

PSAP Grant Program Grant Ranker

View Application--157--Suffolk Police Enhancement

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: Suffolk Police Communications

Jurisdictions Served: Suffolk, City of

Project Director:

Sandra Springle

Sergeant

120 Henley Place Suffolk, Virginia 23434

757-514-7927 (phone)

757-539-0516 (fax)

sspringle@city.suffolk.va.us

Project Description:

Total Project Cost \$96,380.00

Amount Requested: \$96,380.00

Statement of Need:

The City of Suffolk has seen a 20% increase in population over the past 5 years. With that, the number of medical calls has increased. Looks at the figures below, it is clear the medical calls are steadily increasing. 2005 8200 2006 8436 2007 8031 2008* 8386 *projected As the population continues to increase and grow older, there will be a greater need for medical response. It is imperative that the dispatchers are armed with the tools to provide accurate medical diagnosis and advice. The City of Suffolk covers a 430 square mile area. Even under the best of circumstances, emergency medical personnel may be 10 to 15 minutes away. While the city has two basic clusters of concentrated residents (Downtown and the North End), many areas are still rural with small developments mixed in. The Suffolk Fire-Rescue is still in the process of meeting this higher demand by building more Fire Stations. As the growth of the city continues, it is anticipated that due to increased port activity in the Hampton Roads area, Suffolk will feel the brunt of the railway and truck traffic as commodities move west and empty trains return east. Increased rail traffic will slow response times as there are many ground level railroad crossings. The truck traffic will further stress the normal vehicular traffic. All of these factors make medical response difficult at best. There have been many documented cases here in Suffolk where the Dispatcher is credited with providing life saving assistance to a citizen in medical need. The requested software has repeatedly been placed into the budget proposals. Every time, something of a higher priority has caused the software to be cut. As the city

continues to meet the needs of the growing population, the city infrastructure is always deemed a strategically higher priority. ProQA: Dispatching operating software which helps to guide the dispatcher through case entry and key questioning. It assists dispatchers in quickly determining the appropriate response code for each case and clearly displays the response configuration specifically assigned. EMD: The current Emergency Medical Dispatching (EMD) is a manual system that requires the dispatcher to search through a flip book to find the proper medical conditions. It is outdated in the sense that it has not been updated by the local emergency medical professionals as it should be and it is not computerized. Without updating medical protocol as it should be, the City and the dispatchers are liable if the wrong information/instructions are given to the citizen. Sungard is the vendor for the CAD system of the police department. Sungard must provide an interface with the requested EMD software so the system will work with CAD. Aqua: This software automates the entire emergency dispatch case review process. It assists the Emergency Communication Supervisors in everything from data entry, to compliance scoring, to record keeping and reporting. Presently, the department has no such system in place. Any analytical evaluation of medical dispatching practices must be done by reviewing CAD and listening to audio tapes. This information is important to evaluate the effectiveness and efficiency of the Emergency Communication Center in handling medical calls.

Comprehensive Project Description:

Timeline: 90-120 days Goal: Increase ability to mitigate medical emergencies dispatch more efficiently through ProQA by providing accurate medical information to citizenry Objective: Replace old EMD card system with current and updatable software. Project Description: Purchase EMD software for vendor and Purchase Interface software from CAD Vendor Implementation: Normal Purchasing Procedures, Coordinate installation of EMD software and interface software and server set-up Timeline: 120-180 days Goal: Improve ability of dispatcher to provide medical assistance to citizens Objective: Train Dispatchers in EMD Software Project Description: Training Implementation: Coordinate with vendor

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

The software requested in this enhancement grant is a pragmatic tool used to increase the effectiveness of the dispatchers beyond their current capabilities. Utilization of ProQA and Aqua will create the capability to better evaluate and institute quality control. The training of the dispatchers in the systems will improve their professionalism and their service to the citizens.

Budget and Budget Narrative:

Software: The first four items listed are for the EMD software to run the EMD program. The last four items are the manual cards in case the system were to go down. While this is not anticipated, it may be the case if the Emergency Communication Center has to move to it's back-up location. Item (Software) Unit Price Units Total ProQA Software Stations 3,300 8 26,400 Aqua Quality Improvement/ Case Review Software 1,900 1 1,900 Sungard ProQA Medical Interface 7,500 1 7,500 MPDS Manual Dispatch Card Sets 395 8 3,160 MPDS Quality Assurance Guides 45 2 90 MPDS Field Responder Guides 10 50 500 Send Cards (Medical Miranda) 1 50 25 Total 40,375 Professional Services: Sungard will be required to travel to the Department for the installation of the ProQA interface Item (Professional Services) Unit Price Units Total On-site Installation (EMD) 1,400 1 1,400 Travel Expenses (EMD) 750 1 750 Living expenses (EMD) 750 1 750 Total 2,900 Training: EMD training will be required for all dispatchers and call takers. This training will be vital to understand how to navigate through the program, It personnel will be required to receive ProQA Software and AQUA training Item (Training) Unit Price Units Total EMD Protocol Training and Certification 270 25 6,750 ProQA Software Training Days (+ 1500 per trip) 1,500 2 4,500 AQUA Training Days (+ 1500 per trip) 1,500 1 3,000 Software Development/ Installation Days (+1500 per trip) 1,500 4 7,500 Annual CDE Series (Renewable) 150 8 1,200 Total 22,950 Maintenance: Maintenance will be for 5 years for each item. This is a benefit to the department as the aforementioned items would be difficult to request if the maintenance were not included. Maintenance is so vital if systems are to be kept operational and in a state of readiness. Item (Maintenance) AQUA Maintenance 5 yrs 2,025 ProQA Maintenance 5 yrs 19,800 Card Set Maintenance 5 yrs 1,580 Sungard ProQA Interface Maintenance 5 yrs 6,750 Total 30,115 Grand Total

Evaluation:

Evaluation: The AQUA Software will provide a capable system to be able to evaluate the ProQA and EMD components. The Dispatchers will be asked for their evaluation of the products.

Attachments

EMD- Sunngard.pdf



Priority Dispatch Corp.
 139 E. South Temple, 5th Floor
 Salt Lake City, Utah 84111
 United States of America
 800-363-9127 x. 132

Name Suffolk City Attn: Sandy Springler
120 N. Wellons St.
Suffolk, VA 23434
 Phone 757-923-2474 Fax 757-539-0516

Date 09/29/08
 By Dixon Brown
 Title Regional Account Manager
 Dept. Sales

Qty	Description	Unit Price	TOTAL
8	ProQA Software Stations CAD NAE	3,300.00	26,400.00
1	Faircom Server Software Application	820.00	820.00
1	AQUA Quality Improvement/Case Review Software	1,900.00	1,900.00
1	EMD Module	800.00	800.00
8	MPPDS Manual Dispatch Card Sets NAE	395.00	3,160.00
2	MPPDS Quality Assurance Guides	45.00	90.00
50	MPPDS Field Responder Guides	10.00	500.00
50	SEND Cards (Medical Miranda)	0.50	25.00
25	EMD Protocol Training and Certification (3 days)	270.00	6,750.00
2	ProQA Software Training Days (plus 1500 per trip)	1,500.00	4,500.00
1	AQUA Training Days (+1500 per trip)	1,500.00	3,000.00
4	Software Develop/Install Days (+1500 per trip)	1,500.00	7,500.00
8	Annual CDE Series (Renewable)	150.00	1,200.00
1	Year 1 Annual AQUA Maintenance (ESP@15%)**		405.00
1	Year 1 Annual ProQA Maintenance (ESP@15%)**		3,960.00
1	Year 1 Annual Card Set Maintenance (ESP@10%)**		316.00
<p>* 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).</p> <p><i>All Amounts are in U.S. Dollars</i></p>			
Oneida County		Year 1 Total	\$ 61,326.00
Signature		Shipping	\$ 40.00
Expires 180 Days		State Tax	0.00%
Delivery Upon Request		Local Tax	0.00%
		Total	\$ 61,366.00

Support

Dispatch Software

AQUA

Cards

Training

SunGard Public Sector Inc.
 4000 OSSI Ct - High Point, NC 27265 -
 Phone: (336) 885-0911 - Fax: (336) 885-5329 - Email: tbracken@ossiusa.com

SUNGARD® PUBLIC SECTOR

Add-On Quote

Date	Quote #	Acct Mgr
09/25/08	TQDBQ3353	Tammy Bracken

Quote Prepared For:

Suffolk, VA
 Tracy Dietz
 120 Henley Place
 Suffolk, VA 23434
 Phone: 757-514-7929

Qty	Part Number	Product Description	Unit Price	Extended Price	Annual Maintenance
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1	CAD-PROA-MED	MEDICAL PROQA INTERFACE	\$7,500.00	\$7,500.00	\$1,350.00
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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.

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.

ProQA software must be installed, tested and operational at all applicable workstations prior to SunGard OSSI installing the CAD interface.

1	CAD-PROJ-MGMT	CAD PROJECT MANAGEMENT	\$500.00\$	500.00	\$0.00
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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 deliverables such as application software, implementation services, and scheduling of SunGard OSSI's resources with the Customer.

1	CAD-PROF-ADD	ADDITIONAL PROFESSIONAL SERVICES - Onsite Installation	\$1,400.00	\$1,400.00	\$0.00
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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

1	CAD-TTE	TRAVEL EXPENSES FOR CAD SERVICES	\$750.00\$	750.00	\$0.00
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Includes travel expenses for the purposes of
 On-site planning session with an SunGard OSSI representative
 Installation of the CAD application software
 Presence of an on-site SunGard OSSI representative when CAD goes live

Living expenses are budgeted for one travel day per trip and each day on site.

The listed travel and living expense costs are a budget quote based on an estimate of the number of trips and the total number of days of on-site professional services SunGard OSSI provides. The Customer will be billed only for the actual cost of travel and living per the terms of the contract. Changes or modifications to the project would be appropriately reflected in the travel and living.

Qty	Part Number	Product Description	Unit Price	Extended Price	Annual Maintenance
1	CAD-LE	LIVING EXPENSES FOR CAD IMPLEMENTATION SERVICES	\$750.00\$	750.00	\$0.00
		Includes living expenses for the purposes of: On-site planning session with a SunGard OSSI representative Installation of the CAD application software CAD System Administrator Training CAD User Training SunGard OSSI representative to be on-site when CAD goes live			
		Living expenses are budgeted for one travel day per trip and each day on site.			
		The listed travel and living expense costs are a budget quote based on an estimate of the number of trips and the total number of days of on-site professional services SunGard OSSI provides. The Customer will be billed only for the actual cost of travel and living per the terms of the contract. Changes or modifications to the project would be appropriately reflected in the travel and living.			
		Total:		\$10,900.00	\$1,350.00

This quote is valid until 10/25/08

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.

Reprinted 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:

Suffolk, VA

Signature	Date	Printed Name

9/25/2008

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