

RESOLUTION NO. \_\_\_\_\_

**A RESOLUTION WAIVING FORMAL BIDDING REQUIREMENTS AND AUTHORIZING PAYMENT TO POWERPHONE FOR THE PURCHASE OF TOTAL RESPONSE SOFTWARE FOR THE NORTH LITTLE ROCK EMERGENCY SERVICES DEPARTMENT; AND FOR OTHER PURPOSES.**

WHEREAS, Ark. Code Ann. 14-58-303 requires City purchases exceeding the amount of \$35,000 to follow statutory procedures of local advertisement and opening of sealed bids which may only be waived in exceptional situations where bidding is deemed not feasible or practical; and

WHEREAS, the North Little Rock Emergency Services Department is seeking to improve emergency call services within the City; and

WHEREAS, PowerPhone, P.O. Box 911, Madison, Connecticut 06443, is an emergency call handling software company and sole provider of Total Response, a decision support system designed to train new employees faster, provide more consistent and efficient emergency call services, and better prepare responders before arrival on scene (see Sole Source Justification attached hereto as Exhibit A); and

WHEREAS, the cost of Total Response is Seventy Nine Thousand Two Hundred Eighty Five and 50/100 Dollars (\$79,285.50)(see Quote attached hereto as Exhibit B).

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF NORTH LITTLE ROCK, ARKANSAS:

SECTION 1: That formal bidding is hereby waived in connection with the purchase of a decision support system from PowerPhone for a total amount of Seventy Nine Thousand Two Hundred Eighty Five and 50/100 Dollars (\$79,285.50)

SECTION 2: That the cost of the system shall be paid from 2023 Sales Tax Capital Improvements Fund (20-007-53310).

SECTION 3: That this Resolution shall be in full force and effect from and after its passage and approval.

PASSED:

APPROVED:

\_\_\_\_\_

\_\_\_\_\_

Mayor Terry C. Hartwick

SPONSOR:

Terry C. Hartwick  
Mayor Terry C. Hartwick *by AF*

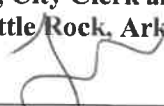
ATTEST:

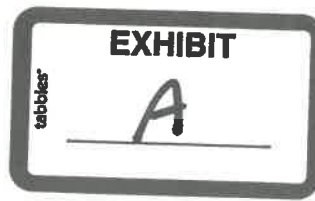
\_\_\_\_\_  
Diane Whitbey, City Clerk

APPROVED AS TO FORM:

Amy Beckman Fields  
Amy Beckman Fields, City Attorney

PREPARED BY THE OFFICE OF THE CITY ATTORNEY/kt

FILED	<u>10:55</u> A.M.	_____ P.M.
By	<u>Amy Fields, CA</u>	
DATE	<u>12/19/23</u>	
<b>Diane Whitbey, City Clerk and Collector North Little Rock, Arkansas</b>		
RECEIVED BY		



12/11/2023

### Sole Source Justification for Total Response®

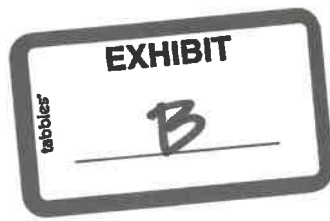
PowerPhone is the only vendor to offer and maintain Total Response®, a decision support system that focuses on a multi-service approach. Total Response® includes call handling protocols, software tools, training, and assessment. Each of the following components has either a proprietary approach, is patented, or is unique to the industry:

- The Call Handler Module and Response Advisor tool within Total Response®, an approach and technology for automatic emergency response recommendations are patented (US Patent 7,515,693, US Patent #7,978,826).
- The use of a single blended database in the Total Response® software.
- Exclusive provider of the Total Response® database, delivering protocols based on the chief complaint.
- Total Response® delivers a unique call handling questioning approach through the Initial Survey tab, Primary Questions tab, Secondary Question tab, Vital Signs tab, and Call Closer tab.
- Adapting questions based on caller and developing circumstances.
- The Script Manager Module within Total Response® allows an agency to customize the question sequence in-house and is only available through PowerPhone.
- The Administrator Module and Quality Assurance Modules provide administrative oversight with the ability to review call processes. These are only available through Total Response.
- The Total Response® open Application Programming Interface (API) provides the ability to connect to multiple 3<sup>rd</sup> party applications.
- Total Response's® Site Licensed Training product, provides unlimited access to exclusive self-paced courses, including exclusive training courses on the use of the Total Response® software.
- Exclusive review process to assess the user's management of PowerPhone's propriety formula.
- Exclusive provider of 24/7 technical support for Total Response® software.
- Only PowerPhone Implementation Managers can perform the initial training and implementation of the patented software.

Sincerely,

Chris Salafia  
President and CEO, PowerPhone

CC: Vice President, Sales & Marketing  
Vice President, Development  
Vice President, Customer Experience  
PowerPhone Medical Director  
PowerPhone Chief Legal Counsel



# North Little Rock Police Department, Arkansas

**North Little Rock Police Department**  
North Little Rock, 72114

**Bud Gray**  
bud.gray@nlrpolice.org  
501-758-1234

**Kim Francisco**  
kim.francisco@nlrpolice.org  
501-340-5365

Quote created: December 11, 2023  
Quote expires: December 31, 2023  
Quote created by: Ryane Quadrato  
"Account Manager"  
ryaneq@powerphone.com  
+12037047972

## Products & Services

Name	Item Number	Price	Qty	Total
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**Items due now**

Name	Item Number	Price	Qty	Total
Total Response: Base Software Package 2 call handling workstation licenses  1 administrative workstation that handles reporting, quality assessment, supervisor, administrator, and/or script management functions.  1 onsite visit and training on software  1 API License (3rd party fees not included)  1 Total Response Server License  Up to 5 temporary workstation licenses  .1 year unlimited access to Site Licensed Training portal	TR2WS	\$64,095.00	1	\$64,095.00
Total Response: Additional Workstations	TRADCHWS	\$6,000.00	4	\$24,000.00

**Items due later**

Annual Plan: Total Response Software Annual software maintenance and continued access to training portal (Yearly) Year 1 included	TRASWP	\$17,014.85	1	\$17,014.85
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**Payment due: 12 months after payment**

One-time subtotal	\$88,095.00
End of year promotional discount if purchased by 12/31/2023	(\$8,809.50)
<b>Due now</b>	<b>\$79,285.50</b>

**Future Payments Summary**

Item	Payment
Annual Plan: Total Response Software	\$17,014.85 due 12 months after payment

### **Purchase terms**

Payment Terms for Total Response are Net30 terms.

The Total Response Master Service Agreement can be found [here](#).

Total Response System Requirements can be found [here](#).

### **Questions? Contact me**



Ryane Quadrato

"Account Manager"

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PowerPhone

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Madison, CT 06443

United States