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USA
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Agency:
Agency ID#:
Quote #:
Date:
Offer Valid Through:
Payment Terms

Mission Fire Department
25472
Q-66326
8/30/2023
9/29/2023
Net 30

Currency:

USD

Bill To:
Mission Fire Department
415 W Tom Landry St
Mission, Texas 78572
United States

Ship To:
Mission Fire Department
415 W Tom Landry St
Mission, Texas 78572
United States

Product	Discipline	Qty	Amount
ProQA Production/Live License Automated calltaking software	Medical	2	USD 8,500.00
ProQA Training License Training Software Licenses Training, non-live calltaking software	Medical	1	USD 2,250.00
ProQA Backup/Test License Backup Software Licenses Offsite, backup location software	Medical	2	USD 2,150.00
AQUA Case Review Software Quality Assurance (case review) software base engine and discipline module	Medical	1	USD 2,500.00
Xlerator: 1-20 License	Medical	1	USD 2,500.00
Priority Dispatch Protocol Cardset Licensed manual protocol set for backup	Medical	2	USD 990.00
Protocol Pilot Guide Printed For resource, QA/QI, and training reference.	Medical	2	USD 398.00
SEND Cards - Box 100		1	USD 50.00
Implementation Support LV Implementation support and quality management program development		1	USD 15,000.00
Equip QA Initial implementation of expert case review, quality management and mentoring for telecommunicators, QA staff and management	Medical	1	USD 9,860.00
Certification Training Remote (Per) Protocol Training and Certification Digital Materials, tuition and certification	Medical	5	USD 1,825.00
Certification Training ED-Q Remote (Per) Materials, tuition and certification (2 days, 16 hours)	Medical	2	USD 790.00
ProQA Software Training Remote Per person cost for four hours of ProQA software training completed in a virtual, instructor-led environment	Medical	5	USD 745.00
AQUA Software Training Remote Per person cost for a 6 hour course completed in a virtual, instructor-led environment	Medical	2	USD 398.00

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

Product	Discipline	Qty	Amount
System Administration Training Remote - Per person cost for training for center management detailing program configuration and customization options, completed in a virtual, instructor-led environment	Medical	2	USD 398.00
ProQA & AQUA Reports Training Remote - (4 hours) for administrators, managers and supervisors on ProQA and AQUA reporting functions	Medical	2	USD 298.00
Priority Dispatch AI SkillLab - Powered by Call Simulator ProQA calltaking training simulator powered by artificial intelligence (AI). Tier 1: 5 positions	Medical	1	USD 2,500.00
ACE Accreditation New Application IAED fee for accreditation	Medical	2	USD 4,500.00
Priority Dispatch System Annual Maintenance (P) License Renewal, Service & Support	Medical	2	USD 2,800.00
ProQA Backup/Test License ESP License Renewal, Service & Support	Medical	2	USD 300.00
ProQA Training License ESP License Renewal, Service & Support	Medical	1	USD 350.00
General Discount Incentive to execute contract according to the terms as discussed	Medical	1	USD -4,016.00
Implementation and Year 1 Maintenance TOTAL:			USD 55,564.80

Product	Discipline	Qty	Amount
Priority Dispatch AI SkillLab - Powered by Call Simulator ProQA calltaking training simulator powered by artificial intelligence (AI). Tier 1: 5 positions	Medical	1	USD 2,500.00
Priority Dispatch System Annual Maintenance (P) License Renewal, Service & Support	Medical	2	USD 2,800.00
ProQA Backup/Test License ESP License Renewal, Service & Support	Medical	2	USD 300.00
ProQA Training License ESP License Renewal, Service & Support	Medical	1	USD 350.00
Year 2 Annual Maintenance TOTAL:			USD 5,950.00

Product	Discipline	Qty	Amount
Priority Dispatch AI SkillLab - Powered by Call Simulator ProQA calltaking training simulator powered by artificial intelligence (AI). Tier 1: 5 positions	Medical	1	USD 2,500.00
Priority Dispatch System Annual Maintenance (P) License Renewal, Service & Support	Medical	2	USD 2,800.00
ProQA Backup/Test License ESP License Renewal, Service & Support	Medical	2	USD 300.00

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Product	Discipline	Qty	Amount
ProQA Training License ESP License Renewal, Service & Support	Medical	1	USD 350.00
Year 3 Annual Maintenance TOTAL:			USD 5,950.00

Product	Discipline	Qty	Amount
Priority Dispatch AI SkillLab - Powered by Call Simulator ProQA calltaking training simulator powered by artificial intelligence (AI). Tier 1: 5 positions	Medical	1	USD 2,500.00
Priority Dispatch System Annual Maintenance (P) License Renewal, Service & Support	Medical	2	USD 2,800.00
ProQA Backup/Test License ESP License Renewal, Service & Support	Medical	2	USD 300.00
ProQA Training License ESP License Renewal, Service & Support	Medical	1	USD 350.00
Year 4 Annual Maintenance TOTAL:			USD 5,950.00

Product	Discipline	Qty	Amount
Priority Dispatch AI SkillLab - Powered by Call Simulator ProQA calltaking training simulator powered by artificial intelligence (AI). Tier 1: 5 positions	Medical	1	USD 2,500.00
Priority Dispatch System Annual Maintenance (P) License Renewal, Service & Support	Medical	2	USD 2,800.00
ProQA Backup/Test License ESP License Renewal, Service & Support	Medical	2	USD 300.00
ProQA Training License ESP License Renewal, Service & Support	Medical	1	USD 350.00
Year 5 Annual Maintenance TOTAL:			USD 5,950.00

Subtotal	USD 55,564.80
Estimated Tax	
Total	USD 55,564.80

Customer Signature:		Date:	
Customer Name:		Purchase Order ID:	
Expiration Date:			

TERMS AND CONDITIONS

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

This quote is valid for 120 days from date of issue. All prices quoted are exclusive of any applicable taxes, duties, or government assessments relating to this transaction, which are the sole obligation of Buyer. You can find it here: <https://prioritydispatch.net/licensing/>



MEMORANDUM OF SOLE SOURCE

Emergency Medical, Police, and Fire Priority Dispatch Systems

30 March 2023

Priority Dispatch Corp. (evolved from Medical Priority Consultants, Inc.) is the only all-purpose and comprehensive Priority Dispatch systems provider company in the world. This includes the following exclusive areas within Emergency Dispatch:

- 1) Only provider of Expert System Priority Dispatch call-taking software
- 2) Only provider of fully two-way CAD integrated Priority Dispatch software system (ProQA)
- 3) Only provider of Automated Quality Assurance Priority Dispatch Case Review software (AQUA)
- 4) Only provider of 24 hour/7day technical support service for Priority Dispatch-related software
- 5) Only contracted provider of the International Academies of Emergency Dispatch's evidenced based protocols that meets or exceeds International Standards
- 6) Only contracted provider of the International Academies of Emergency Dispatch's unified protocol systems: Medical Priority Dispatch System version 13.3, Police Priority Dispatch System version 7, and Fire Priority Dispatch System version 7.1
- 7) Only contracted provider of Priority Dispatch System cardset trays (springless design for MPDS, FPDS, and PPDS cards on-line dispatching), Priority Dispatch System Pilot Guides, and Priority Dispatch System protocol tablets
- 8) Only contracted provider of the International Academies of Emergency Dispatch's unified alternate care/referral protocol OMEGA (Medical Priority Dispatch System) version 13.3 OMEGA
- 9) Only contracted provider of the IAEMD's Principles of Emergency Medical Dispatch, 6th Edition
- 10) Only provider of Comprehensive Implementation of MPDS, FPDS, and PPDS Consulting Services (IAED Accreditation Eligibility services)
- 11) Only contracted Emergency Dispatch Instructor Training organization through the International Academies of Emergency Dispatch
- 12) Only contracted ED-Q Training organization through International Academies of Emergency Dispatch
- 13) Only contracted ETC Training organization and Curriculum materials provider through the International Academies of Emergency Dispatch
- 14) Only contracted Quality Performance Review (QPR) comprehensive quality assurance program

- 15) Only contracted Priority Dispatch International Emergency Dispatch Leadership Certification Seminar Training organization through International Academies of Emergency Dispatch
- 16) Only MPDS, FPDS, and PPDS web-based continuing dispatch education (CDE) subscription provider to the College of Emergency Dispatch through International Academies of Emergency Dispatch
- 17) Only contracted provider of IAED-approved Priority Dispatch standards and versions update materials
- 18) Only provider of automated EMD Dispatch Diagnostics (Breathing Verification Dx, Pulse Check Dx, CPR Compressions Monitor and Metronome, Childbirth Contractions Timer Dx, Stroke Diagnostic Tool Dx, Aspirin Diagnostic and Instruction Tool, Emerging Infectious Diseases Diagnostic Tool, Stuck Accelerator Tool)
- 19) Only provider of Academy Analytics™ powered by FirstWatch®
- 20) AI SkillLab, powered by Call Simulator, is a powerful tool to train and enhance the performance of new, as well as experienced Emergency Dispatchers on special ProQA Case Interactive Software
- 21) Voyager AI, powered by Corti, allows agencies to look at and analyze 100% of their calls to pinpoint areas where they excel, as well as identify potential risks within the QA/QI process for better performance in a more timely manner than ever before

Priority Dispatch takes pride in being the sole source for the majority of Priority Dispatch-related systems and services and is generally acknowledged as both the inventor of the science and the leader in the field of Priority Dispatch.

If any further information is required, please contact me directly.

Sincerely,



Jeff J. Clawson, M.D.
CEO & Medical Director
Director, Division of Research & Standards

Cc: Office of the President
Vice President, Legal & HR
Vice President, Sales & Marketing
Vice President, Protocol, Translation, Curriculum & Instructional Design
Director of Comprehensive Client Implementations

What We Do / Certification

CERTIFICATION: ACHIEVE AND MAINTAIN EXCEPTIONAL CARE STANDARDS

As the lifeline to people in crisis, emergency dispatchers must continuously learn, improve, and validate their skills so as to guide callers through complex emergency situations. Certification helps ensure that the high standards of customer service, care, and public safety are met. To become certified, individuals start by taking courses in medical, fire, or police dispatching and/or nurse triage developed under the direction of IAED's Boards of Curriculum. These courses provide 24 hours of direct experience and ample opportunity to learn and practice scientifically proven protocols. After completing the course, dispatchers take a written exam to achieve their certification. Certified dispatchers gain not only increased competency but also professional pride and self-confidence—qualities that are critical to managing stressful situations. Certification is required to use any of the IAED Priority Dispatch Systems™

IAED CERTIFICATIONS

The following courses are essential to effective emergency dispatch. Under the direction of IAED's Boards of Curriculum, they emphasize sound training and proven protocols to guide the highest standards of care.



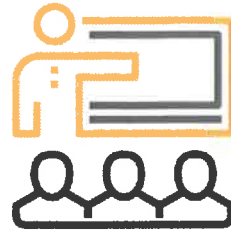
FOR EMERGENCY DISPATCHERS

ETC
EMD
EPD
ECN
EDQ



FOR QUALITY ASSURANCE

EMD-Q
EFD-Q
EPD-Q
ECN-Q



FOR DISPATCH INSTRUCTORS

EMD-I
EFD-I
EPD-I
ETC-I



LEADERSHIP OPPORTUNITI ES

Executive
Medical Director
CCM

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