



Clackamas 911 (CCOM)
2200 Kaen Road, Oregon City, OR 97045

11/7/2025

BCC Agenda Date/Item: _____

Board of County Commissioners
Clackamas County

Approval of a Contract Amendment with Priority Dispatch Corporation for call taker medical triage program software. Amendment Value is \$112,000 for 5 years. Total Contract Value is \$222,430 for 10 years. Funding is through user fees and state 911 taxes. No County General Funds are involved.

Previous Board Action/Review	Previous contract approved March 2021.		
Performance Clackamas	Providing Safe, Secure and Livable Communities		
Counsel Review	No	Procurement Review	Yes
Contact Person	Tony Collins	Contact Phone	503-793-5315

EXECUTIVE SUMMARY: Clackamas 9-1-1 (CCOM) call takers utilize Priority Dispatch questioning to triage every medical call that is received on our non-emergency and 911 lines. This specific triage protocol that is in use is at the direction of the Clackamas County's Ambulance Service Plan, EMS Council, and EMS Director.

Clackamas 911 (CCOM) budgets in 5-year intervals with long standing vendors that provide services that are required. Clackamas 911 (CCOM) has reached the end of the last 5 year contract, so we must renew to stay in compliance. Staff members are trained to meet Department of Public Safety Standards and Training (DPSST) standards as well as the International Associations of Emergency Dispatch (IAED) to provide instructions for pre-arrival treatment if calling party is willing to perform treatment for ill or injured victims. Priority Dispatch protocols allow our dispatchers the ability to provide consistent and equal service to all callers.

RECOMMENDATION: Staff respectfully recommends the Board of County Commissioners approve the extension of time and addition of funds to the Priority Dispatch contract.

Respectfully submitted,

Tony Collins
Interim Director

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**AMENDMENT #2
TO THE CONTRACT DOCUMENTS WITH
MEDICAL PRIORITY CONSULTANTS, INC. DBA PRIORITY DISPATCH CORP. FOR
SOFTWARE LICENSES
Contract #3776**

This Amendment #2 is entered into between **Medical Priority Consultants, Inc. dba Priority Dispatch Corp.** ("Contractor") and Clackamas County ("County") and shall become part of the Contract documents entered into between both parties on **Marh 17, 2021** ("Contract").

The Purpose of this Amendment #2 is to make the following changes to the Contract:

1. Exhibit A, Section A - **Term.** is hereby amended as follows:
The Contract termination date is hereby changed from March 17, 2026 to **October 31, 2030.**

2. Exhibit A, Section B - **Compensation** is hereby amended as follows:

In consideration for Contractor performing Work during the extended term of this Contract, County shall pay Contractor an amount not to exceed \$22,400 per year, with a cumulative total of \$112,000. The total Contract compensation will not exceed \$222,430.

ORIGINAL CONTRACT	\$ 106,530
AMENDMENT #1	\$ 3,900
AMENDMENT #2	\$ 112,000 + Time
TOTAL AMENDEED CONTRACT	\$ 222,430

Except as expressly amended above, all other terms and conditions of the Contract shall remain in full force and effect. By signature below, the parties agree to this Amendment #2, effective upon the date of the last signature below.

Medical Priority Consultants, Inc. dba Priority Dispatch Corp. Clackamas County


Simón Cantarero (Oct 20, 2025 10:25:41 MDT)

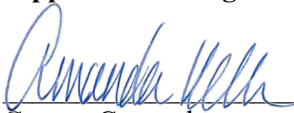
Authorized Signature Date
Simón Cantarero

Printed Name

Chair Date

Name: _____

Approved for Legal Sufficiency

 10/22/2025
County Counsel Date

Quote

Priority Dispatch Corp.

110 Regent Street, Suite 500
Salt Lake City, UT 84111
USA
www.prioritydispatch.net
Prepared By: Tim Martin
Phone: (800) 363-9127
Direct:
Email: tim.martin@prioritydispatch.net

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

Clackamas County Communications
4423
Q-78293
10/2/2025
6/5/2025
Net 30

Currency:

U.S. Dollar

Bill To:
Clackamas County Communications
2200 Kaen Rd Ste A
Oregon City, Oregon 97045-4048
United States

Ship To:
Clackamas County Communications
2200 Kaen Rd Ste A
Oregon City, Oregon 97045-4048
United States

Product	Discipline	Qty	Amount
The One Plan Maintenance Package ** Priority Dispatch System Annual Maintenance (P) Priority Dispatch System Annual Maintenance (P) License Renewal, Service & Support for ProQA, AQUA, Cardsets, Tech Support and Upgrades 11/1/2025 - 10/31/2026 ** ProQA Training License ESP ProQA Training License ESP License Renewal, Service & Support 11/1/2025 - 10/31/2026 #	Medical	1	USD 22,400.00
Shipping & Handling		1	USD 0.00
OnePlan Annual Renwal, Year 1 of 5 TOTAL:			USD 22,400.00

Product	Discipline	Qty	Amount
The One Plan Maintenance Package System License Renewal, Services & Support	Medical	1	USD 22,400.00
Shipping & Handling		1	USD 0.00
OnePlan Annual Renwal, Years 2 of 5 TOTAL:			USD 22,400.00

Subtotal	USD 22,400.00
Total	USD 22,400.00

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

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

Terms and Conditions

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/>

Priority Dispatch Amendment 2

Final Audit Report

2025-10-20

Created:	2025-10-20
By:	Rebecca Gallacher (rebecca.gallacher@prioritydispatch.net)
Status:	Signed
Transaction ID:	CBJCHBCAABAAzHXh31WZM2k9VpiaXBBJWq7EDTMqpbTl

"Priority Dispatch Amendment 2" History

-  Document created by Rebecca Gallacher (rebecca.gallacher@prioritydispatch.net)
2025-10-20 - 2:35:17 PM GMT
-  Document emailed to Simón Cantarero (simon.cantarero@prioritydispatch.net) for signature
2025-10-20 - 2:36:09 PM GMT
-  Email viewed by Simón Cantarero (simon.cantarero@prioritydispatch.net)
2025-10-20 - 4:23:46 PM GMT
-  Document e-signed by Simón Cantarero (simon.cantarero@prioritydispatch.net)
Signature Date: 2025-10-20 - 4:25:41 PM GMT - Time Source: server
-  Agreement completed.
2025-10-20 - 4:25:41 PM GMT