



NEMA Compared to Current MPDS Services

The following is a comparison of services that are currently provided by Priority Dispatch and the Academy compared to the services and features offered under the National Enterprise Maintenance Agreement (NEMA).

There are several of the services that are provided by NEMA that can be purchased for retail under the current contracts, none of the services are outright included in the contract. These services will be noted by the word "retail". Following this document is a price list that shows the retail price that all Trusts⁽¹⁾ would currently pay and the NEMA discounted pricing for additional product beyond that covered by NEMA.

Item, product or service	Current MPDS	NEMA
PRODUCTS		
ProQA Software	Retail	Included (2)
AQUA Software	Retail	Included (2)
ProQA & AQUA Loaners for Peak Dates	Retail	Included
Cardsets	Retail	Included (2)
CDE Advancement Series	Retail	Included (2)
Field Responder Guides	Retail	Included (2)
QA Protocol Guides	Retail	Included (2)
Case Entry Pads	Retail	Included (2)
Scoring Standards	Retail	Included (2)
SEND Cards	Retail	Included (2)
Extended Service Plan (ESP) for Software	Retail	Included
Software Updates	Included with ESP	Included
Software Upgrades	Retail	Included
Cardset Updates & Upgrades	Retail	Included
Principles of EMD	Retail	Discounted (3)
Plastic Tray for Cards	Retail	Discounted (3)
Plastic Sleeves for Cards	Retail	Discounted (3)
Faircom	Retail	Discounted (3)
SERVICES		
Consult Days	Retail	Included (4)
Software IT Days	Retail	Included (4)
ACE visit/review or days	Retail	Included
Software Interfaces to 3rd parties	Retail	Included (5)
TRAINING & FEES		
IAED Certification	Retail	Included
IAED Recertification	Retail	Included
IAED Membership	Retail	Included
Instructor Fee (becomes Regional Rep)	Retail	Included
ACE Fee	Retail	Included
TERMS & CONDITIONS		
Simplified Billing	No	Annual or Quarterly billing
Dedicated UK Website	No	www.prioritydispatch.co.uk
National Accreditation Officer	No	Included
Regular On-site "health check" visits	No	5 Annual Consult Days
Beta Group and Acceptance Testing	No	Included (6)
Research & Study Projects	No	Included (7)
Price Increases	Will Happen (8)	Prices Locked for 5 Years

Item, product or service	Current MPDS	NEMA
SERVICE LEVEL AGREEMENT		
Service Level Agreement (SLA)	No	Included (9)
Documented Issue/Complaint Resolution	No	Included
24/7 Tech Support via Phone & Email	No	Included
72 Hour On-site Response Tier 1	No	Included
INFRASTRUCTURE		
UK Based Legally Responsible Entity	No	Included
Locally Staffed Offices (PDC & IAED)	No	Included
UK Based Account Representative	No	Included
UK Based Cert & Recert Processing	No	Included
UK Based Product Distribution	No	Included
UK Based Customer Service Desk	No	Included
Single UK Phone number (PDC & IAED)	No	Included
Manned UK Office Hours	No	Included
Training Coordination	No	Included
Certification Course Coordination	No	Included
Instructor Training and Coordination	No	Included
UK Standards Coordination	No	Included
Participation in NEMA User Group	No	Included
EMDQ/ACE User Group	No	Included
Online/Web-based Recertification	No	Included
UK Personnel	-- some positions may be the same person or an individual	
Clinical Support	No	Included
Administrative Support	No	Included
QA Support	No	Included
Technical Support	No	Included
Account Representative	No	Included
Instructor/Certification Support	No	Included
Customer Service Helpdesk	No	Included

- (1) All contracts with all Trusts have currently reached or are beyond term. All pricing defaults to Priority Dispatch's current retail pricing for all services and products. New contracts would need to be negotiated with each Trust to change any pricing or lock the current pricing from increasing for any term into the future.
 - (2) Per NEMA, included without charge at an annual growth rate of net 10% for any given 2 year period. Additional product beyond these terms are at the NEMA discounted price as documented.
 - (3) Hard product from 3rd party vendors, discounted to PDC's cost.
 - (4) 5 Consult and Software days a year are included at no charge. Additional days beyond these terms are at the NEMA discounted price as documented.
 - (5) Interfaces to third party entities such as CADs, PSIAM, NHS backbone, etc are provided without charge for ProQA's published Technical and Functional Specifications. Any requested enhancements to the interfaces beyond these specifications may require a fee for additional work performed.
 - (6) Key components in NEMA are the acceptance testing process and computer lab that we will build. PDC will bring key users together at a computer lab (PDC purchased and maintained) and develop an acceptance testing process for ProQA with each of the UK CADs and their environments. Then PDC and the users will create an Acceptance Testing Group. This group will get together every 6 months to "sign off" on the release of ProQA (as PDC and representatives of the group will have tested according to the acceptance testing and computer lab). The software releases will then have documents on what the specific impacts are for each CAD and environment with FAQs and what to do. This will significantly decrease the workload at each Trust and make the implementation of each version well communicated and easy.
 - (7) PDC and IAED will work with NEMA users to establish studies and study processes for dispatch sciences in the UK. PDC will then help create, fund and coordinate the studies and data gathering.
 - (8) Neither PDC nor IAED have had a price increase in the UK for over 5 years. Both entities held off increasing the UK prices with all other regions a year ago anticipating successful completion of NEMA, these increases will now be realized in the next 12 months.
 - (9) A 3 tiered service and support SLA is provided for Trusts under NEMA.
 - Priority 1, critical, unable to use MPDS
 - Response : 4 hours
 - Resolution : 7 hours
 - Escalation: 72 hours*
 - Priority 2, MPDS functioning with negative impact on user
 - Response : 4 hours
 - Resolution : 5 working days
 - Escalation: 9 working days
 - Priority 3, change/enhancement request
 - Response : 5 working days
 - Resolution : 20 working days or as Documented
 - Escalation: 2 version release cycles
- *-- Failure to properly escalate a Priority 1 issue can result in a 5% quarterly payment credit for each quarter that the failure exists.*

Current Retail Pricing and NEMA Pricing for Additional Product not Covered.

		Current Published Retail	Discount for <i>Additional</i> Products
Software			
127	ProQA Full Version (Medical)	3,250.00	1,625.00
128	ProQA Additional Language	650.00	325.00
129	ProQA Back-Up Station	490.00	0.00
130	ProQA Supervisory Station	275.00	0.00
131	ProQA Training Module	1,100.00	550.00
134	ProQA Loaner Dongle for Peak times (per month)	270.00	0.00
106	ProQA Software Version Upgrade	550.00	0.00
19	AQUA QI Base Software	2,600.00	1,000.00
143	AQUA Medical License	650.00	300.00
101	AQUA Additional Stations	275.00	100.00
118	AQUA Software Version Upgrade	275.00	0.00
Cardsets			
89	Medical	425.00	220.00
51	Cardset Stand	30.00	15.00
Continuing Dispatch Education CD			
134	CDE Advancement Series - 2007	150.00	0.00
138	CDE Greatest Hits 2007	150.00	0.00
139	Understanding the ECHO Determinant Practice	45.00	23.00
Training			
40	Software Training (Per Day)	1,500.00	1,000.00
Instructor			
60	Instructor Preparation	1,500.00	750.00
Faircom			
30	Faircom 1- 8 Station Users	700.00	350.00
31	Faircom 9- 16 Station Users	1,500.00	750.00
32	Faircom 17- 64 Station Users	2,400.00	1,200.00
Field Responder Guides			
10	Medical	10.00	5.00
67	Medical (Additional Language)	10.00	5.00
Case Entry Pads			
150	Medical	15.00	8.00
65	Additional Languages	15.00	8.00
Books, Tapes & Videos			
81	Principles of EMD textbook	39.00	20.00
54	Update Workbook	15.00	8.00
QA Products			
56	EMDQ Scoring Standards	15.00	8.00
125	QA Protocol Guides - Medical	45.00	22.00
Replacements			
83	Dongle(s)	3,500.00	0.00
107	Plastic Tray	75.00	40.00
52	Plastic Sleeves for cardset	1.00	1.00
SEND			
50	Card in sets of 30	15.00	8.00
Special Services			
117	Software Development/Install Days	1,500.00	1,000.00
92	Consulting Implement/QIU Training	1,500.00	1,000.00
133	Accredited Center of Excellence	2,500.00	0.00