

**STATE 911 18-002**  
**BID #: BD-18-1044-EPS90-1044E-22147**  
**9-1-1 Telecommunicator Training and Certification Programs**

Vendor Name: **APCO, Inc.**

Address: 351 N. Williamson Blvd.

Vendor Code: VC6000259513

Contract Manager: Crystal Sanders

Phone: 386-944-2483 Fax: 386-322-9766

E-Mail: [sandersc@apcointl.org](mailto:sandersc@apcointl.org)

**Contract Start Date: February 7, 2019 Contract End Date: February 25, 2023**

<b>Contract Authorized Programs/Courses</b>	<b>Classroom - Cost per Student*</b>	<b>On-Line - Cost per Student*</b>	<b>On-Line Recertification - Cost per Student*</b>
Active Shooter Incidents for Public Safety Communications (1-10 Students)	\$199	\$249	N/A
Active Shooter Incidents for Public Safety Communications (11-20 Students)	\$179	\$239	N/A
Active Shooter Incidents for Public Safety Communications (21-30)	\$160	\$229	N/A
Bullying & Negativity in the Communications Center (1-10 Students)	\$199	\$249	N/A
Bullying & Negativity in the Communications Center (11-20 Students)	\$179	\$239	N/A
Bullying & Negativity in the Communications Center (21-30 Students)	\$160	\$229	N/A
CALEA Public Safety Communications Accreditation Manager Course	N/A	\$499	N/A
Call Processing Incidents Involving Veterans with PTSD (1-10 Students)	\$199	\$249	N/A
Call Processing Incidents Involving Veterans with PTSD (11-20 Students)	\$179	\$239	N/A
Call Processing Incidents Involving Veterans with PTSD (21-30 Students)	\$160	\$229	N/A

Certified Public-Safety Executive (CPE) Program	N/ A	\$3,500	N/A
Communications Center Supervisor (1-10 Students)	\$349	\$399	N/A
Communications Center Supervisor (11-20 Students)	\$329	\$389	N/A
Communications Center Supervisor (21-30 Students)	\$310	\$379	N/A
Communications Training Officer (CTO) (1-10 Students)	\$349	\$399	\$30
Communications Training Officer (CTO) (11-20 Students)	\$329	\$389	\$30
Communications Training Officer (CTO) (21-25 Students)	\$310	\$379	\$30
Communications Training Officer (CTO) Instructor (1-10 Students)	\$459	\$509	\$95
Communications Training Officer (CTO) Instructor (11-20 Students)	\$439	\$499	\$95
Communications Training Officer (CTO) Instructor (21-25 Students)	\$420	\$489	\$95
Comprehensive Quality (1-10 Students)	\$309	\$359	N/A
Comprehensive Quality (11-20 Students)	\$289	\$349	N/A
Comprehensive Quality (21-30 Students)	\$279	\$339	N/A
Crisis Negotiations for Telecommunicators (1-10 Students)	\$199	\$249	N/A
Crisis Negotiations for Telecommunicators (11-20 Students)	\$179	\$239	N/A
Crisis Negotiations for Telecommunicators (21-30 Students)	\$160	\$229	N/A
Customer Service in Today's Public Safety Communications (1-10 Students)	\$199	\$249	N/A
Customer Service in Today's Public Safety Communications (11-20 Students)	\$179	\$239	N/A
Customer Service in Today's Public Safety Communications (21-30 Students)	\$160	\$229	N/A

Disaster Operations and the Communications Center (1-10 Students)	\$199	\$249	N/A
Disaster Operations and the Communications Center (11-20 Students)	\$179	\$239	N/A
Disaster Operations and the Communications Center (21-30 Students)	\$160	\$229	N/A
Emergency Medical Dispatch (1-10 Students)	\$389	\$439	\$30
Emergency Medical Dispatch (11-20 Students)	\$369	\$429	\$30
Emergency Medical Dispatch (21-25 Students)	\$349	\$419	\$30
Emergency Medical Dispatch Instructor (1-10 Students)	\$459	\$509	\$95
Emergency Medical Dispatch Instructor (11-20 Students)	\$439	\$499	\$95
Emergency Medical Dispatch Instructor (21-25 Students)	\$420	\$489	\$95
Emergency Medical Dispatch Concepts (1-10 Students)	\$199	\$249	N/A
Emergency Medical Dispatch Concepts (11-20 Students)	\$179	\$239	N/A
Emergency Medical Dispatch Concepts (21-30 Students)	\$160	\$229	N/A
Emergency Medical Dispatch Manager (1-10 Students)	\$199	\$249	\$30
Emergency Medical Dispatch Manager (11-20 Students)	\$179	\$239	\$30
Emergency Medical Dispatch Manager (21-30 Students)	\$160	\$229	\$30
Emergency Medical Dispatch Reciprocity (1-10 Students)	\$199	\$249	\$30
Emergency Medical Dispatch Reciprocity (11-20 Students)	\$179	\$239	\$30
Emergency Medical Dispatch Reciprocity (21-30 Students)	\$160	\$229	\$30

Fire Service Communications (1-10 Students)	\$379	\$429	\$30
Fire Service Communications (11-20 Students)	\$359	\$419	\$30
Fire Service Communications (21-30 Students)	\$340	\$409	\$30
Fire Service Communications Instructor (1-10 Students)	\$459	\$509	\$95
Fire Service Communications Instructor (11-20 Students)	\$439	\$499	\$95
Fire Service Communications Instructor (21-30 Students)	\$420	\$489	\$95
Illuminations (1-10 Students)	N/A	\$99	N/A
Illuminations (11-20 Students)	N/A	\$89	N/A
Illuminations (21-30 Students)	N/A	\$79	N/A
Instructor Techniques for General Instructors (1-10 Students)	\$459	\$509	\$95
Instructor Techniques for General Instructors (11-20 Students)	\$439	\$499	\$95
Instructor Techniques for General Instructors (21-25 Students)	\$420	\$489	\$95
Instructor Techniques Enrichment	\$99	\$75	N/A
Law Enforcement Communications (1-10 Students)	\$379	\$429	\$30
Law Enforcement Communications (11-20 Students)	\$359	\$419	\$30
Law Enforcement Communications (21-30 Students)	\$340	\$409	\$30
Law Enforcement Communications Instructor (1-10 Students)	\$459	\$509	\$95
Law Enforcement Communications Instructor (11-20 Students)	\$439	\$499	\$95
Law Enforcement Communications Instructor (21-30 Students)	\$420	\$489	\$95

Communications Staffing & Employee Retention (1-10 Students)	\$199	\$249	N/A
Communications Staffing & Employee Retention (11-20 Students)	\$179	\$239	N/A
Communications Staffing & Employee Retention (21-30 Students)	\$160	\$229	N/A
Public Safety Telecommunicator 1 (1-10 Students)	\$309	\$359	\$30
Public Safety Telecommunicator 1 (11-20 Students)	\$289	\$349	\$30
Public Safety Telecommunicator 1 (21-30 Students)	\$279	\$339	\$30
Public Safety Telecommunicator 1 Instructor (1-10 Students)	\$459	\$509	\$95
Public Safety Telecommunicator 1 Instructor (11-20 Students)	\$439	\$499	\$95
Public Safety Telecommunicator 1 Instructor (21-30 Students)	\$420	\$489	\$95
Registered Public-Safety Leader (RPL) Program	N/A	\$995	\$150
Surviving Stress (1-10 Students)	\$199	\$249	N/A
Surviving Stress (11-20 Students)	\$179	\$239	N/A
Surviving Stress (21-30 Students)	\$160	\$229	N/A

\*includes course materials

Prompt Payment Discount terms:

- 5% within 10 days
- 4% within 15 days
- 3% within 20 days
- 2% within 30 days

Appendix E - Cost Tables, Training Courses, Training Materials & Course Descriptions, as awarded, follow.

(See [www.COMMBUYS.com](http://www.COMMBUYS.com) **BID #: BD-18-1044-EPS90-1044E-22147** for additional information regarding this bid and the vendor's response.)