SINGLE SOURCE AWARD **BID # SS-13140-22**

Subject: PowerPhone for Total Response Software for 911 Call Handling

Department: Jacksonville Sheriff's Office

Description of Purchase: Recommend approval of single source award to PowerPhone for the Total Response Software for 911 Call Handling for the Jacksonville Sheriff's Office. Service includes Total Response workstations packages, licenses, training, and implementation support. Total not-to-exceed expenditure is $313,060.00.

Funding Source: 00111.552104.546620.000000.00000000.00000.0000000 and processed by Purchase Order

Single Source Award To: PowerPhone

Price Justification: See attachment

Total Award: $313,060.00 **Requisition #:** PSSS-504822-22

Attachments: Single Source Memo/Form, Vendor Letter and Quote

Certification as to Single Source: Bill Clement, Chief of Budget

THE ABOVE PURCHASE IS RECOMMENDED FOR AWARD IN ACCORDANCE WITH CHAPTER 126.206.

Analyst: Olive Wallace-Cohen

Gregory Pease, Chief
Procurement Division

APPROVAL OF GENERAL GOVERNMENT AWARDS COMMITTEE

"ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS"

CHAIRMAN ***DATE***

ACTION OF AWARDING AUTHORITY DATE: _____

APPROVED_____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

Jacksonville Sheriff's Office

PAT IVEY, SHERIFF

Serve • Protect • Community

To: Gregory Pease
Chief of Procurement

Thru: Bill Clement, CPA
Chief of Budget

From: Deloris O'Neal
Director of Police Services

Subject: Single Source Award – PowerPhone

Date: August 23, 2022

The Jacksonville Sheriff's Office is requesting a single source award with PowerPhone for Total Response software for 911 Call Handling. The not to exceed expenditure amount is $313,060.00, from account 00111.552104.546620.000000.00000000. Attached is the justification for single source (JSS), the single source document from PowerPhone and their proposal. The request will be processed through a purchase order.

Please let me know if you need any additional information.

JUSTIFICATION FOR SINGLE SOURCE (JSS)	
Pursuant to the City of Jacksonville Procurement Code§ 126.206 & § 126.312, when requesting a purchase from a vendor subject to the referenced sections, please complete this form to justify your request and submit to Procurement with applicable attachments.	
1. Requesting Agency:	Jacksonville Sheriff's Office (JSO)
2. Nature and/or description of the requirement being requested. ***Identify each item, component or service being procured. (Attach quote/proposal):*** ***Why does the City need these particular goods or services?***	PowerPhone Total Response Workstation Package including additional call handling workstation, additional non-call handling workstation, Licensed Training: 2 workstation, additional Licensed training per workstation along with Implementation support. The 911 Communication Center is seeking a customizable application that includes call handling protocols, certified training, and assessment elements to assist in training the JSO Police Emergency Communications Officers to prepare them for their day-to-day job duties. JSO needs to purchase this type of system to better prepare the ECO's for day-to-day policy changes.
3. Provide a detailed justification as to why the requested goods/services can only be efficiently and effectively procured through the recommended Single Source vendor:	Total Response is customizable to suit the needs of the JSO PECO's needs to record information related to emergency and administrative calls. It allows users to skip to pertinent questions and does not force each and every question to be answered in the order it is presented. The application allows new protocols to be built based on the needs of the agency. The order of the questions and the content of the questions can also be modified depending on agency protocol. It contains knowledge-based links to display policy and procedures on the screen. Total Response also includes tiered licensing, checklist information, and a priority advisor feature for risk assessment to ensure efficient call handling without delaying dispatch. Total Response is expected to reduce PECO training time, as well.
4. Date of Request	8/2/2022

5. Summary of Market Research

A panel of Communications Administrators and Managers participated in demonstrations of other similar products. PowerPhone Total Response met the needs and requirements of the Jacksonville Sheriff's Office.

6. Other Documentation (Check and attach all that apply)

√ Supplier Quote

√ Single Source Memo signed by Director

√ Other Sole Source Justification from Supplier, Implementation & Service Agreement

POWERPHONE

TO AL

June 27, 2022

Sole Source Justification for Total Response®

PowerPhone is the only vendor to offer the Total Response® solution and can only be purchased 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 first component, the protocol tool, is called **Total Response®** software. It focuses on a single, efficient sequence that is applied to every inbound emergency call. This sequence is designated to extract critical information in the ***quickest*** possible fashion while calculating an automatic emergency response recommendation based on answers to questions asked. This methodology is patented by **US Patent 7,515,693** by the US Patent and Trade Office. Total Response® software can only be purchased by 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 than just the discipline. 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 check list 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.

PowerPhone invented a method within the Total Response software that includes an ***advisory component called the Response Advisor*** that recommends the priority of the call along with the skills necessary to help provide a risk assessment. This exclusive capability is protected by **Patent # 7,978,826** by the US Patent and Trade Office. No other vendor has this approach and capability.

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 can only be purchased through PowerPhone. 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.

Site Licensed Training is an essential part of the use of Total Response software.

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, 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
Vice President of Sales + Marketing
PowerPhone

POWERPHONE

TOTAL RESPONSE

Proposal

for Jacksonville Sheriff's Office

Document # 20684

May 24, 2022

Prepared for:
Erica Weber
Jacksonville Sheriff's Office

Prepared by:
Brian Griffin
PowerPhone

A Customized Call Handling Solution for Your Center

Thank you for considering Total Response by PowerPhone. I have enjoyed learning about Jacksonville Sheriff's Office and how we can help your center achieve greater consistency on any call for service.

Before diving into pricing, here is a brief summary of the project goals we discussed:

- More consistent emergency call taking
- Generate objective dispatch decisions based upon scene conditions
- Enhance caller and responder safety
- Offer pre-arrival instructions focused on scene safety and evidence preservation
- Adapt protocols and procedures to reflect your local standards
- Real-time and retrospective monitoring tools to gauge performance
- Integrated protocols to address the needs of a unified police, fire and EMS response
- Improve information sharing with responders
- Boost call taker morale, job satisfaction and reduce turnover
- Limit liability exposure

Thank you for the opportunity to submit this proposal.

Sincerely,

Brian Griffin, Account Manager
203-350-0894 Ext:413 ~ bgriffin@powerphone.com

The PowerPhone Impact

Jasper Police Department is a busy, consolidated center in northwest Indiana. They deployed Total Response to achieve more consistent emergency call handing, thereby enhancing victim and responder safety, better preserving evidence, and mitigating risk.

"Our officers can only be as good as the information they receive."
- Nathan Schmitt
Chief of Police

Jasper Police Department.
Jasper, Indiana

Previously used...
Priority Dispatch

View Other Customer Success Stories

Trusted and Proven

Emergency call centers around the world choose PowerPhone to achieve more consistent call handling. We pride ourselves on our 37 years of serving those who serve the public.

Because Every Call Deserves Your All

"Total Response is exactly that. One set of protocols takes care of law enforcement, fire services, and EMS. It's easy and it is so adaptable to our way of call handling. One of our best decisions was switching to Total Response."

Virginia Smelser,
Executive Director
Sullivan County 911, TN

"Total Response was the right fit for us. Not only due to its flexibility and adaptable framework, but the software is also fast and efficient which helps our dispatchers be more aware of response times."

Jackie Reynolds,
Fire Dispatch Manager
ADCOM, CO

"One of the best aspects of Total Response is the ability to get information quickly and easily to our responders through CAD. This seamless connection makes the dispatch process consistent, efficient and effective."

Brittany Carls,
E911 Supervisor
Ogle County 911, IL

Proudly Serving Over 700 Public Safety Agencies

Turning Information into Action

Following a proven and patented investigative questioning approach, our solution helps 911 centers ask better questions of callers and relay scene information more accurately to responders.

Reimagine the potential of your 911 center

UNIFIED CALL-TAKING PROTOCOLS

Guided flexibility to ask the right questions.

80+ protocols and procedures for police, fire and emergency medical dispatch (EMD) in a single, unified system.

PROTOCOL CUSTOMIZATION

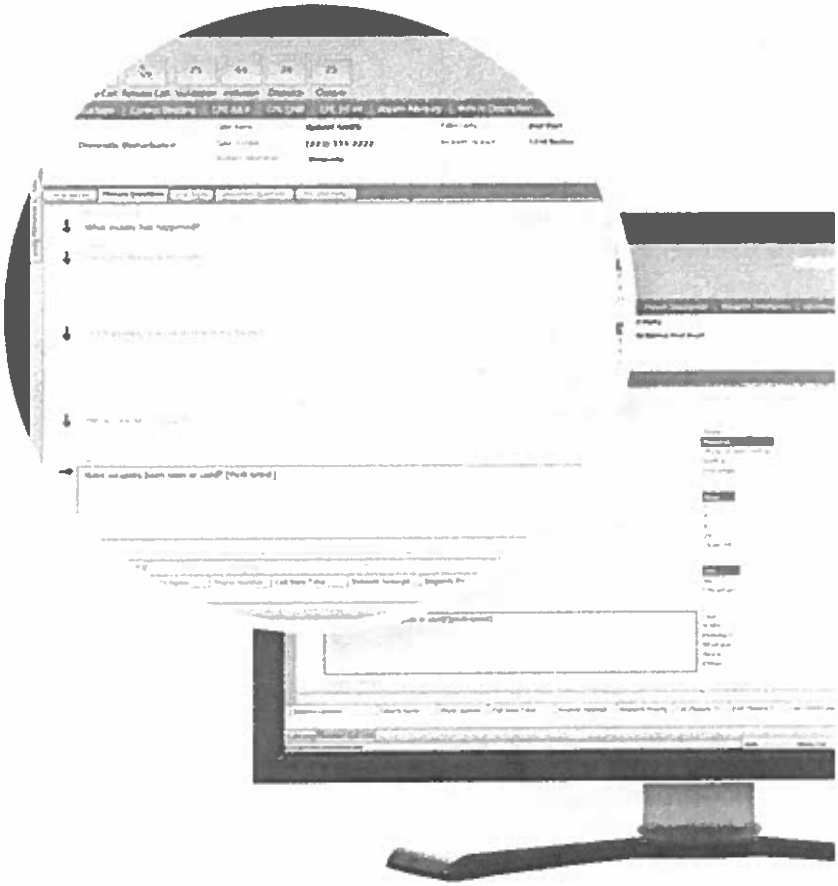
Adapt protocols to meet your needs.

Modify ours or create your own call handling protocols based on your local requirements and SOP's.

REAL-TIME MONITORING TOOLS

Instant access to performance metrics.

Hone your center's performance with real-time call monitoring, messaging and dashboard analytics.



QUALITY ASSURANCE ASSESSMENTS

Objective feedback and measurable results.

QA standards and metrics to score any call and gauge the performance of your people and your protocols.

SELF-PACED TRAINING

The industry's best training now on-demand.

Train your team in all facets of emergency call handling, including certification and continuing education.

Pricing Overview

Total Response Pricing

Proposal Expires: Aug 22, 2022

Name	Item Number	Price	QTY	Subtotal
Total Response: 2 Workstation Package Includes 1-minute support visit & training on software. Licenses for: * 2 work-stations handling calls * 1 work station handling reporting, quality assessment, supervisor, administrator, and/or script management functions * 1 API License (3rd parties fees not included) * 1 license for connection to agency provided SQL Server * Up to 5 temporary training licenses	TR2WS	$42,999.00	1	$42,999.00
Additional Call Handling Workstation For a total of 21 call handling workstations Tiered pricing per workstation: 3-10: $4,999 11-20: $4,599 21-30: $4,349 31+: $4,199	TRADCHWS	$4,999.00	19	$94,981.00
Additional Non-Call Handling Workstation For 39 additional licenses used exclusively for administration tasks, training and/or as back up. This breakdown includes: 2 QA workstations, 11 training workstations in the main communication center, 6 supervisor positions, as well as 19 workstations at the back-up center, and 1 supervisor workstations in the back up center as well.	TRANONWS	$3,000.00	39	$117,000.00
Licensed Training: 2 Workstation Initial pricing for an agency with 2 call handling work stations for unlimited access to PowerPhone training catalogue for staff for 1 year	TRLT2WS	$8,999.00	1	$8,999.00
Additional Licensed Training per Workstation Based on a total of 19 call handling workstations. Training license for unlimited access to PowerPhone training catalogue for staff for 1 year Tiered pricing per workstation: 3-10: $3,499 11-20: $2,799 21-30: $2,599 31+: $2,499	TRLTAWS	$2,499.00	19	$47,481.00
Implementation Support For one day customer success visit 6-7 months after "go live"	TRIMPSUP	$1,600.00	1	$1,600.00
				$313,060.00

Subtotal	$313,060.00
Discount	$0.00
Tax	$0.00
Total Response System Total	**$313,060.00**

Annual Service Plan Pricing

Pricing below is for the first 365 days of your Annual Service Plan. 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	TRASWP	$38,247.00	1	$38,247.00
Annual Training License Tiered pricing per call handling workstation 0-10: $1393 11-20: $1293 21-30: $1193 31+: $997 * Special price applied	TRATL	$25,074.00	1	$25,074.00
Service Plan Credit First year of service plan included in initial purchase	PPCREDIT-SP	-$63,321.00	1	-$63,321.00
				$0.00

Subtotal	$0.00
Discount	$0.00
Tax	$0.00
Annual Service Plan Total	**$0.00**

Grand Total **$313,060.00**

Are you ready to bring Total Response to your agency?

DL 60807

OFFICE OF THE SHERIFF
ORDER REQUEST FORM

Request For: Communications Center (Work Unit) | Support Services (Division) | Services (Dept.)

Requestor: AC E.L. Weber (Name) | 46702 (ID #) | 630-7982 (Phone) | 7/13/2022 (Date)

Deliver To Location: 501 E. Bay St, Jacksonville, Florida 32202

Item No.	Description and Model No.	JSO Stock No.	QTY.	Unit Cost	Total
1	Total Response Workstation Package		1	########	$ 42,999.00
2	Additional call handling workstation		19	4,999.00	94,981.00
3	Additional non-call handling workstation		39	3,000.00	117,000.00
4	Licensed Training: 2 workstation		1	8,999.00	8,999.00
5	Additional Licensed training per workstation		19	2,499.00	47,481.00
6	Implementation support		1	1,600.00	1,600.00
7					
8					
9					
10					
11					
12					
13					
14					
15					
				TOTAL REQUEST	$ 313,060.00

Suggested Vendor: PowerPhone Vendor Phone: 800-537-6937

Vendor Address / E-mail: 1321 Boston Post Rd., Madison, CT 06443

☐ Proprietary
☑ Sole Source

If Proprietary / Sole Source, attach appropriate form and letter from vendor.

Special funding to be used for this purchase?
☐ Loan Pool / Banking Fund
☐ Grant *
☐ Trust Fund *

* Enter name and # of Grant or Trust Fund

Justification / Repetitive Request Authorization / Notes:

PowerPhone's Total Response product will minimize time spent on calls and help to ensure consistency across 9-1-1 call takers. The information received by call takers will be more accurately captured for relay to units in the field, who will be better prepared for the situation to which they are dispatched.

Approvals:

1. ELWeber — Signature | 46702 — ID # | 07 13 22 — Date
2. AC [illegible] for Chief Oldham — Signature | 7107 — ID # | 7/13/22 — Date
3. Allorw O'Neal — Signature | 7612 — ID # | 07-13-22 — Date
4. Signature | ID # | Date

Required approval level (per General Order 54):		
$0 to $2,500	-	Assistant Chief or higher
$2,501 to $5,000	-	Chief or higher
$5,001 or more	-	Director or higher

Budget Office Use Only			
Index		Subobject	
Analyst		Date	