



Decision Memo

Procurement Services Division

This form is required for all Professional Service Contracts over \$25,000 and as otherwise required by the Procurement Review Checklist.

Date: Nov 1, 2024

MinuteTraq (IQM2) ID #: _____

Department Requisition #: 920110/4330-1

Requesting Department: ETSB	Department Contact: Eve Kraus
Contact Email: etsb911@dupagecounty.gov	Contact Phone: 630-550-7743
Vendor Name: Priority Dispatch	Vendor #: 10486

Action Requested - Identify the action to be taken and the total cost; for instance, approval of new contract, renew contract, increase contract, etc.

Request for Change Order #4 to Priority Dispatch to incorporate revised contract pages into PO 920110/4330-1. The changes will reconcile the quantity of individual training courses for FY25-26, redistribute funds allocated to the Quality Performance Review (QPR) program and place them under a One Voucher Plan and add optional goods/services. This is a non-monetary change order to the contract.

Summary Explanation/Background - Provide an executive summary of the action. Explain why it is necessary and what is to be accomplished.

Priority Dispatch protocols have been in use by the PSAPs since 2012. In June 2024, Protocol 41: Caller in Crisis (P41) was released in response to the rise in mental health distress calls. This new protocol requires one-time training for all Telecommunicators and is not in the current contract. Training quantities for courses have been adjusted, including P41, within a consolidated One Voucher Plan instead of individual certification quantities.

Strategic Impact

Select one of the six strategic imperatives in the County's Strategic Plan this action will most impact and provide a brief explanation.

The adjustment of certifications and the continuation of attendees at the Navigator conferences provides a simpler process for registration as opposed to maintaining individual codes for each course, and the incorporation of P41 allows the PSAPs to keep up with required training. Some of the hardcopy materials of the protocols, cardsets, utilized by the PSAPs are worn while some of the cardsets trays are from the original procurement and do not fit the latest protocol cardsets. These resources have been added into the change order as optional products to replace the ones currently at each position within the PSAPs. AI SkillLab, has also been added as an optional new service should the PSAPs choose to utilize the service.

Source Selection/Vetting Information - Describe method used to select source.

This contract was renewed in 2019 as a sole source as ETSB already owns several licenses through Priority Dispatch.

Recommendations/Alternatives - Describe staff recommendation and provide justification. Identify at least 2 other options to accomplish this request.

1. Approved Change Order #4 to reconcile the contract to the services implemented.
2. Deny Change Order #4 and not allow for required training and optional goods/services.

Fiscal Impact/Cost Summary - Include projected cost for each fiscal year, approved budget amount and account number, source of funds, and any future funding requirements along with any narrative.

Sufficient funds are budgeted for the length of the contract in the amount of \$411,797 for FY25 and \$379,829 for FY26. The licensing and training costs within the new contract pages for the next two years is \$594,400.00, a decrease of \$197,226.00, not including any optional products. Upon expiration of this contract on November 30, 2026, any remaining funds within the contract will be released.