Submitted to: Aurora Police Dept

Agency Contact: Curtis Nekovar, RPL

E-Mail: nekovarc@apd.aurora.il.us

Date: 3/15/2017

Proposal for: APCO Institute 9-1-1 Adviser Implementation

Introduction

It is our understanding that **Aurora Police Dept** hereinafter hereinafter referred to as the "Agency" desires a quote to implement the APCO Institute 9-1-1 Adviser™ software on the following number of positions:**Price includes: EMD, Law Enforcement, Fire, Missing and Explodited Children and QA Modules**

9-1-1 Adviser™ software installed on 18 computer terminals: $63,000.00

Tech Support for 1 year: $9,450.00

Total: $72,450.00

CAD Vendor: Intergraph

APCO Institute submits this proposal for the Agency's review and consideration.

Professional Qualifications

APCO International

APCO International is the world's largest organization dedicated to public safety communications. We have been around since 1935 - far longer than any other public safety communications association. More than 25,000 members rely on APCO for their professional needs - from examining standards and issues to providing education, products and services.

APCO Institute

APCO Institute, is the premier organization addressing educational and certification needs of public safety communications agencies. The Institute offers a selection of affordable training, educational resources, and consulting services for public safety communicators throughout the United States and in the international arena. Instructional offerings range from front-line basic training to supervisory, and communication center management courses, technical testing, agency and agent certification, and web seminars addressing current public safety communications issues.

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APCO Institute 9-1-1 Adviser™

APCO Institute's 9-1-1 Adviser™ is a Windows™ software application designed to guide calltakers and dispatchers through emergency calls for assistance by using a structured format of questioning and response configurations customized by the Agency.

Proposed Procedures/Products & Services

The proposed services to be provided by APCO Institute under this proposal are setout below as a progression of actions & activities.

This proposal only includes services rendered by APCO Institute and Smart Horizons towards the development of the interface between the APCO Institute 9-1-1 Adviser ™software and the Agency's CAD system, conversion of the Agency's customized APCO Institute Guidecards into electronic format, and the 9-1-1 Adviser™ User Guide.

The Agency and the Agency's CAD Vendor will be responsible for development of the interface allowing the Agency's CAD to communicate with the 9-1-1 Adviser™ software and any and all further expenses associated with it.

The cost of the technical support is based on the number of licensed terminals and is provided through Smart Horizons. Tech support provides a 24-hour point of contact in case of technical problems. Tech support is not mandatory, but it is highly recommended. Terms and conditions of tech support will need to be formalized through Smart Horizons.

Implementation Process

Using the All Callers Interrogation Questions, Vital Points Questions, Response Configurations, Pre-Arrival Instructions and Short Report, customized by the Agency, APCO Institute will create a 9-1-1 Adviser™ software package customized to meet the needs and reflect the resources and procedures of the Agency.

Product

On the basis of the above, APCO Institute will develop and provide to the Agency, a 9-1-1 Adviser™ software package that includes the Agency's 9-1-1 ADVISER™ Software and the Agency's 9-1-1 Adviser™ Database.

Proposal for APCO 9-1-1 Adviser™ Software

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Estimated Time Frame for Completion

Based on current procedural guidelines and relying on a presumed rapid turn-around of draft documents by Agency personnel, APCO Institute estimates a start to finish time for this project of approximately 3 to 6 months. This time estimate is based on our present staff requirements and scheduling and is subject to change.

Implementation Cost

For providing the services and products defined in this proposal, APCO Institute will charge the Agency for the price of the 9-1-1 Adviser™ software plus a fee for the first 12 months of technical support, invoiced as follows:

$36,225.00 (50%) due upon acceptance of this proposal - once paid software process will begin
$36,225.00 (Remainder) upon delivery of the final product

This fee is subject to change should acceptance of this proposal occur more than 90 days subsequent to the date of submittal listed below.
Price includes: EMD, Law Enforcement, Fire, Missing and Explodited Children and QA Modules

Note: An 8-hour training session that covers the use of 9-1-1 Adviser™ is available, at an additional cost. If the Agency wishes to pursue this option, an additional quotation for this training, will be issued.

Respectfully submitted,
Darlene Hines
Sales Coordinator
APCO Institute

Proposal Acceptance

Agency Name: Aurora Police Dept

By: _____

Title: _____

Date: _____

APCO Institute will begin the proposed project upon the receipt of a signed copy of this proposal agreement and an authorized Purchase Order or other form of payment from the Agency.