APCO Institute
APCO's Training & Certification Division

APCO IntelliComm® Guidecard System

APCO International
351 N Williamson Blvd
Daytona Beach, FL 32114
386-322-2500

Prepared For: Cristy Hundley

Jonesboro E911
410 W Washington Ave,
Jonesboro, AR 72401-2779
(870) 935-5551

IntelliComm & Guidecard Products

Quantity	Product Name	Sales Price	Total Price
7	IntelliComm Software Position	$5,000.00	$35,000.00
1	IntelliComm Implementation	$17,000.00	$17,000.00
7	EMD Guidecard Set with Rack	$329.00	$2,303.00

Your center will be invoiced for the products and amount indicated in this order form upon the completion of the Software End User Agreement or APCO EMD Agreement, where applicable.

Shipping & Handling:	$207.27
Total:	$54,510.27

Estimate for Training Products & Manuals

Quantity	Product Name	Sales Price	Total Price
1	Emergency Medical Dispatcher Online*	$466.00	$466.00
1	EMD Restricted Medical (Paramedic or EMT w/ALS)	$169.00	$169.00
1	Instructor Upgrade Application	$169.00	$169.00
	Subtotal for EMD Instructor Training		$804.00
27	EMD Student Course Manual	$99.00	$2,673.00

Special Arrangements per Discussion
**Class is subject to $25.00 late fee if registration is within 10 days of the class starting.*

Estimated Training Total:	$3,477.00
Grand Total:	$57,987.27

Virtual IntelliComm Software Training - Provided at no additional cost

On-Site IntelliComm Software Training- The cost of the training is $4,500 for one day, and $1,000 for each additional day up to a maximum of five days. The training is limited to 15 attendees.

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.

<div align="center">EMD__X__ LEC__X__ FSC__X__</div>

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.

Ship To		Bill To	
Name	Jonesboro E911	Name	Jonesboro E911
Address	410 West Washington Avenue	Address	410 W Washington Ave
City / State / Zip	Jonesboro AR 72401	City / State / Zip	Jonesboro AR 72401-2779

Authorized Signature:

Printed Name:

ORDER FOR PRODUCTS & SERVICES
DO NOT PAY

Quotation Prepared by:
Marty McKinney
IntelliComm Sales Representative

mckinneym@apcointl.org

SOLE SOURCE JUSTIFICATION – APCO IntelliComm™

APCO IntelliComm employs unique technical capabilities in responding to the objectives outlined by the agency. This includes not only new procurements, but also follow-on efforts as APCO IntelliComm provides a scientific basis for a number of additional options available only through the use of IBM Watson based services.

APCO IntelliComm™ is unique in the following ways:

- APCO International has collaborated with IBM in the development of APCO IntelliComm.
- IntelliComm™ is a cognitive, criteria-based guidecard system designed to grow with needs of the emergency communications center (ECC).
- IntelliComm incorporates groundbreaking cognitive features to optimize quality assurance (QA) efforts in call taking and dispatching.
    - o The Watson Analytics based cognitive capabilities include trend analysis, meta-data processing, and the ability to learn based on the experiences, both positive and negative, specific to the operation of each ECC customer.
    - o As more data is "fed" to Watson Analytics, more analysis becomes possible. This allows the system to train itself, and in turn make recommendations and provide reports to agency leadership. This incorporation of Artificial Intelligence is unique among current offerings.

- There is no software resident on the machines, instead this is a browser-based solution which allows APCO IntelliComm to update in the background without impacting agency equipment or service. APCO and IBM have developed an upgrade methodology, and service, that will result in Zero Downtime for upgrades.

- Each ECC in the IntelliComm ecosystem is created as a single "instance" in the IBM Watson Analytics world. This allows Watson to learn, and train based on how each unique ECC operates. This provides the advantage of allowing the Watson Analytics services to apply to how the agency does business, not how other ECCs operate.

- APCO IntelliComm is a hosted solution that resides in the IBM Cloud. This is a secure, monitored, resilient and redundant environment used for many government applications at the Federal, State and Local levels. This level of security, and redundancy, is unique to IntelliComm.

- The agency will connect to the IBM Cloud via a proxy server (or equivalent), that utilizes a secure tunnel to communicate to/from the host. Each machine on the network will communicate with that server or will communicate via the encrypted, monitored, cyber protected tunnel established via IBM Cloud Security directly with the agency equipment. Again, this is unique to this solution.

- While APCO IntelliComm does not use cryptographic modules with their solution at the client end, they do use encrypted paths for transmission via VPN (256-bit encryption minimum) and the IBM Cloud does offer FIPS compliant solutions used by Federal, State and Local agencies nationwide.

Configurable

- Like APCO's paper guidecards, criteria and text on software based guidecards can be customized to meet the agency's specific needs; meaning, the guidecards will be agency driven according to each agency's SOPs. APCO IntelliComm is the only system to allow this type of customization and configuration optionality in conjunction with Watson based artificial intelligence (AI) capabilities and enhanced QA driven by that AI.

- Customization is possible only because APCO IntelliComm is a criteria-based system.

- The core software remains the same, and core functions are not re-configurable, but language and basic criteria can be altered to meet agency needs.

- APCO IntelliComm offers flexibility on how to handle priority of calls based on agency needs. While the flexibility is limited to naming conventions and a finite number of priority levels (some refer to this as tiers) it is available to all agencies.

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

Pricing

APCO IntelliComm pricing is below, or at a minimum on par with, other products that offer Emergency Medical, Law Enforcement and Fire Dispatch guidance. However, as previously noted other solutions do not offer customization nor do they offer configuration options with regard to call type and priority based on a specific agency's needs. In addition, APCO IntelliComm includes an Application Programming Interface to the agency's Computer Aided Dispatch (CAD) system provided to the Agency at no additional cost. And finally, APCO IntelliComm is the only product to offer Watson Analytics as a core service with additional Watson services offered in the future. Given the feature rich nature, and customization capabilities, IntelliComm is actually priced well below any similar offering and no other offering can provide the level, detail, or capabilities available with the base IntelliComm platform.

If sole source approval is deferred or denied, the agency will not be able to obtain a customizable, browser based, Watson capable, secure solution which would have a negative impact to ongoing operations and to future capabilities.

The requested product or service is available only from APCO International.