITHOUT RETURNING TO COUNCIL; (2) AUTHORIZING A ONE-TIME PAYMENT NOT TO EXCEED TWO HUNDRED THIRTY THREE THOUSAND AND THIRTY DOLLARS (\$233,030) TO PAY OUTSTANDING INVOICES FROM FISCAL YEARS 2022 –2025; (3) AND WAIVING THE COMPETITIVE MULTISTEP SOLICITATION PROCESS FOR THE ACQUISITION OF INFORMATION TECHNOLOGY SYSTEMS REQUIREMENT AND LOCAL/SMALL BUSINESS PROGRAM ENTERPRISE (L/SLBE) REQUIREMENTS

WHEREAS, the Emergency Medical Services Retention Act (Measure M) was passed by the voters in 1997 (Ordinance No. 12335) as an assessment to fund emergency services in the City of Oakland; and

WHEREAS, Measure M provides funding through a parcel tax to directly support the Paramedic Program in Oakland; and

WHEREAS, funding of the Fire Department's PROQA priority dispatch system is an allowable use of Measure M funds; and

WHEREAS, the Oakland Fire Department's Support Services Division seeks to contract with Medical Services Division (MSD) seeks to contract with Medical Priority Consultants, Inc. to use the PROQA software system for fire and medical dispatch services; and

WHEREAS, the City of Oakland (City) has provided call triaging since 1995; and

WHEREAS, the PROQA Priority Dispatch System used by Fire Department's Communications Center is the internationally recognized standard for providing medical instructions and dispatching services to 911 callers; and

WHEREAS, The City has contracted with Medical Priority Consultants, Inc. since 1995, because they are the proprietary vendor of the PROQA triaging system, and all existing computer software contained within the computer-aided dispatch (CAD) system is a priority dispatch system product; and

WHEREAS, changing to any other method of triaging medical/fire 911 calls would require extensive modifications to the Computer Aided Dispatch (CAD) system; and

WHEREAS, the Alameda County EMS Agency requires any communications center that provides triage of medical 911 calls to use the PROQA Priority Dispatch system; and

WHEREAS, the City Administrator has determined that the proposed contract is of a professional and temporary nature and shall not result in the loss of employment or salary by any person having permanent status in the competitive civil service; and

WHEREAS, Oakland Municipal Code (OMC) Section 2.04.042.A requires that the City Administrator conduct a competitive multiple-step solicitation process for the acquisition of any computerized or information technology systems; and

WHEREAS, OMC Section 2.04.042.D provides that the City Council may waive the competitive process upon a recommendation of the City Administrator and finding and determination by the City Council that it is in the best interests of the City to waive the solicitation processes; and

WHEREAS, staff recommends that it is in the best interests of the City to waive the competitive multiple-step solicitation process for the acquisition of any computerized or information technology systems for the proposed contract with Medical Priority Consultants, Inc. based on the following considerations: (1) Medical Priority Consultants, Inc. is the proprietary vendor of the PROQA triaging system, which has been used by the Oakland Fire Department Dispatch Center since 1995; (2) using a different system will require extensive modifications to the CAD system and incur additional costs (including retraining all fire dispatch personnel); and (3) most importantly, the Alameda County EMS Agency requires any communications center that provides triage of medical 911 calls to use the PROQA priority dispatch system; and

WHEREAS, the Local Business Enterprise/Small Local Business Enterprise ("LBE/SLBE") Program (Ordinance No. 13647 C.M.S.) requires a minimum SO-percent (50%) and participation for all professional service contracts valued at or over fifty thousand dollars (\$50,000) when there are at least three certified businesses listed in the industry, trade, or profession that constitutes a major category of work; and if at least three L/SLBEs are not certified, then the requirement is either waived, or the 50% requirement may be set at a percentage from 50% to 0%, but not less than 20% if at least one LBE/SLBE is certified and available; and

WHEREAS, the City Council may waive the City's LBE/SLBE program requirements if it is in the best interests of the City to do so; and

WHEREAS, staff also recommends that City Council waive the LBE/SLBE due to the fact that Priority Dispatch is located in Utah and for the same considerations staff recommends waiving

competitive process for the acquisition Computerized and Information Technology systems; now, therefore, be it

RESOLVED: authorizing the City Administrator to execute an information technology professional services agreement with Medical Priority Consultants, Inc. dba Priority Dispatch Corp. for licensing and hosting a software suite to support fire PROQA and medical PROQA protocol based dispatching to gather essential information, relay timely, accurate information to field responders, and provide life-saving support to all residents within a single system from 1 October 2025 through 30 September 2028 for an amount not to exceed one hundred fifty thousand dollars (\$150,000) with an optional two-year extension for a total contract amount not to exceed one million five hundred thousand dollars (\$250,000); and

FURTHER RESOLVED: authorizing a one-time payment not to exceed two hundred thirty three thousand and thirty dollars (\$233,030) to pay outstanding invoices from fiscal years 2022 – 2025; and

FURTHER RESOLVED: authorizing the waiving of the competitive bidding process requirement and the Local/Small Business Program Enterprise (L/LSBE) Requirements

FURTHER RESOLVED: That for the reasons stated above and in the report accompanying this Resolution, the City Council hereby finds and determines that it is in the best interests of the City to waive the multi-step solicitation processes pursuant to Oakland Municipal Code section 2.04.042.D, and to the extent necessary and for good cause shown, the City's Local/Small Local Business Enterprise program requirements, and so waives these requirements for the proposed IT agreement with Priority Dispatch; and be it

FURTHER RESOLVED: That funds shall be drawn from the Measure M (Fund 2412), Communication Emergency Dispatch Organization (20251), Contract Account (54919), and Dispatch Communication Program (PS20) pending approval of carryforward of unused FY 2025 Measure M funds Fire Department Budget and that funding for the future years of the contract is contingent upon funding availability in future budget cycles.

IN COUNCIL, OAKLAND, CALIFORNIA,

PASSED BY THE FOLLOWING VOTE: **JAN 20 2026**

AYES - BROWN, ~~FIFE~~, ~~GALLO~~, HOUSTON, RAMACHANDRAN, UNGER, WANG, AND
PRESIDENT JENKINS - 5 Ayes

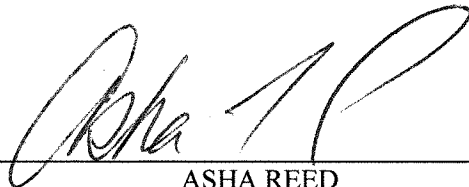
NOES - 2; Fife, Gallo

ABSENT - ~~Q~~

ABSTENTION - ~~Q~~

Excused - 1; Ramachandran

ATTEST:



ASHA REED

City Clerk and Clerk of the Council of the
City of Oakland, California

