

RFR: State 911 12-004:
Enhanced 911 Telecommunicator Training and Certification Programs

Vendor Name: **PowerPhone, Inc.**

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Mailing Address: P.O. Box 1911 Madison, CT 06443

Vendor Code: VC0000191966

Contract Manager: Eric Frey

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Contract Start Date: October 22, 2012

Contract End Date: September 3, 2017

Pricing effective April 23, 2013

Contract Authorized Programs/Courses	Cost per Student 21+	Contract Rate
9-1-1 Liability	\$213.40	\$5,335
9-1-1 Supervision	\$286.15	\$7,211.95
Domestic Violence Intervention	\$213.40	\$5,335
Dispatch Judo	\$334.65	\$8,700.90
Hostage Negotiations	\$213.40	\$5,335
Non-Emergency Call Handling	\$213.40	\$5,335
Stress Identification & Management	\$213.40	\$5,335
Suicide Intervention	\$213.40	\$5,335
Law Enforcement Dispatch	\$286.15	\$7,211.95
Fire Service Dispatch	\$286.15	\$7,211.95
Active Shooting Response	\$213.40	\$5,335
Protecting Law Enforcement Responders	\$213.40	\$5,335
Disasters and the Dispatcher	\$213.40	\$5,335

Prompt Payment Discount terms:

- 4% within 10 days
- 3% within 15 days
- 2% within 20 days
- 1% within 30 days

- Program/Course cost and Contract Rate is all inclusive.
- Program/Course Cancellation: A minimum notification of 72 hours is required for program/course cancellation. A Department will not be responsible for any costs associated with a cancelled class or program/course, however, the contractor shall be reimbursed for any lost out-of-pocket costs except in no event will the contractor be reimbursed for compensation to an instructor for a program/course that was cancelled within the minimum required time period (72 hours).

- Minimum of 21 students required for each course, unless one of the below options are exercised.
- 15 Business Days prior to the scheduled program/course, a host entity must advise the contractor if there are less than 21 students registered for the program/course. The host entity will then have the following options:
 - A) the course may be cancelled pursuant to Section 8.7 Program/Course Cancellation as agreed to by the parties;
or
 - B) the host may elect to apply the course contract rate which shall be divided equitably between the number of students registering;
or
 - C) PowerPhone may elect to honor the course even though the minimum quantity of registrations has not been reached, whereby the onus shall rest with PowerPhone to attempt to seek additional registrations. Regardless of the number of attendees, the per student rate (as shown in Attachment B) shall apply. The host agency shall not be responsible to compensate PowerPhone for the additional seats needed to total twenty-one (21) students;
or
 - D) the host agency may opt to pay the per student rate (as shown in Attachment B) for the additional seats needed to total twenty-one (21) students.
- Re-test:
Should a student fail a course, there is an option to purchase a re-test at a cost of \$25 per student and said re-test must be purchased and completed within 45 days of the date of initial fail letter. Any student who fails the re-test will not be certified by or received a certificate of completion from PowerPhone.

Note: Cost analysis suggests that the contract rate should be exercised only for classes of 25+ students.