



Proposal for

**APCO IntelliComm™
Criteria-Based Guidecard Software**

Supported by IBM Watson Analytics

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Prepared for:

Aurora Police Department

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About APCO International

The Association of Public-Safety Communications Officials (APCO) International is the world's largest organization of public safety communications professionals. It serves the needs of public safety communications practitioners world-wide and the welfare of the general public as a whole, by providing complete expertise, professional development, technical assistance, advocacy and outreach.

About the APCO Institute

Established in 1988, the APCO Institute is a not-for-profit educational institute that serves the unique needs of the public safety communications industry. Because APCO Institute is a not-for-profit educational institute, we can bring you affordable options and certification, such as our train-the-trainer programs and in-house training, that traditional for-profit training, businesses cannot or will not provide.

The Institute is overseen, managed, and operated by industry experts with years of experience. Through our membership, we stay current with industry issues, needs, and standards. Because our members all work in their respective communications agencies each day, their needs and concerns drive the activity of APCO Institute.

About APCO IntelliComm™ Guidecard Software

APCO IntelliComm™ supported by IBM Watson analytics, is a cloud-based, criteria-based cognitive software solution that guides emergency calltakers and dispatchers through interactions with citizens who call 9-1-1 for assistance with Law Enforcement, Fire and Emergency Medical Dispatch. The software provides each emergency communications center – and staff member -- with a structured question, answer and dispatch process – including potentially life-saving pre-arrival instructions -- that meets all applicable national standards as well as the unique needs of each agency.

APCO IntelliComm™ also includes the Emergency Response Guide (ERG), information from the National Center for Missing and Exploited Children (NCMEC) and the most robust and comprehensive Quality Assurance (QA) capabilities in the industry.

Introduction

It is our understanding that, Aurora Police Department , hereinafter referred to as the “agency” has requested a price quote for the implementation of APCO IntelliComm™ software for the following

- APCO IntelliComm™ software on 18 positions: \$90,000.00
 - Software includes the following modules: EMD, Law Enforcement, Fire, Missing and Exploited Children and QA

 - Software Implementation: \$20,000.00

The Implementation provides on-going 24/7 support, guide cards, online software training, project management, and first year maintenance
- Total: \$ 110,000.00**
- **CAD Vendor:** Intergragh

Proposed Products, Services & Procedures

The products, services and procedures to be provided by APCO Institute within this proposal are set out below as a progression of actions and activities.

This proposal includes only those services rendered by APCO Institute towards the development of the interface between APCO IntelliComm™ software and the agency’s CAD system, conversion of the agency’s customized APCO Institute guidecards into electronic format, and the IntelliComm™ User Guide.

The agency and the agency’s CAD vendor will be responsible for development of the interface that enables the agency’s CAD system to communicate with the IntelliComm™ software as well as any and all further expenses associated with it.

IntelliComm™ Software

On the basis of the above, APCO Institute will develop and provide to the agency an IntelliComm™ software package that includes the agency’s IntelliComm™ software and the agency’s IntelliComm™ database.

Annual Maintenance Agreement

The agency is required to maintain an annual maintenance agreement, which includes technical support and all IntelliComm™ software updates. The cost of the annual maintenance agreement as quoted above is based on the number of licensed terminals and is for the first

year only. To assist you with your budget after the first year your annual maintenance will be \$18,000.00 (Due one year from implementation) 20% License Fee

Implementation -- Process

Using the paper APCO guidecards customized by your agency -- APCO Institute will create an IntelliComm™ software package that mirrors the guidecards and best reflects the needs, resources and procedures of the agency. This quote does not include costs associated with the creation or implementation of paper guidecards.

Estimated Time Frame for Completion

Based on current procedural guidelines and relying on a presumed rapid turn-around of draft documents by agency personnel, the APCO Institute estimates a start-to-finish time for this project of approximately three (3) to six (6) months. This estimate is based on the time required by the agency to complete its guidecard edits and submit them to APCO, as well as APCO’s schedule and workload. The schedule for completion is subject to changed based on these factors.

Implementation -- Terms

For providing the services and products defined in this proposal, APCO Institute will charge the agency for the price of the IntelliComm™ software plus a fee for the first twelve (12) months of the annual maintenance agreement, invoiced as follows:

\$55,000.00 (50%) due upon acceptance of this proposal - once paid software process will begin
\$55,000.00 (Remainder) upon delivery of the final product

Training available Maximum 15 students per day Day 1 \$3500.00 if additional days are needed
a separate quote will be done for you or Online Training at No-Charge

This fee is subject to change should acceptance of this proposal occur more than ninety (90) days after the date of submittal listed below.

License includes: EMD, Law Enforcement, Fire, Missing and Exploited Children and QA Modules, and current ERG

Proposal Acceptance

Agency Name: Aurora Police Department

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.