

COUNCIL ACTION FORM

**SUBJECT: MEMORANDUM OF UNDERSTANDING WITH MARY GREELEY
MEDICAL CENTER FOR A DATA INTERFACE**

BACKGROUND:

The City is currently operating a Computer Aided Dispatch (CAD) system provided by SunGard Public Sector known as OSSI. The City holds a contract with OSSI that provides for licensing, maintenance and support for the software program. Mary Greeley Medical Center Mobile Intensive Care Unit (MGMC) currently operates an information management system from ImageTrend, Inc. Negotiations between the City, MGMC, OSSI and ImageTrend have revealed that it is possible to transfer real-time or near real-time data from OSSI to ImageTrend. The implementation of this data link would require special services from each of the entities including special programming, licenses and service from OSSI and ImageTrend.

The ability to link MGMC ambulances with the City's data will allow more timely and complete transfer of information between the Dispatch Center and the emergency response units.

The City and MGMC propose to enter into a Memorandum of Understanding that provides for establishment of the data link and providing for the payment of costs. Because the City holds the contract with OSSI, the City will need to amend that contract to cover the costs of these new services. Substantial expense was incurred by the City to establish the OSSI software system and it is the intention of the parties that the connection between OSSI and ImageTrend will be accomplished at no additional expense to the City. **Under the proposed agreement, emergency Medical Services (EMS) hardware, software, licenses, installation, vendor consultations, testing, training and any other related expenses and recurring or annual fees will be the responsibility of MGMC.**

The City and MGMC anticipate that City will have no out-of-pocket expenses. City staff will need to participate in the process to bring the data link on-line and that will require staff time. The data link will improve the efficiency of the flow of information from dispatchers to emergency medical personnel concerning emergency medical response services, improving the process for both groups and the citizens of Ames. It should be noted that the agreement can be terminated on 90 days notice by either party.

ALTERNATIVES:

1. Approve the Memorandum of Understanding with Mary Greeley Medical Center and the implementation of a data interface.
2. Do not approve the Memorandum of Understanding with Mary Greeley Medical Center

MANAGER'S RECOMMENDED ACTION:

The City and MGMC already have a successful agreement for the provision of Emergency Medical Dispatch services in Ames. This new agreement extends the benefits of that working relationship and establishes improved communication between dispatchers and emergency medical services personnel. The new link will improve emergency medical service while reducing the workload on dispatchers. In the end, the citizens of Ames will benefit directly from this improved service.

Therefore, it is the recommendation of the City Manager that the City Council adopt Alternative No. 1, thereby approving the Memorandum of Understanding with Mary Greeley Medical Center and the implementation of a data interface.

**MEMORANDUM OF UNDERSTANDING FOR THE PROVISION OF AN INTERFACE
CONNECTION BETWEEN THE CITY OF AMES COMPUTER AIDED DISPATCH
SYSTEM AND MOBILE INTENSIVE CARE SERVICES OF MARY GREELEY
MEDICAL CENTER**

THIS AGREEMENT (hereafter referred to as Agreement) is by and between Mary Greeley Medical Center (MGMC) and the City of Ames (Ames) as follows:

WHEREAS, on March 2, 2010, the Parties entered into an agreement for the provision of Emergency Medical Dispatch (EMD) services and that agreement has proven to be of mutual benefit to the Parties and the citizens of Ames; and,

WHEREAS, in June of 2012, the City implemented a new computer aided dispatch (CAD) program known as OSSI that is capable of providing additional data to MGMC concerning emergency medical response activities; and,

WHEREAS, the parties have determined that as technology has advanced, the provision of additional services between the parties is both possible and desirable:

NOW, THEREFORE, the Parties hereto have agreed and do agree as follows:

1. PURPOSE

The purpose of this Agreement is to provide for the acquisition of hardware, software and technical assistance to establish a link between Ames' OSSI CAD and MGMC's Mobile Intensive Care Services (MICS) including:

The acquisition of EMS Mobile Communications Terminal (MCT) capability by license for multiple stations, including software set-up and initial training;

Software of mapping and Automated Vehicle Location (AVL),

Software and technical assistance to create file compatibility and accessibility to import mutually agreed upon CAD data into MICS documentation software.

This project, with the aforementioned components, will be referred to in this document as CAD TO MICS. The Parties acknowledge that this initiative is an extension of the effort that began with establishment of EMD and that this Agreement should be read so as to support that effort.

2. SCOPE OF SERVICES

The City is currently operating a CAD system provided by SunGard Public Sector known as OSSI. The City holds a contract with OSSI that provides for licensing, maintenance and support for the software program. MGMC/MICS currently operates an information management system from ImageTrend, Inc. Negotiations between the Parties, OSSI and ImageTrend have revealed

that is possible to transfer real-time or near real-time data from CAD to ImageTrend. The implementation of this data link would require special services from each of the entities including special programming, licenses and service from OSSI and ImageTrend.

Because the City holds the contract with OSSI, the City will need to amend that contract to cover the costs of these new services. Substantial expense was incurred to establish CAD and it is the intention of the parties that the connection between OSSI and ImageTrend will be accomplished with no additional expense to the City. CAD TO MICS and all associated hardware, software, licenses, interfaces, installation, vendor consultations, testing, training and any related expenses and recurring or annual fees will remain the responsibility of MGMC.

Connection of the CAD TO MICS data link is anticipated to be by wireless connection. It is the responsibility of MGMC to select and implement a connection device and service that is compatible with OSSI, meets the City's requirement for data security and is capable of sending and receiving the data produced by OSSI CAD. MGMC shall be responsible for all initial and on-going costs for connectivity in CAD TO MICS. Should a wired connection between the Public Safety Network (where the OSSI CAD software resides) and a physical location in MGMC become desirable, MGMC will be responsible for establishing that connection under the same terms as a wireless connection.

The City will allow for the CAD interface/connection and assist with the establishment and on-going access to Public Safety network and the CAD software in a manner that provides sufficient data for CAD TO MICS. MGMC will be responsible for all other aspects of the CAD TO MICS project. Administration of the CAD TO MICS software components will remain the responsibility of MGMC while all software in the OSSI system will be the responsibility of Ames. Administration tasks that require both parties will be addressed in a regular meeting to be established at a mutually acceptable time.

The Parties will meet on a regular basis, which may be in conjunction with EMD meetings, to discuss and review operational policies and procedures. As the industry and technology are dynamic in design, this Agreement shall be reviewed annually to determine if revisions are necessary. Similarly, the Parties acknowledge that the current software vendors are SunGard OSSI and ImageTrend but that nothing in this Agreement shall bind the Parties to these vendors. If either of the parties should transition to a new or alternate software, the parties will negotiate new terms and conditions for on-going service.

3. COSTS AND PAYMENTS

OSSI has prepared a quote for the City that provides for the purchase and implementation of the CAD TO MICS software consisting of 6 MCT licenses, mapping, and AVL clients; an ImageTrend Interface; and implementation services that include project management, software installation and training. The quote includes a proposed price of \$9,080.00 and an on-going annual maintenance fee of \$1,184.00. The City will amend the contract with OSSI at the time this Agreement is approved and MGMC will pay the costs of the implementation and any ongoing or related costs. The parties anticipate that the City will have no direct or out-of-pocket

expenses as a result of this project.

MGMC agrees to pay the costs of any software upgrades incurred as a result of changes to the OSSI program specifically related to the CAD TO MICS connection. Should there be any costs generated by ImageTrend, MGMC will also be responsible for those initial and any on-going costs.

On-going costs for the OSSI aspects of CAD TO MICS and related software will be billed by the City to MGMC annually on a schedule compatible with the billings sent to members of the MultiAgency Public Safety Group, the other public safety agencies participating in the use of the OSSI software. MGMC acknowledges that the vendor may increase prices in future years and agrees to pay, or notify the City of their intent to discontinue this agreement.

Equipment acquired by either party in furtherance of this effort shall remain under the ownership of the party that purchased the equipment.

4. DURATION AND CANCELLATION

This agreement shall endure indefinitely until cancelled by mutual agreement; or until one party or the other cancels as herein provided. Either party may cancel this agreement by giving at least ninety (90) days written notice to the other party by ordinary mail.

5. INDEMNIFICATION

Neither party hereto, nor the medical director, shall be liable for any damages proximately resulting from the negligent or wrongful actions or omissions of the other party, employees, agents or contractors performing under this agreement.

IN WITNESS WHEREOF, the parties have caused this agreement to be executed as of the 28th day of May, 2013.

MARY GREELEY MEDICAL CENTER

CITY OF AMES

By: _____

By: _____

VICE PRESIDENT NEAL LOES