

CITY OF HIGH POINT

AGENDA ITEM



Title: Powerphone Call Handling Process Software

From: Steve Lingerfelt, Director of Information
Technology Services

Meeting Date: May 6, 2019

Public Hearing: No

Advertising Date
Advertised By:

Attachments: Powerphone Quote

PURPOSE:

The purpose of this contract is to provide High Point 911 with a more consistent and efficient call handling process as required by the NC 911 Board. Having a structured call handling process and technology will allow Telecommunicators to be able to provide the best level of service to their callers and responders.

BACKGROUND:

Information Technology Services is recommending the purchase of the Powerphone Call Taking Solution Software from Powerphone. Powerphone is a sole source provider at a cost of \$120,784.00.

BUDGET IMPACT:

The NC 911 Board will fund \$85,300.00 of the cost to purchase the software. Funds are included in the 2018-19 budget to cover the remaining cost of \$35,484.00.

RECOMMENDATION / ACTION REQUESTED:

The Department of Information Technology Services recommends approval of the contract and that the appropriate City official and/or employee be authorized to execute all necessary documents.

Financial Services
Purchasing Division



Requisition #

**CITY OF HIGH POINT
SOLE SOURCE JUSTIFICATION
FORM (For Items Costing \$5000.00 or More)
Statutory Reference N.C.G.S. 143-129(e)6**

Vendor:

Item(s):

Justification:

Estimated expenditure for the above item(s):

CHECK ALL ENTRIES BELOW THAT APPLY TO THE PROPOSED PURCHASE.
ATTACH A MEMO CONTAINING JUSTIFICATION AND SUPPORT DOCUMENTATION.

1. Performance or price competition for a product are not available.
2. A needed product is available from only one source of supply.
3. Standardization or compatibility is the overriding consideration.
4. The parts/equipment are required from this source to permit standardization.
5. None of the above applies. A detailed explanation and justification for this sole source request is contained in attached memo and support documentation.

The undersigned requests that competitive procurement be waived and that the vendor identified as the supplier of the material or service described in this sole source justification be authorized as a sole source for the material or service.

Department Head/Authorized Personnel Digitally signed by Steve Lingerfelt
Date: 2019.04.12 10:37:05 -04'00' Department/Division

Date

Approval Process

Under \$5,000 (Purchasing Manager)

\$5,000-\$30,000 (Financial Services Director)

\$30,000 – Up (City Council)

Digitally signed by Erik Conti
DN: cn=Erik Conti, o, ou, email=erik.conti@highpointnc.gov, c=US
Date: 2019.04.12 10:39:36 -04'00'

Digitally signed by Bobby Fitzjohn
DN: cn=Bobby Fitzjohn, o=City of High Point, ou=Financial Services,
email=bobby.fitzjohn@highpointnc.gov, c=US
Date: 2019.04.16 15:43:39 -04'00'

Digitally signed by Greg Demko
DN: cn=Greg Demko, o=High Point, ou=High Point,
email=greg.demko@highpointnc.gov, c=US
Date: 2019.04.18 10:35:24 -04'00'



1321 Boston Post Rd
 Madison, CT 06443
 1.800.537.6937

Quote

Quote Number: 16345
 Date: 02/21/2019
 Sales Person: Ryane Quadrato
 Valid Until: 05/06/2019

Bill To	Ship To
Ms. Nancy Williams High Point Communications 211 S Hamilton Street High Point, NC 27260	High Point Communications 211 S Hamilton Street High Point, NC 27260

Total Response

Quantity	Part Number:	Product	List Price	Unit Price	Ext. Price
6	TROCAC	Certification: Call Assessment *Price presumes training is completed within 30 days from the date of registration.*	\$329.00	\$329.00	\$1,974.00
30	TRCOCCC	Certification: Combined Certification Online *Price presumes training is completed within 60 days from the date of registration.*	\$1,117.00	\$1,117.00	\$33,510.00

Subtotal:	\$35,484.00
Tax:	\$0.00
Shipping:	\$0.00
Total:	\$35,484.00

Grand Total

Currency:	USD	Subtotal:	\$35,484.00
Tax Rate:	0.00%	Tax:	\$0.00
Shipping Provider:		Shipping:	\$0.00
		Total:	\$35,484.00

Call Handling System

System Implementation Plan

High Point Communications
211 S Hamilton Street
High Point, NC 27260

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Agency Overview

High Point Communications is located in High Point North Carolina. The 911 call center dispatches police, fire and medical responders. There are 30 telecommunicators and 6 supervisors. Resources dispatched are managed using Central Square CAD at their 10 concurrent consoles with a total of 10 workstations located at their center.

During discussion with the representative from this agency it was identified that:

1. They would like their call handling to be more consistent and efficient.
2. Having a structured call handling process and technology will allow the telecommunicators to be able to provide the best level of service to their callers and responders, reducing liability and help to better protect responders.
3. Having an effective call assessment program will help to evaluate your standard of care and measure the consistency of your call handling, ensuring that your staff continues to improve their call handling standards.

PowerPhone's Recommended Solution

Maintaining effective call handling requires the deployment of training, tools and ongoing assessment to ensure the skills and processes performed by operators remain effective. PowerPhone's Total Response system has been designed to meet these criteria. Our organization can draw on over 34 years of experience supporting 911 call centers across America and overseas. To meet your needs we shall provide:

1. **Training Consistency.** Our blended training program which combines online learning modules with instructor lead sessions will be the foundation from which telecommunicators will become more consistent in their call handling operations. Each staff member shall complete a foundation module and a theory module in Fire Service and Law Enforcement Dispatch. Current Emergency Medical Certifications will be honored through their expiration date, copies are required prior to enrollment. At the completion of each theory module they shall be required to demonstrate practical competency in the use of structured call handling protocols and procedures.
2. **Structured Call Handling.** Additional training is then provided in the use and operation of CACH, how it provides consistency during calls, alerts the operator to critical actions and how it can offer instant access to local SOPs.
3. **Effective Call Assessment.** Within CACH there is an Assessor module that will allow your agency to bring together the essential elements of call assessment, the voice recording, appropriate questions that should have been asked during the call (protocol) and the information provided by the call during the call (call data record). Using a series of screen templates an Assessor will be able to objectively assess the call handling process and save the outcome of that process. Over time these records will help to demonstrate trends in your call centers performance from which decisions can be made to ensure the performance standard of the call center continues to meet expectations.

Implementation Program

To help your agency use Total Response to meet your defined standard of care, it is important for your agency to follow the following steps in our implementation process. It is very important that we meet each timeline so that your overall project will be completed as originally outlines. The following steps shall be followed and implemented with some steps happening concurrently:

1. **Initiation.** Your primary contact with PowerPhone will be the Implementation Manger assigned to support you for the duration of this project. You are encouraged to reach out to your IM whenever

questions arise, their primary goal is to support your agency successfully implement Total Response to realize the benefits it offers.

2. **System Overview.** Access to a self-paced online training program will be provided for managers and supervisors to be informed of the key stages of implementation. You are strongly advised to encourage all supervisory personnel involved in this project to view this short program which has been designed to help your agency attain the greatest benefit possible from its investment in Total Response.
3. **Certification.** All the required operational staff will be registered within our online PowerPhone training portal, so they can complete their certification and practicum modules. Upon successful completion of these programs they will attain a certification status that is valid for 2 years. From the date of registration, each student has 60 days to complete the certificate course, including the final test and practicum. If not reminded by their supervisors, experience has shown that it is easy for students to not commit soon enough to complete the program within time provided. Your implementation manager will provide training progress updates to ensure training is completed in a timely manner so that your implementation is completed within expected timeframes.
4. **Software Installation.** In parallel with certification training, the task of installing CACH on your server and workstations can take place. Please refer to the Total Response System Implementation Requirements document for the necessary software and server. Installation and maintenance is **completed by using Log MeIn Rescue**. Your technical staff must be available to give us permission for us to access. Your agency will be reaching out to Central Square to coordinate their connection to PowerPhone's Computer Aided Call Handling (CACH) software. Pricing is based on the use of 10 concurrent workstations.
5. **Call Assessor Training.** Staff designated to perform ongoing call assessments (6) will be enrolled in an additional certification course to provide them with the skills to perform this task and best use the Call Assessment licenses in the CACH software. They have 60 days to complete this training.
6. **Configuration Training.** Your implementation manager will come to your agency to conduct workshops to help those supervisory staff members better understand how the administrator, supervisor, assessor, script builder and call handler licenses work together and to help you configure them in the training sessions to meet your agency's needs. In these training sessions, your current process will be assessed and based off the incident codes in your CAD, certain codes will be mapped over to the PowerPhone protocols. As the conditions in the protocol changes, the codes in your CAD can change. We will work with you to identify the best process for your agency and based off your current resources. In addition, building out alerts and further use of the licenses will be covered.
7. **End User Training.** Training will focus on use the call handler license for your line level personnel. The supervisory staff who participated in the configuration training will also participate in the line level training to help reinforce the rationale as to how and why the program is being implemented. This will help staff better internalize why they need to use the program and how it can help them. With this approach, your agency will have a higher level of success using the program.
8. **Go Live.** On the date when you and your Implementation Manager agree to commence live operational use of Total Response, they will be available to answer any questions that arise and help if any unforeseen problems operating CACH arise.
9. **Call Assessment.** With call records now being created, the members of staff designated as Assessors should start a regular process of call assessment and increase the volume of calls sampled as they refine their process. It will take several months to build sufficient trend data, in the short-term assessment records will help determine whether any reinforcement training is required either in use of protocols or general communication skills.

Post Implementation

With 6 to 12 months of assessment data gathered, your agency will be ready to consider purchasing Accreditation. Our accreditation program has been designed to enable agencies to receive third party validation of achieving the aims and objectives that triggered the decision to introduce Total Response. As a mark of excellence your accreditation award demonstrates your agency's ongoing commitment to strive for continual improvement both in terms of operational procedure but also the development of the personnel who deliver these services.

Project Contact

The following persons shall serve as primary points of contact for this project:

For PowerPhone

Mike Jones, Director of Professional Services
208.413.6144

High Point Communications

Steve Lingerfelt
336-883-3214

Project Payment Schedule

Payment #	Milestone	Amount Due	Percentage
1	Approval Code Received (Net 30 days)		
	Quote 16345		
		TOTAL: \$35,484	100%

- Agency approval code/ PO #/signature:
- Payments should be made payable to PowerPhone
- Please mail payments to 1321 Boston Post Road, Madison, CT 06443
- PowerPhone's Federal Tax ID #: 06-1121538

Signature *Rodger McCaslin* date 3/5/19



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 Madison, CT 06443
 1.800.537.6937

Quote

Quote Number: 16346
 Date: 02/21/2019
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Total Response Solution

Quantity	Part Number:	Product	List Price	Unit Price	Ext. Price	Discount
1	TRSL	Server License Includes installation	\$5,500.00	\$5,500.00	\$5,500.00	\$0.00
10	TRCHL	Call Handler License	\$5,500.00	\$5,500.00	\$55,000.00	\$0.00
1	TRCAL	Assessment License to perform dispatcher call review/quality assurance/recording	\$3,850.00	\$3,850.00	\$3,850.00	\$0.00
1	TRAPI	Application Programming Interface (API) 3rd Party Fees not included	\$3,850.00	\$3,850.00	\$3,850.00	\$0.00
10	TRINSTL01	Installation (Silver/Gold) install protocol license on workstations	\$1,000.00	\$1,000.00	\$10,000.00	\$200.00
1	TR606	CACH Configuration/User Training dispatcher training/use of protocols-software 10 hrs implementation support.	\$9,100.00	\$9,100.00	\$9,100.00	\$0.00
1	TRSL	— Supervisor License to provide oversight of dispatchers, alerts to protocols, reporting	\$3,850.00	\$3,850.00	\$3,850.00	100.00%
1	TRAL	— Administrator License to manage users/dispatchers, protocol alerts and protocol procedure keys	\$3,850.00	\$3,850.00	\$3,850.00	100.00%
1	TRSBL	— Script Builder License manage updates to protocols to meet national guidelines including AHA, create protocols	\$3,850.00	\$3,850.00	\$3,850.00	100.00%
1	TRPMAINT	— Annual Software Maintenance Due 13 months after installation licensing fee, content updates, software upgrades, 24 hr phone support	\$13,267.00	\$11,385.00	\$11,385.00	100.00%

Subtotal:	\$110,235.00
Discount:	\$24,935.00
Discounted Subtotal:	\$85,300.00
Tax:	\$0.00
Shipping:	\$0.00
Total:	\$85,300.00



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- Payments should be made payable to PowerPhone
- Please mail payments to 1321 Boston Post Road, Madison, CT 06443
- PowerPhone's Federal Tax ID #: 06-1121538

Signature Randy E. McEaster date 3/5/19



2/21/2019

Sole Source Justification for Total Response™

PowerPhone's Total Response® solution is the only protocol call-handling solution that uses a **centralized data base** focusing on the caller's chief complaint rather than if it is a police, fire or medical emergency, an approach not offered by any other vendor. PowerPhone's proprietary call taking formula focuses on asking only necessary questions and using the unique approach of **constants** above each question to provide 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. No other vendor uses this concept.

In addition, the following attributes of PowerPhone's Total Response™ solution are either Patent Protected, and/or not available through any other vendor:

- 1) PowerPhone invented a completely new method of handling emergency calls named "Computer Aided Call Handling" that focuses on a single, efficient sequence to be applied to every inbound emergency call including medically-based calls and can include non-emergency calls. 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. In April 2009, this ground breaking methodology, and its corresponding product, Total Response™ CACH, were awarded **US Patent 7,515,693** by the US Patent and Trade Office.
- 2) PowerPhone has invented a method that enables any agency to configure and adapt their alerts, SOPs and response triggers used during emergency calls for service into the CACH software application. It also includes the ability to create non-emergency protocols to help with routine calls. This **exclusive** and **essential capability** is protected by **Patent # 7,646,858** by the US Patent and Trade Office.
- 3) PowerPhone invented a method within the call handling software that includes an advisory component that recommends the priority of the call along with the skills necessary to help provide a risk assessment. An agency has the ability to configure various levels to meet their standard of care. This exclusive capability is protected by **Patent # 7,978,826** by the US Patent and Trade Office.
- 4) PowerPhone offers a Supervisor Module that allows supervisors to monitor the activities of telecommunicators and offer assistance at any time. The Supervisor Module delivers a real-time view of multiple call handler screens and a dashboard with performance indicators. Within the Supervisor Module is the ability to adjust the Homeland Security feature that can trigger the protocols to respond differently a feature that no other vendor offers.

- 5) PowerPhone offers the ability to start the call in the CACH software through GeoValidation to help identify if the call is an emergency and an incident needs to be created in Computer Aided Dispatch (CAD).
- 6) PowerPhone approach to certification training is unique with a combination of interactive online module training and online practicum with live instructor to role play situation.

With PowerPhone's unique approach, staff is encouraged to use the system for all calls versus just pre-arrival procedures. As a result, a higher quality of service is being provided to callers, responders and communities.

Tara Milardo
Director of Sales & Marketing
PowerPhone