

**Justin S. Greene**  
*Commissioner, District 1*

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*Commissioner, District 2*

**Camilla Bustamante**  
*Commissioner, District 3*



**Anna T. Hamilton**  
*Commissioner, District 4*

**Hank Hughes**  
*Commissioner, District 5*

**Gregory S. Shaffer**  
*County Manager*

March 29, 2024

TO: Procurement File

FR: Bill Taylor, Procurement Manager *BT*

VIA: Roberto Lujan, RECC Director

**RE: Sole Source Determination Pursuant to NMSA 1978, 13-1-126 – Priority Dispatch Systems, Licensing, Technical Support and Maintenance for the Regional Emergency Communications Center in Santa Fe New Mexico for and Annual Cost of \$21,660.00, Inclusive of NM GRT**

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**Issue:**

The Regional Emergency Communications Center (RECC) in Santa Fe County currently utilizes an emergency medical dispatch software system for medical protocols. These protocols and access to the software is critical for the day to day operations of the Communications Center.

The RECC is requesting the purchase of the license renewal and maintenance support with Medical Priority Consultants, dba Priority Dispatch for an annual cost of \$21,660.00.

Due to the critical need of the system and the service the system provides to the health and safety of the public and meets the intended purpose of the system services, RECC requests the County to make a sole source determination to purchase the license, support and maintenance to continue the services for the benefit of the public. Priority Dispatch owns the copyrights to the system and license. No other vendors or contractors can provide the continued license and support of the system. By all technical terms, the purchase of license, maintenance and support can only be obtained from Priority Dispatch.

**DETERMINATION:**

It is therefore the determination of the County Chief Procurement Officer and Procurement Manager that the request to purchase the license, maintenance and support of the medical dispatch software system for medical protocols meets the requirements pursuant to NMSA 1978, 13-1-126 Sole source procurement.



## SANTA FE COUNTY SOLE SOURCE REQUEST AND DETERMINATION FORM

A sole source *determination* is not effective until the *sole source request for determination* has been posted for thirty (30) calendar days without challenge, and subsequently approved in writing by the County Purchasing Agent. The foregoing requirement is regardless of whether the *sole source request for determination* has been signed by the Agency and/or the Contractor.

- I. Department/Division: Public Safety/ Regional Emergency Communication Center
- Director: Roberto Lujan
- Telephone Number: 505-992-3096
- II. Name of prospective Contractor: Priority Dispatch
- Address of prospective Contractor: 110 Regent St, STE 500, Salt Lake City UT, 84111
- Amount of prospective purchase: Platinum ESP  
\$79,936 - \$19,984.00/year  
QA Services  
\$21,660/year
- Term of prospective contract: 4 years
- III. Please thoroughly list the services (scope of work), construction or items of tangible personal property of the prospective contract:
- a. Includes 24x7x365 technical support, Updates and Upgrades to the current version of the software/Licensed Products, and an annual subscription to the Online College of Emergency Dispatch. Platinum ESP also includes updated QAGs (Quality Assurance Guides), updated FRGs (Field Responder Guides), Cardsets, and a number of annual site visits. Site visits can be used for IT, software training, QA support, ACE application support, or implementation help (the number of site visits is based on the number of Licensed Stations).
  - b. Priority Dispatch provides the applications utilized by Santa Fe RECC to manage the ability for dispatchers to take a medical call and to ask the correct medical questions pertaining to a specific medical emergency.
  - c. Priority Dispatch applications are maintained and is specific to trainings required through the New Mexico Department of Health for dispatchers to maintain their licensure. Priority Dispatch provides maintenance and support through a telephone

support line, twenty-four (24) hours a day, Seven (7) days a week

- d. Santa Fe RECC utilizes the Priority Dispatch applications for critical business processes.
  - e. Priority Dispatch provides Quality Performance Review for calls received within Santa Fe RECC that utilize the Medical Priority Dispatch Software and provides immediate support for implementing an effective, structured quality assurance (QA) program. It includes case review, quality assurance, and mentoring feedback that is backed and supported by the International Academies of Emergency Dispatch (IAED) using certified Emergency Dispatch Quality Assurance (ED-Q) personnel.
- IV. Provide an explanation of the criteria developed and specified by the agency as necessary to perform and/or fulfill the contract and upon which the state agency reviewed available sources. (Do not use “technical jargon;” use plain English. Do not tailor the criteria simply to exclude other contractors if it is not rationally related to the purpose of the contract.)
- a. The criteria for maintenance of Priority Dispatch applications require access to application code to troubleshoot errors, required thorough knowledge of applications program work flow to diagnose and troubleshoot issues of incorrect data processing.
  - b. Santa Fe RECC had a Full-time Quality Assurance Specialist whose assignment was to review Medical Priority Dispatch calls. The employee resigned from his position in November 2021 and the position was posted to be filled in December of 2021. Santa Fe RECC was unable to fill the position due to lack of qualified applicants. The position was posted to be filled for 8 months and only received one qualified applicant, the applicant ultimately turned down the job offer.
  - c. The Priority Dispatch QPR service will alleviate the need for a full-time employee to review medical calls.
- V. Provide a detailed, sufficient explanation of the reasons, qualifications, proprietary rights or unique capabilities of the prospective contractor that makes the prospective contractor *the one source* capable of providing the required professional service, service, construction or item(s) of tangible personal property. (Please do not state the source is the “best” source or the “least costly” source. Those factors do not justify a “sole source.”)
- a. The applications are developed and enhanced by Priority Dispatch which at this time has not authorized a subcontractor for maintenance and support. Utilizing another contractor would affect critical business process and required a new implementation of a brand new system.
  - b. Only Quality Assurance personnel certified by International Academies of Emergency Dispatch are authorized to review calls where Priority Dispatch protocols are used.
- VI. Provide a detailed, sufficient explanation of how the professional service, service, construction or item(s) of tangible personal property is/are *unique and how this uniqueness is substantially related to the intended purpose of the contract*.
- a. The applications developed are proprietary to Priority Dispatch.

- b. Quality assurance review is a requirement of utilizing the Priority Dispatch protocols and is crucial to ensure RECC is in compliance with medical protocols.
- c. The ONLY supported outsource of case review that meets the IAED’s accreditation requirements and Priority Dispatch’s licensing requirements.
- d. Ensures the most recent IAED Standards are applied to all call reviews.

VII. Explain why other similar professional services, services, construction or item(s) of tangible personal property *cannot* meet the intended purpose of the contract.

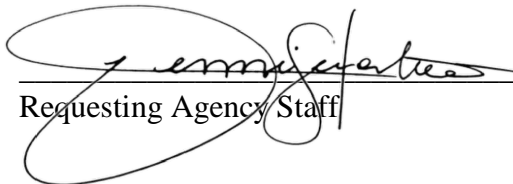
- a. Other professional services will not have access to application code (programming) or application workflows to maintain, enhance or support applications utilized by Santa Fe RECC

VIII. Provide a narrative description of the agency’s due diligence in determining the basis for the procurement, including procedures used by the agency to conduct a review of available sources such as researching trade publications, industry newsletters and the internet; reviewing telephone books and other advertisements; contacting similar service providers; and reviewing the State Purchasing vendor list. Include a list of businesses contacted (*do not state that no other businesses were contacted*), date of contact, method of contact (telephone, mail, e-mail, other), and documentation demonstrating an explanation of why those businesses could not or would not, under any circumstances, perform the contract; or an explanation of why the agency has determined that no businesses other than the prospective contractor can perform the contract.

- a. Attached is a letter from Priority Dispatch stating proprietary services. Santa Fe RECC currently utilizes their software. Utilizing other professional services would require the replacement of Santa Fe RECC applications, and be more costly to Santa Fe County.

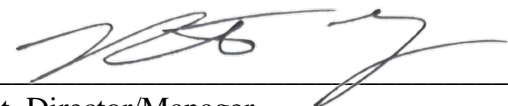
Certified by: Requesting Agency Staff

Date: 2/19/2024

  
 Requesting Agency Staff

Requesting Agency Approval by:

Date: 2/19/2024

  
 Dept. Director/Manager