

REQUEST FOR BOARD ACTION

HENDERSON COUNTY BOARD OF COMMISSIONERS

MEETING DATE: November 7, 2022

SUBJECT: Purchase and Installation of PowerPhone Total Response System

PRESENTER: Lisha Stanley, Director of Communications

ATTACHMENTS: I. Vendor Proposal
II. Sole Source Letter

SUMMARY OF REQUEST:

The Board is requested to approve the attached proposal and authorize staff to proceed with the purchase of (1) PowerPhone Total Response Call Handling System via the sole source exception to bidding as allowed under N.C.G.S 143-129 (e)(6).

The sole quote was received from Powerphone for a total price of \$117,985. Total Response is the only dispatch protocol system that focuses on the chief complaint of an emergency call rather than trying to compartmentalize each call into a category of police, fire or medical. Because the system utilizes a centralized database for all disciplines, it allows the call taker to navigate through the questioning sequence more quickly, without switching from module to module during an emergency call. For example, if a domestic incident turns into a gunshot wound, Total Response allows the call taker to quickly navigate through the appropriate questions in one sequence, without switching from a police module to a medical module. This feature makes the call handling process much more efficient and can save valuable time for the call taker. Total Response also includes a Script Manager module which is not offered by other vendors. This module allows users with the proper permissions the ability to create and amend call-handling sequences to customize the system and better meet agency needs. In addition, Total Response is the only vendor to offer Site Licensed Training with unlimited access to a library of exclusive, self-paced courses for 911 professionals. (Several other exclusive and proprietary features are listed in the attached Sole Source Letter.)

The Total Response System will integrate with our CAD system at no additional cost.

The purchase of the Total Response system was included in the FY2023 budget in the amount of \$132,080. An updated quote was provided in July in the amount of \$117,985.

BOARD ACTION REQUESTED:

The Board is requested to accept the sole proposal from PowerPhone and authorize Henderson County staff to proceed with the purchase of (1) Total Response Call Handling System using the sole source exception to bidding as allowed under N.C.G.S 143-129 (e)(6).

Suggested Motion:

I move the Henderson County Board of Commissioners award the purchase contract for (1) Total Response Call Handling System to PowerPhone, for \$117,985 and authorize staff to proceed with the purchase using the sole source exception to bidding as allowed under N.C.G.S 143-129 (e)(6).

A large, curved image showing a woman in profile, wearing a headset and speaking into a microphone. The background is blurred, showing computer monitors and office lights. The image is framed by a blue and red curved border.

TOTAL RESPONSE

Implementation & Service Agreement

Aug 3, 2022

Prepared for:
Lisha "Leesha" Stanley
Henderson County Sheriff's Office
Hendersonville, NC

Document # 20934

Introduction

This document serves as an agreement between PowerPhone and Henderson County Sheriff's Office to implement the PowerPhone Total Response Call Handling System. This document provides an overview of the implementation process, the responsibilities of both organizations in the process, and identification of key personnel who will be involved in ensuring a successful implementation of the system.

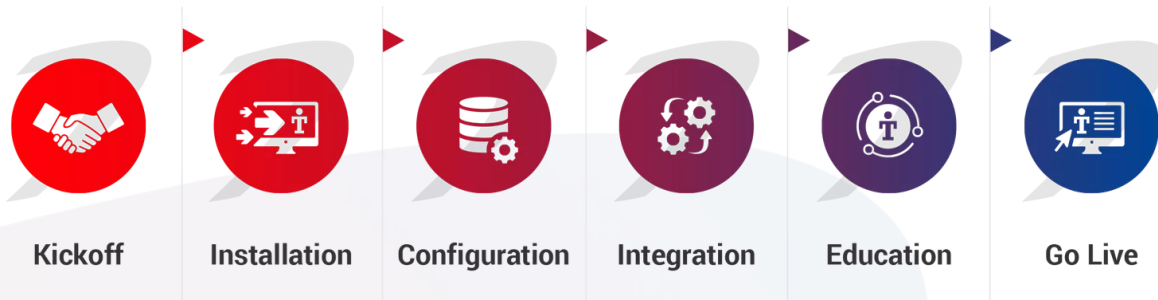
PowerPhone's Proposed Solution

PowerPhone will implement a Total Response Call Handling Solution for Henderson County Sheriff's Office. The delivered solution will include Total Response software for call handling and provide access to PowerPhone's full range of educational services. The process to implement and realize the full benefits of the system will be led by a dedicated PowerPhone Implementation Manager assigned to your agency. Of critical importance to the success of this initiative is a close working relationship between PowerPhone and Henderson County Sheriff's Office to set objectives, fulfill deliverables, and secure full adoption of this system among all end users. Ongoing use of the Total Response system will help ensure that your agency handles each call for service in a consistent manner.

Total Response Implementation Process

Implementing Total Response is a partnership between PowerPhone and Henderson County Sheriff's Office. PowerPhone will work closely with you in all phases of deploying your Total Response system, from installation to configuration to education to launch. PowerPhone will set a schedule of deliverables that brings you from "Kickoff" to "Go Live" as quickly as possible. To achieve this, it is important for all stakeholders at your agency to understand and agree to identified timelines.

You will be assigned a dedicated PowerPhone Implementation Manager (IM) to bring Total Response to your agency. Our IMs have both deep experience in emergency communications and expert knowledge of Total Response. ***Keeping in consistent contact with your assigned PowerPhone IM is of vital importance.*** Below are the major milestones in your implementation project. Please note that these milestones are not inclusive of all the work a project may entail, and that tasks that fall within each milestone may overlap as we work to launch your Total Response system as soon as possible.



1. **Kickoff.** More than just a formality, the kickoff phase sets expectations for the project and puts your agency and PowerPhone on a path to success. During this phase, your assigned PowerPhone IM identifies who will be responsible for completing various tasks on the project and reviews deliverables and timelines. This phase will also include a formal kick-off meeting to outline everything for all parties who will be involved in the project.
2. **Installation.** The installation of Total Response will be led by a highly-trained PowerPhone Technician who can assess all aspects of deploying our software in your environment. Your PowerPhone technician will complete all installation tasks and update you on progress as we assemble the components of the call handling solution your personnel will be using.
3. **Configuration.** Your IM and other PowerPhone team members will work with you to configure the various aspects of your Total Response system. This phase is where software settings will be reviewed, users will be set up, and protocols adjusted if necessary.
4. **Integration.** Total Response is designed at its core to work with your CAD system. During this phase, PowerPhone provides you with guidance on configuring your Total Response system to integrate seamlessly with your CAD system through incident code mapping.
5. **Education.** Your current telecommunicators and any new telecommunicators hired within the term of Annual Service Plan will have unlimited access to PowerPhone's full catalog of self-paced online courseware through PowerPhone's Site Licensed Training offering. This includes Total Response application training, Emergency Medical Dispatch, Fire Service Dispatch, Law Enforcement Dispatch, Call Assessment, and Continuing Education on specialized topics. Certification is available but not required. In addition, Henderson County Sheriff's Office will receive onboarding training that includes an onsite visit provided there are no extenuating circumstances that limit or prevent travel.
6. **Go Live.** After all other milestones have been reached, your system is ready for production use. Your IM will coordinate a date for your go live and be available along with PowerPhone technicians to assist as Henderson County Sheriff's Office takes this critical step on the path to more consistent and effective call handling.

Key Personnel and Responsibilities

PowerPhone will assign an Implementation Manager (IM) who will be in touch with you within 10 business days after this agreement is finalized. To streamline communication during the implementation process, your assigned IM will be the sole point of contact during implementation. If you have any questions before you are contacted by your IM, please contact your Account Manager:

Ryane Quadrato

Email: ryaneq@powerphone.com

Phone: 203-350-0335 ext. 416

The primary point of contact for Total Response implementation at Henderson County Sheriff's Office shall be:

Lisha "Leesha" Stanley

Email: lstanley@hendersoncountync.gov

Phone: (828)329-7683

The primary point of contact at Henderson County Sheriff's Office shall be responsible for the following:

- working with the assigned PowerPhone IM on all phases of the project;
- assigning tasks to internal stakeholders at Henderson County Sheriff's Office as needed to complete implementation project tasks; and
- coordinating all administrative and financial matters related to the implementation of Total Response at Henderson County Sheriff's Office.

Post Implementation

Once your Total Response implementation is complete, PowerPhone will continue to support your agency. Your Implementation Manager will schedule a follow-up visit to your agency to evaluate your use of Total Response and recommend any changes deemed necessary. This follow-up visit will take place at a mutually agreed-on timeframe (usually 6-9 months after you go live with Total Response).

After your project is complete, your PowerPhone IM will transition you to the dedicated PowerPhone Account Team that will assist you moving forward. Your Account Team will plan to meet with representatives from your agency twice a year to further assess usage, feedback, training, and other identified needs.

Annual Service Plan

Your Annual Service Plan provides you with technical support for Total Response and access to PowerPhone's full catalog of online training programs. Your Annual Service plan begins 30 days after signing this Implementation & Service Agreement or upon installation of the Total Response software, whichever occurs first. Once started, your Annual Service plan will be in effect for one (1) year. Just prior to your annual expiration, you may renew your Annual Service Plan for another year to continue receiving technical support and access to PowerPhone training.

Software Requirements

Henderson County Sheriff's Office agrees to purchase any necessary software licenses for components that are required to host Total Response. Henderson County Sheriff's Office also agrees to purchase any computer hardware necessary for hosting Total Response. If existing servers or workstations are deemed serviceable at Henderson County Sheriff's Office, PowerPhone will install Total Response on the existing hardware after reviewing it for fitness.

General requirements for Total Response may be viewed here: <https://powerphone.com/tr-requirements/>

Pricing

Pricing detailed in this agreement expires on 9/30/2022.

Total Response System Pricing

Name	Item Number	Price	QTY	Subtotal
Total Response: 2 Workstation Package -2 call handling workstation package -Total Response Installation (11 total) -Total Response API (connection to CAD, excludes 3rd party fees) -Total Response Quality Assessment (call review, reporting) -Total Response Emergency Protocols -Total Response implementation support (onsite) configuration/end user training	TR2WS	\$44,599.00	1	\$44,599.00
Additional Call Handling Workstation To total 11 workstations	TRADCHWS	\$5,599.00	9	\$50,391.00
Combined Certification (EMD+LED+FSD) Includes Call Assessment Certification and unlimited access to training portal.	TRCOCC	\$22,995.00	1	\$22,995.00
				\$117,985.00

Subtotal **\$117,985.00**

Discount **\$0.00**

Tax **\$0.00**

Total Response System Total \$117,985.00

Annual Service Plan Pricing

Pricing below is for the first 365 days of your Annual Service Plan. For new customers, the first year of your Annual Service Plan is included at no charge. After your initial service term expires, your Annual Service Plan payment will be due 30 days after your service renewal date. Pricing is subject to change over time. Any changes to your Annual Service Plan pricing will be clearly communicated prior to each renewal period.

Name	Item Number	Price	QTY	Subtotal
Annual Software Plan Includes licensing fees, content updates, software upgrades, 24 hour phone support and continued access to the training portal.	TRASWP	\$22,366.50	1	\$22,366.50
Service Plan Credit Credit reimbursement for first year of Annual Service Plan	PPCREDIT-SP	-\$22,366.50	1	-\$22,366.50
				\$0.00

Subtotal **\$0.00**

Discount **\$0.00**

Tax **\$0.00**

Annual Service Plan Total \$0.00

Grand Total \$117,985.00

Terms and Conditions

1. **Contracting Parties.** This Implementation Agreement ("Agreement") is binding between the Customer ("Customer" or "Henderson County Sheriff's Office") and PowerPhone as of the date this agreement is signed.
2. **Incorporation by Reference and Integration.** This Agreement is incorporated by reference into and governed by the terms and conditions of the most current PowerPhone Master Services Agreement ("Master Agreement"), which can be found at <https://www.powerphone.com/msa>. The provisions of this Agreement supersede any conflicting provisions contained in any other prior or concurrent written or oral agreements unless otherwise noted in this document.
3. **Software, Professional Services, and Educational Services.** Listed in the Pricing section above are the Software products, Professional Services, and Educational Services for which Henderson County Sheriff's Office is agreeing to pay for under the terms outlined in this document.
4. **Definitions.** Capitalized terms in this Agreement have the meaning ascribed to them in the Master Services Agreement unless defined otherwise herein.

AGREED TO AND ACCEPTED:

IN WITNESS WHEREOF, the parties have caused their duly authorized representatives to sign this Agreement.

Please sign below indicating your acceptance of the terms of this Agreement and Authority to enter into this Agreement.

For Henderson County Sheriff's Office:

Signature:

Date:

Name:

Title:

For PowerPhone:

Signature:

Date:

Name:

Title:

October 12, 2022

Sole Source Justification for Total Response®

PowerPhone is the only vendor to offer the Total Response® software which can only be purchased and maintained through PowerPhone. Total Response® includes call handling protocols tools, certification training, and assessment. Each component has either a propriety approach, is patented, or is unique to the industry.

The Call Handler Module in **Total Response®** software focuses on a single, efficient sequence of questions that is applied to every inbound emergency call based on the chief complaint. This proprietary questioning sequence is designated to extract critical information from the caller in the **quickest** possible fashion. As information is obtained, objective calculations occur to determine if resources are needed, which resources are needed and the priority of the call. Then an automatic emergency response recommendation occurs based on answers to questions asked which is referred to as the Response Advisor a tool within Total Response. This approach and technology are patented by **US Patent 7,515,693** and **US Patent # 7,978,826** and can only be purchased through PowerPhone.

Total Response® software is a protocol call-handling solution that uses a single **blended data base** for questioning that focuses on the caller's chief complaint rather compartmentalizing the questioning sequence based on if it is a medical, police or fire call. Even with medically based calls, questions regarding other emergency skills sets may be included to ensure responder safety. PowerPhone's **proprietary structured call handling** questioning approach, used within each protocol in Total Response® software, includes the Initial Survey which is used to verify the incident location (where) and the nature of the problem being reported (what). The objective is to establish basic call details to recommend a Chief Compliant. The protocol is then displayed in a structured format for handling the call: Primary Questions (PQ), Dispatch Recommendation (Dispatch), Secondary Questions (SQs), Pre-Arrival Instruction (PAIs), and Call Closure (Closure). This approach is not offered by any other vendor.

In addition, the data base questioning series includes the use of **constants** which appear above each question and provides a checklist for users. Constants are the key words affiliated with the rationale behind each question to help ensure all aspects of the questioning phase are handled efficiently without delaying dispatch. Other vendors that support call handling do not use this concept and approach.

Another module within Total Response is the Script Manager that provides a means to create and amend call-handling question sequences so that an agency can customize the question sequence including alerts to meet the agency's needs. The Script Manager creates and uses protocol records within a central server database. This application is unique to Total Response and can only be purchased as part of Total Response.

PowerPhone is the only vendor to offer Site Licensed Training which offers an agency's telecommunicators unlimited access to PowerPhone's exclusive self-paced courses. This training is only available through the purchase of Total Response. The current list of courses includes Total Response Application Training, Foundations of Call Handling Training, Certification Training, and Continuing Education training.

- Total Response Site Licensed Training is focused on helping telecommunicators understand the fundamental patented features of using Total Response software so they can effectively navigate it.
- Foundations of Call Handling teaches telecommunicators PowerPhone proprietary, proven call-handling approach, philosophy, and structure of information gathering.
- Certification Training certifies telecommunicators in PowerPhone Emergency Medical, Fire Service and Law Enforcement Dispatch. PowerPhone is the founder of fire and law enforcement protocols, and those concepts are embedded throughout the courses.
- Continuing Education training is designed by PowerPhone to help students stay current on the latest trends and topic impacting public safety.

Certification training in PowerPhone's Total Response® solution is unique. It is offered in a format that allows the student to learn Foundations in Call Handling using PowerPhone's call handling proprietary structured call handling formula and progress to certification content such as EMD. Another proprietary training is the Application Training that focuses on how to use the Total Response software. Through interactive online module training, and the opportunity to test skills and apply knowledge, certification is earned. This method of training is exclusive to PowerPhone.

Assessment in Total Response® focuses on the whole call. This distinctive approach encompasses all aspects of the call handling process to include how the user managed PowerPhone's proprietary call-taking formula along with the customer service aspect of the call. This review process is unique to the industry and is not offered by any other provider.

Another exclusive aspect offered through PowerPhone is that PowerPhone provides Implementation Managers who train agencies on how to implement and use PowerPhone's Total Response® patented Total Response software. No other vendor has the right to train users on how to use the Total Response® software.

PowerPhone's Total Response® solution can only be purchased through PowerPhone. It is the only protocol call handling solution that uses a blended data base with patented technology and a proprietary approach making PowerPhone the sole source for purchase.

Tara Milardo
PowerPhone's Vice President of Sales + Marketing