

PSAP Grant Program Grant Ranker

View Application--134--Emergency Dispatch Protocol

Grant Period: 2010

Tier: Strengthen current equipment and service delivery capability by upgrading existing wireless E-911 related equipment or services (**STRENGTHEN**)

Grant Program: Enhancement **Grant Type:** Individual PSAP

Priority: EMD/ Police Dispatch/Fire Dispatch software or protocols (not funded through another grant program) (**DISPATCH**)

Primary PSAP Applicants: Pittsylvania County Emergency Management

Jurisdictions Served: Chatham, Town of
Gretna, Town of
Hurt, Town of

Project Director:

James E. Davis
Director
P.O. Box 426 Chatham, VA 24531
434-432-7920 (phone)
434-432-7950 (fax)
jim.davis@pittgov.org

Project Description:

Total Project Cost \$96,000.00

Amount Requested: \$96,000.00

Statement of Need:

Pittsylvania County is looking to upgrade our dispatch applications with software that will provide a faster, standardized, systematic process for SOP's. Priority Dispatch is our current advanced training vendor for our initial dispatch training and re-certification. Our CAD vendor has certified that they are interfaced compliant with Priority Dispatch. We are wanting to automate the questions based on the discipline specific call types. We are wanting to purchase the EMD module, Fire Module and Police Modules. Backup card sets would be purchased as well. Currently, our call process times are within two minutes, however, critical information from the caller is sometimes missed. With the software applications interfaced into the CAD, the questions would populate the screen making the dispatchers to ask the questions based on our SOP. This will keep the dispatcher questions standard for all emergency phone requests. The idea is to gather and provide better data from the caller, the initial dispatch can still be met within our two minute window, however, keeping the caller on the line will provide better detailed information from the system generating the questions. Pittsylvania County is unable to budget the funds due to our severe economic impact. Annual Maintenance costs would be budgeted for future years, however, the initial outlay is impossible. Our center does not have any of the modules and we are not providing EMD. No other grants have been applied for.

Comprehensive Project Description:

Goals: To purchase a software based system that is CAD interface compliant. Modules would include, EMD, Fire & Police protocols. Once approved, purchase process would begin with award to take place within 90 days. upon installation, training would occur on site at the PSAP. An Operational Medical Director would be secured for the PSAP. Project should be in place and operational within 6 months of purchase order. County would budget each year the ongoing maintenance costs.

How will the equipment purchased will support future technologies for PSAP readiness?:

By having a modern software based SOP, this would allow all call-takers to ask the same questions, and the system would be prompting them in a time based format. The dispatchers would have to keep the caller on the line until they complete the questions. This will not delay our current dispatch policy, but it will gather and provide critical data from the caller. In the situation of EMD, the call-taker would be able to assist the caller with pre-arrival instructions. This is currently not taking place.

Budget and Budget Narrative:

Priority Dispatch Quote is attached. SUNGARD/HTE OSSI Quote is attached. note the quote for SUNGARD is for one interface, for all three, please multiply three times. Priority Dispatch 69,792.00 SUNGARD 26,100.00

Evaluation:

The project will be evaluated by a team from the County representing the following departments.
Operational Medical Director Information Technology Director Emergency Services Director 911 Operations Supervisor Finance Director County Administrator

Attachments

pittsylvania county, va - proqa interface 08-04-2008.pdf
Pittsylvania Co 911 VA ProQA Oct '08.xls



Priority Dispatch Corporation
 139 E. South Temple, 5th Floor
 Salt Lake City, Utah 84111
 United States of America

Name Pittsylvania Co Attn: Jim Davis	Date 10/27/08
Address _____	By Jon Stones
Phone _____ Fax _____	Title Director
	Dept. Client Services

Qty	Description	Unit Price	TOTAL
Dispatch Software	4 ProQA Medical Software Stations ProQA Medical Software Stations - back up	3,300.00 1,650.00	13,200.00 -
	4 ProQA Fire Software Stations ProQA Fire Software Stations 2nd Language	3,100.00 900.00	12,400.00 -
	4 ProQA Police Software Stations ProQA Police Software Stations 2nd Language	4,900.00 900.00	19,600.00 -
	1 Client/Server Software	820.00	820.00
AQUA	1 AQUA Quality Improvement/Case Review Software	1,900.00	1,900.00
	1 AQUA EMD Module	800.00	800.00
	1 AQUA EFD Module	600.00	600.00
	1 AQUA EPD Module Additional AQUA Stations/Modules	1,000.00 395.00	1,000.00 -
Cards	4 MPDS Manual Dispatch Card Sets - back up MPDS Manual Dispatch Card Sets 2nd Language	395.00 595.00	1,580.00 -
	2 MPDS Quality Assurance Guides MPDS Field Responder Guides	45.00 10.00	90.00 -
	4 EFD Manual Dispatch Card Sets- Back up EFD Manual Dispatch Card Sets 2nd Language	395.00 595.00	1,580.00 -
	2 EFD Quality Assurance Guides EFD Field Responder Guides	45.00 10.00	90.00 -
	4 EPD Manual Dispatch Card Sets- Back up EPD Manual Dispatch Card Sets 2nd Language	495.00 595.00	1,980.00 -
	2 EPD Quality Assurance Guides EPD Field Responder Guides	45.00 10.00	90.00 -
	SEND Cards (Medical Miranda)	0.50	-
	Training	18 EMD Protocol Training and Certification (3 days)	270.00
18 EFD Protocol Training and Certification (3 days)		270.00	4,860.00
18 EPD Protocol Training and Certification (3 days)		270.00	4,860.00
2 ProQA Software Training Days (+ \$1,500 travel expenses)		1,500.00	4,500.00
1 AQUA Software Training Days ED-Q Certification Course Registrations		1,500.00 550.00	1,500.00 -
10 Consulting Services, & QUI Days (+ \$1,500 travel expenses)		1,500.00	16,500.00
1 Software Support/Install Days ECHO CDE		1,500.00 65.00	1,500.00 -
Support	Year 1 Annual Software Maintenance (ESP@15%)**		7,548.00
	Year 1 Annual Card Set Maintenance (ESP@10%)**		514.00
	Note: Bid is for the implementation and training of a combined PSPD system and may not be bid or quoted as separate items.		-
	* Assumes training site with 2/1 PC training stations		-
	** ESP (Extended Service Plan) adds additional technical telephone support, free updates to current version, and additional discounts on new versions (editions).		-
Quote Year 1 <i>ts are in U.S. Dollars</i>		Year 1 Total	\$ 69,792.00

Signature _____	Multi_Discipline Disc	\$ (4,520.00)
Expires 180 Days Delivery Upon Request	State Tax	0.00%
	Local Tax	0.00%

SUNGARD[®]

PUBLIC SECTOR

Add-On Quote

Date	Quote #	Acct Mgr
08/04/08	TQDBQ3251	Tammy Bracken

Quote Prepared For:

Pittsylvania County, VA
 Jim Davis
 21 N Main Street
 Chatham, VA 24531
 Phone: 434-432-7920

Qty	Part Number	Product Description	Unit Price	Extended Price	Annual Maintenance
1	CAD-PQA-MED	MEDICAL PROQA INTERFACE	\$7,500.00	\$7,500.00	\$1,350.00
		<p>SunGard OSSI has developed an interface to ProQA's windows version of Medical Dispatch. SunGard OSSI does not include the license fees for the ProQA software because the Customer normally acquires ProQA application software direct from Priority Dispatch. Priority Dispatch also requires that all communicators be trained and certified on their ProQA product by a certified instructor.</p> <p>The Customer must acquire the training from Priority Dispatch. If the Customer already has ProQA, the Customer should verify that the ProQA release is compliant with SunGard OSSI's supported release.</p> <p>ProQA software must be installed, tested and operational at all applicable workstations prior to SunGard OSSI installing the CAD interface.</p>			
1	CAD-PROF-ADD	ADDITIONAL PROFESSIONAL SERVICES - REMOTE INSTALLATION	\$700.00	\$700.00	\$0.00
		<p>Services provided by SunGard OSSI product or training specialists. Services may include but are not limited to add-on module training, refresher training, system analysis, or consulting</p>			
1	CAD-PROJ-MGNT	CAD PROJECT MANAGEMENT	\$500.00	\$500.00	\$0.00
		<p>CAD project management includes professional services from SunGard OSSI for project coordination and project management. The project management fee also includes coordinating with the Customer's project manager all SunGard OSSI related deliveries such as application software, implementation services, and scheduling of SunGard OSSI's resources with the Customer.</p>			

This quote is valid until 00/00/00

Total:	\$8,700.00	\$1,350.00
---------------	-------------------	-------------------

This Quote constitutes a Supplement to the Contract and Agreement by and between the parties hereto. Except as otherwise provided herein, all terms and conditions of the Contract and Agreement shall remain in full force and effect. As applicable for certain customers, the term "Contract and Agreement" is defined as the Software License & Services Agreement and the License Program Support Agreement between the parties hereto.

Should Customer terminate this agreement per the "Term of Contract" Section of the Contract and Agreement, the Customer agrees to pay, immediately upon termination, the remaining balance for all hardware, software, and services delivered prior to the termination date together with travel reimbursements, if any, related to the foregoing. Notwithstanding any language in the Contract and Agreement to the contrary, the purchase of support services is NOT necessary for the continuation of Customer's License.

Licensed Program(s) are provided in and may be used in machine-readable object code form only. SunGard Public Sector offers the Customer, through a third party escrow agent, a Source Code Escrow Agreement that provides for release of the source code version of the Licensed Program(s) from escrow upon the occurrence of certain release events, such as SunGard Public Sector's failure to provide required maintenance services as agreed.

Applicable taxes are not included, and, if applicable, will be added to the amount in the payment of invoice(s) being sent separately. Travel and living expenses are in addition to the prices quoted above and shall be governed by the SunGard Public Sector Corporate Travel and Expense Reimbursement Policy.

The SunGard Public Sector application software warranty shall be for a period of one (1) year after Delivery. There is no Testing and Acceptance period on the Licensed Program(s) herein.

Any interfaces listed above are interfaces only. Customer shall be responsible for obtaining the applicable software, hardware and system software from the appropriate third party vendor.

Preprinted conditions and all other terms not included in this Quote or in the Contract and Agreement, stated on any purchase order or other document submitted hereafter by Customer are of no force or effect, and the terms and conditions of the Contract and Agreement and any amendments thereto shall control unless expressly accepted in writing by SunGard Public Sector to Customer.

Third party hardware/software maintenance and/or warranty will be provided by the third party hardware and software manufacturer(s). SunGard Public Sector makes no representations as to expected performance, suitability, or the satisfaction of Customer's requirements with respect to the hardware or other third party products specified in this Quote. The return and refund policy of each individual third party hardware/software supplier shall apply.

This Agreement is based on the current licensing policies of each third party software manufacturer as well as all hardware manufacturers. In the event that a manufacturer changes any of these respective policies or prices, SunGard Public Sector reserves the right to adjust this proposal to reflect those changes.

This Quote shall be effective notwithstanding any provisions as to non-availability of funds contained in the Contract and Agreement.

The date of delivery is the date on which SunGard Public Sector delivers, F.O.B. SunGard Public Sector's place of shipment, the Licensed Program(s) to Customer.

For training and on-site project management sessions which are cancelled at the request of Customer within fourteen (14) days of the scheduled start date, Customer is responsible for entire price of the training or on-site project management plus incurred expenses.

Payment Terms are as Follows:

License, Conversion, Project Planning, Project Management, Hardware and Third Party Software Fees are due upon execution of this Quote. Training, Professional Services and Travel/Living expenses are due as incurred monthly. Installation is due upon completion. Additional services, if requested, will be invoiced at then-current rates. Any shipping charges shown are estimated only - actual shipping charges will be due upon delivery. Hardware and Third Party Software Implementation is due 50% on execution of this Quote, and 50% due upon invoice, upon completion.

SunGard Public Sector Application Annual Support - the initial term of Maintenance and Support Services is included in License Fees and begins upon execution of this Quote and extends for a twelve (12) month period. Subsequent terms of support will be for twelve (12) month periods, commencing at the end of the initial support period. Support fees shown for the second term of support shall be due prior to the start of that term. Fees for subsequent terms of support will be due prior to the start of that term at the then prevailing rate. Third Party Application Annual Support Fees - payment terms shall be as provided by the Third Party to Customer with the exception that any fees listed above for the initial term of support are due upon execution of this Quote.

Accepted:

Pittsylvania County, VA		
Signature	Date	Printed Name

8/4/2008 08:36:50