

Organization Information

EMS Agency: No
Organization Name: ROANOKE COUNTY EMERGENCY COMMUNICATIONS CENTER
Address Line1: 5925 Cove Rd
Address Line2:
City: ROANOKE State: VA Zip: 24019
City/County: ROANOKE COUNTY Phone Number: (540)777-8656
Regional Council: Western Virginia EMS Council FIN#: 546001572
Organization Structure: Governmental Organization Type: Governmental

Personnel Information**Number of Certified Personnel**

First Responder: 0 EMT: 0 Paramedic: 0 Advance EMT: 0 Enhanced: 0
Intermediate: 0 Advanced Life Support Coordinator: 0 Education Coordinator: 0

Non EMS Personnel

Role Title	Count	Description
Emergency Communications Manager	1	Responsible for running the 9-1-1 Center
Communications Team Supervisor	5	Responsible for running a platoon during normal operations of the 9-1-1 Center.
Communications Training Officer	6	Responsible for overseeing training of new hires and performing continuing education sessions for employees.
Communications Officer II	14	Telecommunicators responsible for performing day to day operations of call taking, dispatching, and everything else.
Assistant Director of Comm-IT	1	IT Department assistant director that oversees the 9-1-1 Center, the radio communications shop and the interoperability communications coordinator.

Personnel

Career: 27 Volunteer: 0 **Total: 27**

Comments:**Call Activity and Demographics**

BLS Calls: 0 ALS Calls: 0 Calls Unable To Respond: 0
Calls Outside Primary Service Area: 0 Avg Call Time(minutes): 0 Average Round Trip Mileage: 0
Avg Mileage To Nearest Hospital: 0

Call Activity and Demographics

Square Miles of Service Area: 254

Population of Service Area: 108,000

Total Number of Stations: 11

Comments:

We are a 9-1-1 Center that dispatches police, fire and emergency medical services for the County of Roanoke and the Town of Vinton. From 7/1/2020 to 6/30/2021 we dispatched 2,244 fire calls, 13,960 EMS calls and handled over 170,000 law enforcement calls for service. In that same time frame we also received just over 50,000 9-1-1 telephone calls (land line and cellular) as well as fielded over 135,000 non-emergency telephone calls.

Statement of Need:

We provide 9-1-1 emergency services to the County of Roanoke and Town of Vinton in the Roanoke Valley. We also provide coordination of services (police, fire and EMS) for mutual aid requests to and from all surrounding jurisdictions in the Roanoke Valley. We have been using paper emergency medical dispatch (EMD) guide cards since we started providing EMD to our callers back in 1999. We are currently in the process of revising the current cards, with the expectation of switching to electronic EMD guide card software in the next fiscal year. At the present time, we do not know if we will be staying with our current guide card vendor or if we will be combining regionally with Roanoke City E9-1-1 and the Salem Police Department's 9-1-1 Center to utilize the same EMD guide card platform. We are seriously considering a regional EMD effort which will not only provide consistency in the level of service we provide to our citizens and visitors but will also allow us to move forward with more regional projects and efforts with our 9-1-1 Centers, Fire/EMS departments and law enforcement in the Roanoke Valley.

Financial Information**Receipts / Revenue**

	<u>Previous Fiscal year</u>	<u>Current Fiscal year</u>	<u>Change</u>
Donations:	\$0.00	\$0.00	0%
26% Return to Locality:	\$0.00	\$0.00	
Grants:	\$0.00	\$0.00	
Total Revenue:	\$0.00	\$0.00	0%

Description of Receipts/ Revenue:

We are not a 501(c)(3) agency so we do not receive donations or qualify for the 26% return to locality for fire/EMS operations.

Expenditures

	<u>Previous Fiscal year</u>	<u>Current Fiscal year</u>	<u>Change</u>
Personnel Costs:	\$2,135,835.00	\$2,554,281.00	20%
Operating Costs:	\$740,637.00	\$785,107.00	6%
Capital Expenses:	\$30,000.00	\$0.00	-100%
Total Expenditure:	\$2,906,472.00	\$3,339,388.00	15%

Financial Information**Other Details**Comments:

In the attached fiscal year budgetary reports, all accounts beginning with a 0 are considered revenue, a 1 or 2 are classified as personnel costs and everything else (3-7) comprises the operating budget and 8 are the capital budget.

Define Capital Expenditure:

The capital expenditures in the previous fiscal year were \$30,000 for new 24/7 chairs in the 9-1-1 Center. There were no capital expenditures for the current fiscal year. We have requested \$150,000 for EMD guide card replacement for the next fiscal year; however, the budget has not been approved yet.

Amount received from EMS Fee for Service for Last Fiscal Year:

Service Fee Charged: No

Service Fee per Call:

Cost Recovery: 0.00%

Budget Narrative:

The uploaded file is a spreadsheet (saved as PDF) that we submitted to County Administration and Finance with both our actual budgetary records for FY2020-2022 as well as the requested FY2023 (which has not yet been approved by the Board of Supervisors).

Requested Items Information**Item Name: EMD Guidecard software**

Item Type:	Emergency Medical Dispatch (EMD)	Requested Quantity: 10
Funding Level:	50 / 50	Action: Add
		Current Quantity: 0
Total Price:	\$150,000.00	Matching Funds: \$75,000.00
		State Funds: \$75,000.00
Comments:	We currently have APCO EMD guidecards in the hard copy format. We are in need of updated cards as well as wanting to switch from hard copy cards to an electronic software format that will interface with our computer aided dispatch (CAD) system (Tyler New World CAD). We have not yet selected a vendor (APCO IntelliComm or Priority Dispatch ProQA), so I am including quotes from both (just in case it's necessary). Either way, we will have to purchase the EMD guidecard interface for our CAD. We are currently requesting capital funds in the amount of \$150,000; however, as the budget has not yet been approved, we do not know how much funding we will receive, and if there will be any shortage. Because we have 2 quote and they range from \$70,389 to \$149,659 I am submitting this item for the higher amount knowing we may not need all of the requested funding.	

Supporting Documents

Name	Type	Description	Size
f985970247/apco-emd-packet-for-rsaf...	Quote	EMD Software quote vendor 1	1199 KB
f1820719116/priority-dispatch-emd-p...	Quote	EMD Software quote vendor 2	1759 KB

Item Name: CAD Interface for EMD Guidocar

Item Type:	Emergency Medical Dispatch (EMD)	Requested Quantity: 1
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Requested Items Information**Item Name: CAD Interface for EMD Guidecar**

Funding Level:	50 / 50	Action: Add	Current Quantity: 0
Total Price:	\$7,560.00	Matching Funds: \$3,780.00	State Funds: \$3,780.00
Comments:	We currently have APCO EMD guidecards in the hard copy format. We are in need of updated cards as well as wanting to switch from hard copy cards to an electronic software format that will interface with our computer aided dispatch (CAD) system (Tyler New World CAD). We have not yet selected a vendor (APCO IntelliComm or Priority Dispatch ProQA), so I am including quotes from both (just in case it's necessary). Either way, we will have to purchase the EMD guidecard interface for our CAD. We are currently requesting capital funds in the amount of \$150,000; however, as the budget has not yet been approved, we do not know how much funding we will receive, and if there will be any shortage.		

Supporting Documents

Name	Type	Description	Size
f-1077089053/tyler-new-world-interf...	Quote	CAD Interface for EMD guidecard software	976 KB

Affirmation**Brief Project Description:**

Roanoke County Emergency Communications Center currently provides emergency medical dispatch (EMD) utilizing the APCO hard copy (flip cards) guidecards. We are looking to update our current guidecards as well as make the switch from hard copies to EMD software that will successfully interface with our Tyler New World computer aided dispatch (CAD) software. In addition to us making this upgrade, several of our neighboring jurisdictions are also performing similar updates to their EMD program and we are discussing the possibility of switching to a regional guidecard system or at least all of us purchasing the same vendor in order to ensure continuity of service as well as further cement our interoperability measures for both the 9-1-1 Center as well as the fire and emergency medical service (EMS) agencies that we serve.

Project /Equipment Sustainability:

We plan to increase our operating budget to cover the yearly software and licensing costs. The required certifications for our personnel are already being met with our current guidecard vendor, so while there is the possibility that this expense may increase slightly; it is already an expense we experience today so this can be increased with relative ease.

Supporting Documents

Name	Type	Description	Size
f-952807291/c46-4610-fundsbudgetsub...	Budget		40.04 KB

Authorized Agent

First Name: Rebekah	Last Name: Craft	Phone#:
Email: BCRAFT@ROANOKECOUNTYVA.GOV		Signature: Rebekah Craft

Financial Officer

First Name: SUSAN	Last Name: SLOUGH	Phone#:
Email: SSLOUGH@ROANOKECOUNTYVA.GOV		Signature: Susan Slough

Operational Medical Director

First Name: HAYLEY	Last Name: ROSE-INMAN	Phone#: (540)293-5015
Email: HHROSE@GMAIL.COM		Signature: Hayley Rose-Inman

CommIT ECC Operations

Main										FY 2020	FY 2021	FY 2022	FY 2023 Dept.	FY 2023	FY 2023
Account	Main Account Description	OLI	Dept	Div	Fund	Function	Program	Subdivision	Project	Actual	Actual	Budget	Baseline	Dept Adj.	Revised Dept.
101010	Regular	1	C46	4610	C144	C301				\$ 1,402,466	\$ 1,383,648	\$ 1,577,098	\$ 1,577,098	\$ -	\$ 1,577,098
101015	Overtime	1	C46	4610	C144	C301				\$ 26,243	\$ 40,390	\$ 80,830	\$ 80,830	\$ -	\$ 80,830
101020	Part-Time	1	C46	4610	C144	C301				\$ 5,944	\$ 6,314	\$ 4,723	\$ 4,723	\$ 6,000	\$ 10,723
101045	Standby	1	C46	4610	C144	C301				\$ 20,297	\$ 20,710	\$ -	\$ -	\$ -	\$ -
101100	Undesignated Positions	1	C46	4610	C144	C301				\$ -	\$ -	\$ (100,000)	\$ (100,000)	\$ -	\$ (100,000)
202100	FICA - Employer Contribution	1	C46	4610	C144	C301				\$ 105,111	\$ 104,333	\$ 127,196	\$ 127,196	\$ 459	\$ 127,655
202200	Retirement - VRS	1	C46	4610	C144	C301				\$ 171,917	\$ 197,141	\$ 226,791	\$ 226,791	\$ -	\$ 226,791
202205	Retirement - Hybrid	1	C46	4610	C144	C301				\$ 775	\$ 787	\$ -	\$ -	\$ -	\$ -
202300	Group Health Insurance	1	C46	4610	C144	C301				\$ 239,591	\$ 243,230	\$ 264,375	\$ 264,375	\$ -	\$ 264,375
202310	Group Dental Insurance	1	C46	4610	C144	C301				\$ 11,030	\$ 10,678	\$ 12,102	\$ 12,102	\$ -	\$ 12,102
202400	Life Insurance - VRS	1	C46	4610	C144	C301				\$ 18,214	\$ 18,247	\$ 21,127	\$ 21,127	\$ -	\$ 21,127
202500	Long Term Disability Insurance	1	C46	4610	C144	C301				\$ 4,996	\$ 5,021	\$ 6,771	\$ 6,771	\$ -	\$ 6,771
202700	Workers' Compensation	1	C46	4610	C144	C301				\$ -	\$ 150	\$ -	\$ -	\$ -	\$ -
202750	VRS Retiree Health Credit	1	C46	4610	C144	C301				\$ 4,171	\$ 4,085	\$ 4,738	\$ 4,738	\$ -	\$ 4,738
202800	Termination Pay	1	C46	4610	C144	C301				\$ 10,904	\$ 33,332	\$ -	\$ -	\$ -	\$ -
202810	Cash-In FLP Option	1	C46	4610	C144	C301				\$ 13,766	\$ 14,566	\$ -	\$ -	\$ -	\$ -
202840	Deferred Comp Match	1	C46	4610	C144	C301				\$ 7,274	\$ 7,075	\$ 9,750	\$ 9,750	\$ -	\$ 9,750
300007	Contractual Services	2	C46	4610	C144	C301				\$ 9,913	\$ 10,233	\$ 10,000	\$ 10,000	\$ -	\$ 10,000
300013	Professional Services	2	C46	4610	C144	C301				\$ 2,587	\$ 4,135	\$ 3,235	\$ 3,235	\$ -	\$ 3,235
300033	Software Support	2	C46	4610	C144	C301				\$ 517,326	\$ 564,721	\$ 542,020	\$ 542,020	\$ 15,260	\$ 557,280
320001	Contracted Repairs	2	C46	4610	C144	C301				\$ 314	\$ 385	\$ 200	\$ 200	\$ -	\$ 200
360010	Advertising	2	C46	4610	C144	C301				\$ -	\$ 2,184	\$ 400	\$ 400	\$ -	\$ 400
510010	Electric	2	C46	4610	C144	C301				\$ 25,832	\$ 25,473	\$ 25,000	\$ 25,000	\$ -	\$ 25,000
520010	Postage and Box Rental	2	C46	4610	C144	C301				\$ 55	\$ 37	\$ 200	\$ 200	\$ -	\$ 200
520030	Telephone	2	C46	4610	C144	C301				\$ 95,760	\$ 81,041	\$ 96,443	\$ 96,443	\$ -	\$ 96,443
520030	Telephone	2	C46	4610	C144	C301				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
520035	Cell Phones and Pager Services	2	C46	4610	C144	C301				\$ 779	\$ 513	\$ 600	\$ 600	\$ -	\$ 600
540010	Lease and Rent	2	C46	4610	C144	C301				\$ 32,174	\$ 31,342	\$ 29,050	\$ 29,050	\$ -	\$ 29,050
550001	Travel - Mileage	2	C46	4610	C144	C301				\$ 3,460	\$ 673	\$ 2,474	\$ 2,474	\$ -	\$ 2,474
550006	Travel - Per Diem	2	C46	4610	C144	C301				\$ 2,053	\$ 401	\$ 1,150	\$ 1,150	\$ -	\$ 1,150
550020	Dinner Meetings & Luncheons	2	C46	4610	C144	C301				\$ 810	\$ 693	\$ -	\$ -	\$ -	\$ -
550040	Conferences, Training & Education	2	C46	4610	C144	C301				\$ 11,101	\$ 6,061	\$ 17,900	\$ 17,900	\$ -	\$ 17,900
550040	Conferences, Training & Education	2	C46	4610	C144	C301			4.6E+09	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
570032	Outreach Program	2	C46	4610	C144	C301				\$ 64	\$ -	\$ 5,000	\$ 5,000	\$ -	\$ 5,000
580001	Dues & Association Memberships	2	C46	4610	C144	C301				\$ 2,029	\$ 1,945	\$ 2,810	\$ 2,810	\$ -	\$ 2,810
580003	Professional Certifications	2	C46	4610	C144	C301				\$ 2,037	\$ 1,179	\$ 1,100	\$ 1,100	\$ -	\$ 1,100
580023	Employee Recognition	2	C46	4610	C144	C301				\$ 7,318	\$ 5,333	\$ 11,300	\$ 11,300	\$ -	\$ 11,300
580050	Miscellaneous Operating Costs	2	C46	4610	C144	C301				\$ 7	\$ -	\$ -	\$ -	\$ -	\$ -
580095	Unallocated Purchasing Card Charges	2	C46	4610	C144	C301				\$ -	\$ (330)	\$ -	\$ -	\$ -	\$ -
580912	Personnel Recruitment	2	C46	4610	C144	C301				\$ -	\$ 84	\$ -	\$ -	\$ 1,200	\$ 1,200
601010	General Office Supplies	2	C46	4610	C144	C301				\$ 4,051	\$ 3,939	\$ 7,200	\$ 7,200	\$ -	\$ 7,200
601013	Supplies and Small Equipment	2	C46	4610	C144	C301				\$ 5,936	\$ 9,610	\$ 8,355	\$ 8,355	\$ -	\$ 8,355
601013	Supplies and Small Equipment	2	C46	4610	C144	C301				\$ -	\$ 626	\$ -	\$ -	\$ -	\$ -
601018	Copy Paper	2	C46	4610	C144	C301				\$ -	\$ 169	\$ -	\$ -	\$ -	\$ -

CommIT ECC Operations															
Main										FY 2020	FY 2021	FY 2022	FY 2023 Dept.	FY 2023	FY 2023
Account	Main Account Description	OLI	Dept	Div	Fund	Function	Program	Subdivision	Project	Actual	Actual	Budget	Baseline	Dept Adj.	Revised Dept.
602020	Food	2	C46	4610	C144	C301				\$ -	\$ 73	\$ -	\$ -	\$ -	\$ -
607070	Building & Maint Materials	2	C46	4610	C144	C301				\$ -	\$ 27	\$ -	\$ -	\$ -	\$ -
608080	Gas, Oil & Grease	2	C46	4610	C144	C301				\$ 645	\$ -	\$ -	\$ -	\$ -	\$ -
609091	Garage Tires and Parts Allocation	2	C46	4610	C144	C301				\$ 250	\$ -	\$ -	\$ -	\$ -	\$ -
620001	Books & Subscriptions	2	C46	4610	C144	C301				\$ 410	\$ 473	\$ 200	\$ 200	\$ (200)	\$ -
630001	Instructional Materials	2	C46	4610	C144	C301				\$ 1,623	\$ 1,238	\$ 1,000	\$ 1,000	\$ -	\$ 1,000
640001	Recreation Equipt & Supplies	2	C46	4610	C144	C301				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
650009	Computer Software (Less than \$5,000)	2	C46	4610	C144	C301				\$ 8,161	\$ -	\$ -	\$ -	\$ -	\$ -
820002	Furniture & Office Equip-Repl	2	C46	4610	C144	C301				\$ -	\$ 29,945	\$ -	\$ -	\$ -	\$ -
870002	Technology Equipment-Repl (Greater than \$5,000)	2	C46	4610	C144	C301				\$ 1,424	\$ -	\$ -	\$ -	\$ -	\$ -
Division Total													\$ 3,001,138	\$ 22,719	\$ 3,023,857



COST PROPOSAL: 3/11/2022

APCO IntelliComm® GuideCard System & EMD Program

Roanoke County Emergency Communications Center

5925 Cove Road N.W.,

Roanoke, VA 24019

Rebekah Craft

540-521-8065 - racraft@salemva.gov

Quantity	Product Name	Sales Price	Total Price
8	IntelliComm Software Position	\$5,000.00	\$40,000.00
1	IntelliComm Implementation	\$18,000.00	\$18,000.00
1	Proxy Server*	\$4,500.00	\$4,500.00
1	IntelliComm Guidecard Customizations	\$0.00	\$0.00
1	Virtual IntelliComm Training	\$0.00	\$0.00

22	EMD Guidecard with Rack**	\$329.00	\$7,238.00
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Shipping & Handling \$651.42

Grand Total \$70,389.42

Expiration Date: 6/30/2022 12:00:00 AM

Future Cost, as needed

Discipline Recertification every 2 years (Telecommunicator)	\$30.00
Discipline Recertification every 2 years (Instructor)	\$95.00
On site software training, as needed 4,500 for 1-day, 1,000 per additional days up to 5-days, 15 attendees max	\$4,500.00
Each additional APCO IntelliComm Software Position	\$5,000.00

*** Depending on your network configuration, if the proxy server is not required this amount will be deducted**

**Shipping & Handling (Standard Ground Shipping)

***FIRE & LEC Training is not required for the purchase of the APCO IntelliComm Software or the APCO Guidecards. Although strongly suggested.

Recurring Annual Maintenance

24/7/365 Maintenance - 20% of each software position cost. (Prorated from UAT Acceptance date to the first day of your fiscal year). At the beginning of your fiscal year, you will then owe 12 months of maintenance (20% of software position cost X positions).

Ancillary Cost

APCO IntelliComm Guidecard System is designed for all three disciplines to always be available on screen, making it easy to access all disciplines. If you do not want all three to be available on screen, APCO will turn off the others. If you need one or more disciplines turned on in the future, APCO will do that for an additional cost. Agency will be responsible for any CAD expenses required to interface to the new disciplines. Indicate which disciplines your agency takes calls for service.

EMD _____ LEC _____ FSC _____

Turning on disciplines in the future will result in additional fees. Agency will be responsible for any CAD expenses required to interface to the new disciplines.

CAD Interface

The agency and the agency's CAD vendor will be responsible for development and cost of the interface that enables the agency's CAD system to communicate with the IntelliComm™ software.

Authorized Signature: _____ Date: _____

QUOTE FOR PRODUCTS/SERVICES

DO NOT PAY

Quotation Prepared by:



APCO's Next Generation Criteria-Based Guidecard Software

PSAPs are evolving into the nerve centers of all emergency response. The emergency communications center (ECC) of today requires the most robust, reliable and technologically advanced systems available to deliver the lifesaving services their communities expect.

As a leader in public safety communications, APCO International has collaborated with IBM in the development of APCO IntelliComm™ to meet this need. IntelliComm is a cognitive, criteria-based guidecard system designed for the 21st century telecommunicator. It is a hosted solution that resides in the IBM Cloud and provides a secure, resilient and redundant environment used for many government applications at the federal, state and local levels.

APCO IntelliComm mirrors current guidecards for EMD, law enforcement and fire and includes the most up-to-date NCMEC and ERG manual, as well as groundbreaking features to optimize QA efforts in call taking and dispatching. Watson Analytics-based cognitive capabilities include trend analysis, meta-data processing and the ability to learn based on the experiences, both positive and negative, of a specific incident.

In the IntelliComm ecosystem each ECC is created as a single "instance" allowing Watson to learn and train based on how each ECC operates. This is one of the strongest features - Watson Analytics learns based on the activity of each individual ECC, not on how others operate.

From a security and resiliency perspective, ECCs will connect to the IBM Cloud via a proxy server, installed on premise, that uses a virtual private network (VPN) tunnel to communicate. As a browser-based solution (meaning no software is installed on work station computers) updates to the software will be made in the background without impacting equipment or service.

APCO IntelliComm is a transformative product that will usher in to public safety communications a new era of cognitive capabilities and next generation analytics.



Features include:

Call Transcript Analysis for Optimized QA

- Pinpoint and score missing information for every call
- Review transcripts in correlation with version of guidecard used for the call being audited
- Filter call history by date/range and common information fields

Advanced Analytics and Visualization via Watson Analytics

- Leverage agency transcript history and meta-data for advanced analysis insights
- Provide dashboard style reporting that progresses as more data is fed to the system
- Long-term benefit will include providing recommendations to supervisors and leadership based on positive and negative outcomes for specific ECC

Easy Navigation Between EMD, Police and Fire

- Each discipline is always available on screen making it easy to access all disciplines
- No need to "back out" of a form or screen
- Guidecards auto-minimize when shunted or when another card or discipline is selected, but always remain available via a single click
- Option to select "Immediate Dispatch" for any call or any discipline, any time
- Running transcript that allows public safety telecommunicators to make notes and share data among all IntelliComm users in the ECC and CAD system

Configurable

- Like APCO's paper guidecards, criteria and text on software based guidecards can be customized to meet an agency's specific needs. Core software and functions remain consistent.
- IntelliComm allows flexibility to naming conventions and finite number of priority levels (tiers)

Secure

- ISO-27001/27017/27018 data protection certified
- Data is encrypted both in transit and at rest
- Streamlined, secure network-based content management delivered via IBM Cloud
- Role-based access control
- Delegated security model puts agency in charge



Browser-Based System for Ease of Use

- No local installation required for core system. Proxy server is physically installed at each ECC to provide additional, required layers of security. The server is configured and delivered to ECC by APCO and IBM.
- All stations within an ECC always have the most recent version of content
- Modern web browsers supported for HTML5: Chrome, Firefox, Internet Explorer and Safari
- Updates do not require any physical installation
- APCO and IBM have developed a “blue-green” deployment capability meaning no downtime for updates or upgrades

24x7x365 Critical Issue Support

- Cloud-based infrastructure provides redundant access points and resilient architecture
- Multiple, scalable, maintenance and support packages available

Modern, Intuitive User Interface Experience

- Leverages ECC provided feedback, user group results and extensive user testing to create and support exceptional user experience
- Keyboard shortcuts allow users to keep hands on the keyboard and eyes on the screen
- Scalable fonts to address accessibility considerations
- Crisp and uncluttered with responsive page presentation

For more information, contact the APCO Institute at IntelliComm@apcointl.org or (386) 322-2500.

APCOINTELLICOMM.ORG

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Direct:
Email: tony.guido@prioritydispatch.net

Agency:
Agency ID#:
Quote #:
Date:
Offer Valid Through:
Payment Terms

Currency:

Roanoke County
23996
Q-60330
3/8/2022
7/6/2022
Net 30

USD

Bill To:
Roanoke County
5925 Cove Rd
Roanoke, Virginia 24019
United States

Ship To:
Roanoke County
5925 Cove Rd
Roanoke, Virginia 24019
United States

Product	Qty	Amount
ProQA Medical Software Licenses Automated calltaking software	10	USD 40,000.00
ProQA Medical Training Software Licenses Training, non-live calltaking software	4	USD 8,000.00
ProQA Medical Backup Software Licenses Offsite, backup location software	4	USD 3,200.00
AQUA Case Review Software for EMD Quality Assurance (case review) software base engine and discipline module	2	USD 3,900.00
XLerator Client Server Suite Client server software application suite	1	USD 4,500.00
Protocol Tablet for EMD Licensed backup protocol tablet	14	USD 5,530.00
Advanced SEND Cards for MPDS - Box of 100 Individual S.E.N.D. cards	2	USD 100.00
MPDS Quality Assurance Guide - Digital Quality Assurance Guide for training and case review only	6	USD 0.00
Implementation Support Package for EMD Implementation support and quality management program development	1	USD 30,000.00
Protocol Training and Certification for EMD Materials, tuition and certification	30	USD 10,950.00
Remote ProQA Software Training - M Per person cost for four hours of ProQA software training completed in a virtual, instructor-led environment	30	USD 4,470.00
ED-Q Training and Certification for EMD Materials, tuition and certification (2 days, 16 hours)	4	USD 2,200.00
Remote AQUA Software Training - M Per person cost for six hours of AQUA software training completed in a virtual, instructor-led environment	4	USD 796.00

Product	Qty	Amount
Remote System Administration Training Per person cost for training for center management detailing program configuration and customization options, completed in a virtual, instructor-led environment	3	USD 597.00
Remote ProQA & AQUA Reports Training Per person cost for four hours of training for administrators, managers and supervisors on the configuration and customization options in ProQA and AQUA, completed in a virtual, instructor-led environment	6	USD 894.00
IAED Online Behavioral Health Self-Paced Training - (4-Hours) - Mandated to receive the Behavioral Health Protocol licenses.	30	USD 2,970.00
Emergency Mental Health Dispatch Certification: Three day courses:	2	USD 990.00
Equip QA for EMD Initial implementation of expert case review, quality management and mentoring for telecommunicators, QA staff and management	1	USD 8,892.00
An in-depth overview and expert coaching in the deployment of the EIDS Tool and Protocol 36: Pandemic	1	USD 1,500.00
Active Assailant Course Registrations	30	USD 2,970.00
College of Emergency Dispatch Annual Subscription Online access to the College of Emergency Dispatch for 12 months	30	USD 2,670.00
Priority Dispatch System ESP (P) M System License Renewal, Service & Support	10	USD 12,800.00
ProQA Training License ESP (B) M License Renewal, Service & Support	4	USD 1,200.00
ProQA Backup License ESP (B) M License Renewal, Service & Support	4	USD 480.00
Shipping & Handling	1	USD 50.00
Initial Med Implementation TOTAL:		USD 149,659.00

Product	Qty	Amount
Priority Dispatch System ESP (P) M System License Renewal, Service & Support	10	USD 12,800.00
ProQA Training License ESP (B) M License Renewal, Service & Support	4	USD 1,200.00
ProQA Backup License ESP (B) M License Renewal, Service & Support	4	USD 480.00
Year 2 Annual Maintenance TOTAL:		USD 14,480.00

Product	Qty	Amount
Priority Dispatch System ESP (P) M System License Renewal, Service & Support	10	USD 12,800.00
ProQA Training License ESP (B) M License Renewal, Service & Support	4	USD 1,200.00
ProQA Backup License ESP (B) M License Renewal, Service & Support	4	USD 480.00
Year 3 Annual Maintenance TOTAL:		USD 14,480.00

Product	Qty	Amount
Priority Dispatch System ESP (P) M System License Renewal, Service & Support	10	USD 13,440.00
ProQA Training License ESP (B) M License Renewal, Service & Support	4	USD 1,320.00
ProQA Backup License ESP (B) M License Renewal, Service & Support	4	USD 500.00
Year 4 Annual Maintenance TOTAL:		USD 15,260.00

Product	Qty	Amount
Priority Dispatch System ESP (P) M System License Renewal, Service & Support	10	USD 13,440.00
ProQA Training License ESP (B) M License Renewal, Service & Support	4	USD 1,320.00
ProQA Backup License ESP (B) M License Renewal, Service & Support	4	USD 500.00
Year 5 Annual Maintenance TOTAL:		USD 15,260.00

Subtotal	USD 149,659.00
Estimated Tax	
Total	USD 149,659.00

Customer Signature:		Date:	
Customer Name:		Purchase Order ID:	
Expiration Date:			

TERMS AND CONDITIONS

"To lead the creation of meaningful change in public safety and health."

This quote is valid for 120 days from date of issue. All prices quoted are exclusive of any applicable taxes, duties, or government assessments relating to this transaction, which are the sole obligation of Buyer. You can find it here: <https://prioritydispatch.net/licensing/>



Behavioral Health Protocol 41 is in card form and is near ready for software production (I will provide a timeline as soon as I have it). It includes the pathways of **SUICIDE IDEATION** and **SUICIDE THREAT**. The pathways offer Determinant Codes that allow emergency communication centers to tailor their response. Local public safety officials and Medical Control will find the Determinant Codes useful for pre-determining alternative field responses such as mental health teams. It is important to note that this is the first (the beginning) of several Mental Health Protocol initiatives, as, suicide only represents 27% all 911 and non-emergent mental health incidents.

Implementation

- **Four-Hour Self-Paced Training via the Online College**
- **One to two emergency dispatchers attend the 911 Institutes three-day Emergency Mental Health Dispatch Course <https://www.911training.net/>.**
- **Installation of License in Xlerator**
- **Response Configuration Completion & Special Definitions Approval**
- **Additional Supportive Webinars and Consulting as Required**

Four-Hour Self-Paced Training via the Online College

The implementation strategy includes four hours of self-paced training via the IAED Online College. There is a nominal fee for this portion. Agencies will show proof all their Emergency Dispatchers completed the training.

911 Institutes three-day Emergency Mental Health Dispatch Course

The IAED highly recommends at least one or two of your internal staff attend the 911 Institutes three-day Emergency Mental Health Dispatch (EMDH) Course, which provides additional insight on the methodologies behind the protocol, and how to navigate the various mental states encountered during the phone call.

Installation of License in Xlerator

After the training, the implementing agency will contact their local PDC Regional Account Manager (RAM). The RAM will prompt the distribution of the Behavioral Health ProQA License and associated resources. Agencies will work with their local I.T. Departments to install the license in Xlerator.

Response Configuration Completion & Special Definitions Approval

Your Dispatch Review and Steering Committees meet to make field response decisions. This also includes the review, completion, and approval of local user-defined Special Definitions. Agencies should allocate time and resources to updating and mapping the Response Configuration in CAD and ProQA, testing, and training emergency dispatchers on the updates.

Additional Supportive Webinars and Consulting as Required

PDC will continue to monitor the need for additional consulting and support.

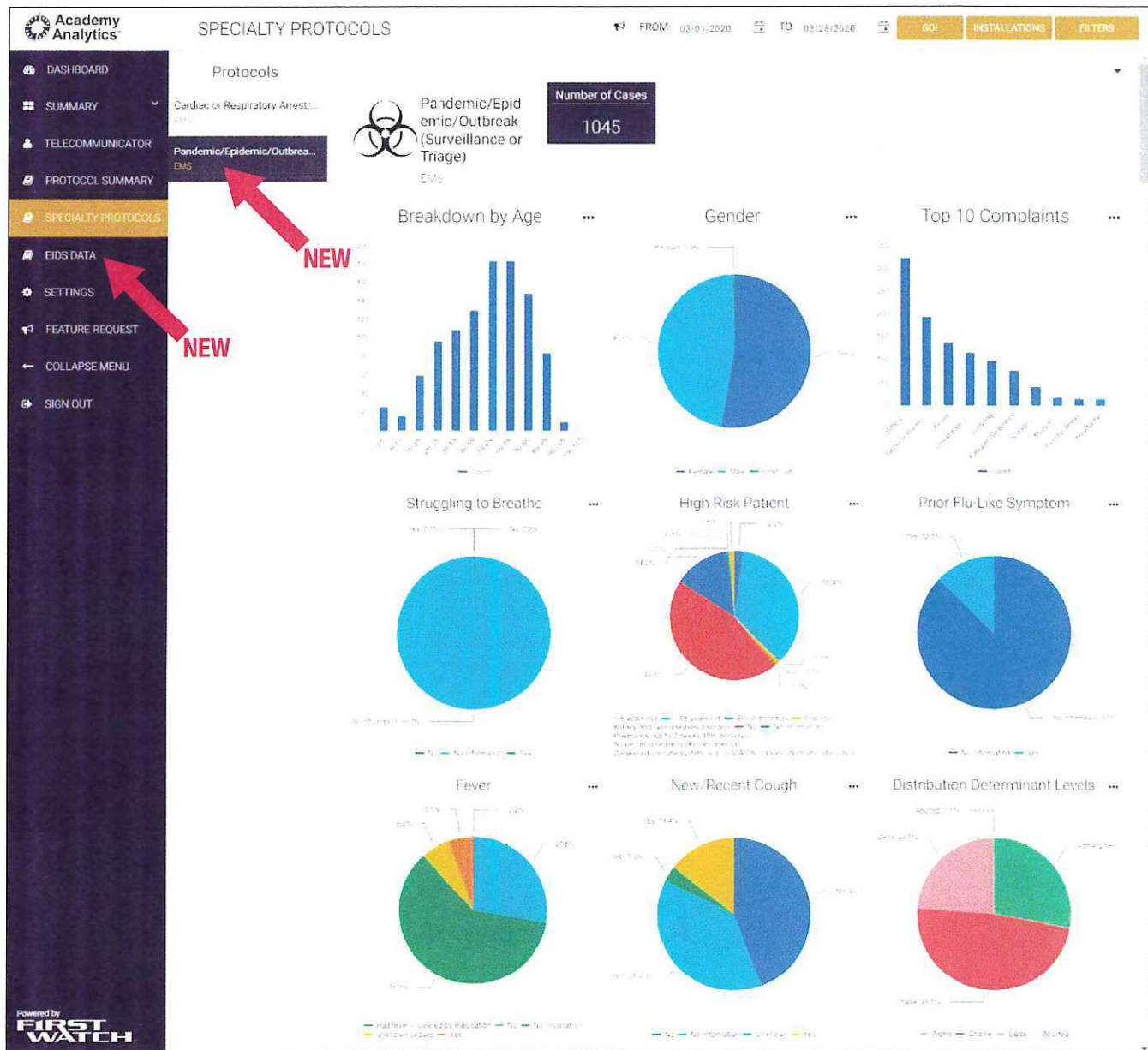
Cost



Agencies are encouraged to budget for the online training, one to two EMHD Certifications, and soft labor costs such as mapping the Response Configuration, associated meetings, testing, and training.

Ivan Whitaker
Director, Comprehensive Client Implementations

In partnership with IAED, FirstWatch has added Specialty Protocol 36 Pandemic and EIDS views into Academy Analytics.



The Academy Analytics/ProQA Dashboard has NEW Specialty Protocol 36 and EIDS views; which offers automated ProQA data visualizations, available in either real-time, or a for a specified date range. To learn more about the new emerging infections diseases (EIDS) and Protocol 36 tools within Academy Analytics, please visit firstwatch.net/aa-new-features. For more information on FirstWatch, as well as our new PowerBI COVID-19 dashboard and other tools, please email sales@firstwatch.net or call 760-943-9123.

About FirstWatch

FirstWatch helps public safety and healthcare professionals serve their communities through the use of technology and the science of quality improvement. Drawing on deep experience in emergency services, the FirstWatch team develops software and personalized solutions for over 500 communities across North America. FirstWatch.net





Pre-Arrival Questionnaire Interface

The Pre-Arrival Questionnaire interface allows certain call for service information to transfer between CAD and the questionnaire. The Pre-Arrival Questionnaire assists dispatchers in determining the type of response required for emergency calls for medical, fire, or police by gathering specific information, which translates into a response code. This code, along with the information gathered in the questionnaire, is passed back to CAD to drive responses.

Benefits

- The information gathered via the questionnaire is recorded in the CAD narrative. The narrative can be shared with responders.
- The decision making for what type of call or response is standardized by mapping the questionnaire's response codes to CAD call types.

Information exchanged, direction, and frequency

- When the questionnaire is triggered from CAD, call location and phone number are passed to the questionnaire.
- Depending on the vendor, CAD may also pass a Chief Complaint Code to the questionnaire so that it starts at a specific point (Powerphone and APCO 911 Advisor only).
- Depending on the vendor, the question/response may write back to CAD narrative as they are completed in the questionnaire (Powerphone and APCO 911 Advisor) or at pre-determined points in the questionnaire (Paramount ProQA).
- At the conclusion of the questionnaire, a determinant code is returned to CAD, which can change the call type in CAD to drive pre-configured recommendations.

Supported vendors

- Paramount ProQA – medical, fire, and police
- Powerphone – medical, fire, and police
- APCO 911 Advisor – medical only

Pre-reqs

- Agency must have the third party application installed and configured on at least one Enterprise CAD client.



INVESTMENT SUMMARY

Tyler Software	\$ 6,400
Services	\$ 1,160
Third-Party Products	\$ 0
Travel	\$ 0
Total One-Time Cost	\$ 7,560
Annual Recurring Fees/SaaS	\$ 0
Tyler Software Maintenance	\$ 1,344



Sales Quotation For:
 Roanoke County Sheriff
 401 E Main St
 Salem VA 24153-4316
 Phone: +1 (540) 283-3102

Quoted By: Brian Rennie
 Quote Expiration: 9/4/22
 Quote Name: Pre-Arrival Questionnaire (EMD only)

Tyler Software

Description	License	Discount	License Total	Year One Maintenance
Enterprise Public Safety				
Computer Aided Dispatch	\$ 6,400	\$ 0	\$ 6,400	\$ 1,344
Pre-Arrival Questionnaire Interface	\$ 6,400	\$ 0	\$ 6,400	\$ 1,344
Total				
	\$ 6,400		\$ 6,400	\$ 1,344
TOTAL			\$ 6,400	\$ 1,344

Services

Description	Quantity	Unit Price	Discount	Total	Maintenance
Enterprise Public Safety					
Pre-Arrival Questionnaire Interface Installation	1	\$ 1,160	\$ 0	\$ 1,160	\$ 0
TOTAL				\$ 1,160	\$ 0

Summary		One Time Fees	Recurring Fees
Total Tyler Software		\$ 6,400	\$ 1,344
Total Annual		\$ 0	\$ 0
Total Tyler Services		\$ 1,160	\$ 0
Total Third-Party Hardware, Software, Services		\$ 0	\$ 0
Summary Total		\$ 7,560	\$ 1,344

Unless otherwise indicated in the contract or amendment thereto, pricing for optional items will be held For six (6) months from the Quote date or the Effective Date of the Contract, whichever is later.

Customer Approval: _____ Date: _____

Print Name: _____ P.O.#: _____

The Software, Maintenance, Services and Third-Party Products, as applicable, that are itemized above, are hereby added to your existing agreement with Tyler. Fees for Software, if applicable, will be invoiced to you in full upon receipt of your signed quote. Unless otherwise stated in the Assumptions, associated maintenance and support fees shall be invoiced on a prorated basis through the end of your current term, and thereafter in a lump sum amount together with your then-current maintenance and support fees for previously licensed software. Fees for Services, Third-Party Products and/or travel, as applicable, will be invoiced as rendered or delivered. The terms and conditions of your agreement will otherwise control.

Assumptions

2022-308870-QZ23D3

Personal Computers must meet the minimum hardware requirements for Enterprise Public Safety products. Microsoft Windows 7 64-bit with Extended Security Updates and Windows 10 64-bit is required for all client machines. Windows Server 2012 R2/2016/2019 and SQL Server 2012 SP4/2014 SP2/2016 SP2/2017/2019 are required for the Application and Database Server(s).

Enterprise Public Safety product requires Microsoft Windows Server 2012/2016/2019 and SQL Server 2012 SP4/2014 SP2/2016 SP2/2017/2019, including required User or Device Client Access Licenses (CALs) for applicable Microsoft products. Servers must meet minimum hardware requirements provided by Tyler. The supported Microsoft operating system and SQL versions are specific to Tyler's release versions.

Enterprise Public Safety product requires Microsoft Excel or Windows Search 4.0 for document searching functionality; Microsoft Word is required on the application server for report formatting.

Tyler recommends a 100 Mbps/1 Gbps Ethernet network for the local area network. Wide area network requirements vary based on system configuration, Tyler will provide further consultation for this environment.

Does not include servers, workstations, or any required third-party hardware or software unless specified in this Investment Summary. Client is responsible for any third-party support.

Licensed Software, and third-party software embedded therein, if any, will be delivered in a machine readable form to Client via an agreed upon network connection. Any taxes or fees imposed are the responsibility of the purchaser and will be remitted when imposed.

Tyler's GIS Implementation services are to assist the Client in preparing the required GIS data for use with the Licensed Enterprise Public Safety Software. Depending upon the Licensed Software the Client at a minimum will be required to provide an accurate street centerline layer and the appropriate polygon layers needed for Unit Recommendations and Run Cards in an industry standard Esri file format (Personal Geodatabase, File Geodatabase, Shape Files). Client is responsible for having clearly defined boundaries for Police Beats, EMS Districts and Fire Quadrants. If necessary, Tyler will assist Client in creating the necessary polygon layers (Police Beats, EMS Districts and Fire Quadrants) for Unit Recommendations and Run Cards. Tyler is not responsible for the accuracy of or any ongoing maintenance of the GIS data used within the Licensed Enterprise Public Safety Software.

Client is responsible for any ongoing annual maintenance on third-party products and is advised to contact the third-party vendor to ensure understanding of and compliance with all maintenance requirements.

All Tyler Clients are required to use Esri's ArcGIS Suite to maintain GIS data. All maintenance, training and ongoing support of this product will be contracted with and conducted by Esri. Maintenance for Esri's ArcGIS suite of products that are used for maintaining Client's GIS data will be contracted by Client separately with Esri.

When Custom interface is included, Custom interface will be operational with existing third-party software. Any subsequent changes to third-party applications may require additional services.

When State/NCIC is included, Client is responsible for obtaining the necessary State approval and any non-Tyler hardware and software. Includes state-specific standard forms developed by Tyler. Additional forms can be provided for an additional fee.

Comprehensive Public Safety Software Solution

Single/Multi-Jurisdictional Dispatch Software

CAD Mapping	Dispatch Questionnaire	Rip-N-Run Printing	Service Vehicle Rotation	E-911	ePCR
Call Entry	Fire Equipment Search	Run Cards/Response Plans	Unit Management	NG911	Fire Records
Call Control Panel	GIS/Geo-File Verification	Rapid SOS	Web CAD Monitor	CAD NCIC	Out-of-Band AVL
Unit Recommendations	Hazard and Location Alerts	Additional Modules	Available Interfaces	Pictometry	Teletext
Unit Status/Control Panel	Hazmat Search			ASAP	PulsePoint
Call Stacking	Hydrant Inventory			Pre-Arrival Questionnaire	Twitter
CAD Messaging	Note Pads			Encoder	PEMA Knowledge Center
Call Scheduling	Proximity Dispatch	CAD Auto Routing	CAD to CAD	CAD CFS Export	Radio Location
		CAD AVL	CAD Paging		

Records Management Software for Single/Multi-Jurisdictional Law Enforcement

Arrests	Impounded Vehicles	Training	Equipment and Inventory	Available Interfaces	MIDEX
Buildings	Incidents	Warrants and Warrant	Gangs	Livescan	LACRIS
Businesses	Investigations		Hazardous Materials	Ticket Writer	NCIC
Case Management	Order of Protection	Additional Modules	Narcotics	Citizen Reporting	
Case Processing	Personnel		Pawn Shops	COPLINK	
Citations	Property and Evidence		Permits (Guns)	Accurint Crime Analysis	
Dynamic Reporting	Records Request		Scheduling	LINX	
Field Interviews	Registered Offenders	Crash	Content Manager	Evidence	
IBR/Clerk Reporting	Standard Reporting	Stop Data	Use of Force	SECTOR	

Records Management for Fire Departments

Activity Reporting and Scheduling	Hazardous Materials	Personnel/Education	NFIRS/NEMIS 5.0 Reporting	Fire Permits	
Investigations	Hydrant Inventory and Inspections	Pre-Plans	Additional Modules	Inventory	
Business Registry	Incident Tracking	Station Activity Log	Data Analysis/Management	LOSAP Tracking and Reporting	
		BIS/ALS	Equipment Tracking	Vehicle Tracking and Maintenance	

Corrections Management Software

Tyler Corrections	NorthPoint Classification	Biometric Identification	Available Interfaces	TDEX	
eSignatures	Mobility – Inmate Tracking	Biometric Hyperplance	Livescan	Jail Manager Integration	
Mugshots	Jail Data Export		VINE	Toolkit	
				Enterprise Custom Reports	

Mobile Computing

Dispatch/Messaging/State/NCIC	DL Swipe Mugshot Download	In-Car Routing	LE Field Reporting	Ticket Writer	
Fire Dispatch/Messaging	In-Car Mapping/AVL	Stop Data	LE Accident Field Reporting		
		Use of Force	Field Investigations		

Mobility Software

Law Enforcement Field Mobile	Fire Field Mobile	Data Collect Mobile			
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Analytics

Data Marts	Public Safety Analytics	Agency Intelligence			
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