



TEAM ON DEMAND SERVICES PROPOSAL:

QUALITY ASSURANCE / QUALITY IMPROVEMENT

Assessments, Evaluation Scores, & Reports
Body Worn Camera Evaluations

LEADERSHIP DEVELOPMENT

Virtual and Onsite Training
Mentor & Coaching Programs

OPERATIONS SUPPORT SERVICES

SOP & Policy Editing
Peer Support & Wellness Programs
Cyber Security Analysis

PREPARED FOR:

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Communications Chief

PREPARED BY:

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AGENCY: ESCAMBIA Co. P.S., FL

DATE: 3/18/2022

CONTACT: Andrew Hamilton

QUOTE # 22M071A

PROPOSAL

QA/QI SERVICES

Based on

estimated CALLS FOR SERVICE

QA Team includes 4 to 6 team personnel, calibrating & rotating
 CJIS Certified & Experienced IAED QA EVALUATORS; QA team lead, Instructors & Admin
 QI Coaching & Job Aides & QI Training Support
 Presentations: weekly feedback, monthly reports & Executive Readouts

QA/QI

ITEM	DESCRIPTION	MONTHLY QTY	MONTHLY LIST PRICE	DISCOUNT	MONTHLY FEE	
MQAL-00B	Launch, set up & test (one-time fee)	1	\$ 1,250.00			waived
MQAE-001	ADVANCED QA/QI PROGRAM: Evaluations; Based on Agency Monthly requirement Pr Disp, IAED EMD Protocol	100	\$ 2,485.00	\$ (1,143.10)	\$ 1,341.90	\$ 1,341.90
MQAF-001	ADVANCED QA/QI PROGRAM: Evaluations; Based on Agency Monthly requirement Pr Disp, IAED EFD Protocol	50	\$ 1,137.50	\$ (489.13)	\$ 648.38	\$ 648.38
WEEKLY 35	MONTHLY 150	ANNUAL 1800				Monthly Fee \$ 1,990.28

QA/QI OPTIONAL / ADDING SOP BASED LAW

ITEM	DESCRIPTION	QTY	MONTHLY LIST PRICE	DISCOUNT	MONTHLY FEE	
MQAL-001	ADVANCED QA/QI PROGRAM: Evaluations; Based on estimated CFS. Application of NENA APCO ANSI Standards. SOP Based protocols; random selection.	50	\$ 1,075.00	\$ (440.75)	\$ 634.25	\$ 634.25
WEEKLY 12	MONTHLY 50	ANNUAL 600				Services Subtotal \$ 634.25

VIRTUAL / ONLINE TRAINING & portal for training aids & QI Feedback Loop
 Health, Wellness Program, Resiliency & Peer Support courses
 Agency can opt in, using portal for QI feedback loop in addition to monthly meetings
 Majority of Dispatch skills, agency specific training & vendor training are included at no additional fees.

ITEM	DESCRIPTION	QTY	LIST PRICE	DISCOUNT	MONTHLY FEES	ANNUAL TOTAL
Based on						
estimated	Total Agency student count: Management and staff					
MTL-00B	Launch & Set Up fee	1	\$ 650.00			included in QA services
MT-002	Online Training: Basic Courses & Peer Community - for Management, Supervisors and Training Dept.	up to 5	\$ 14.99			included in QA services
MT-001	Online Training: Basic Courses & Peer Community - for Staff (dispatcher & TC team)	up to 30	\$ 12.99			included in QA services
<i>Prorated to renew with fiscal year June 30, 2022</i>						
				QI Feedback portal & VIRTUAL TRAINING		Included in QA services
MT-001AW	Optional Upgrade**: Add online Advanced Supervisor Workshops for management and Training Dept.	5	\$ 29.75	\$ (3.00)	\$ 133.75	\$ 1,605.00
OPTIONAL UPGRADE ADD-ON						\$ 1,605.00

OPTIONAL ONSITE TRAINING SERVICES

ITEM	DESCRIPTION	QTY	LIST PRICE	DISCOUNT	ONSITE FEE	TOTAL
MT-1902T	Onsite Training (2 to 3 full days): Discounted to allow agency to host and invite other agencies to attend at the rate of \$150 per seat.	1	\$ 5,750.00	\$ (2,875.00)	\$ 2,875.00	\$ 2,875.00
ONSITE TRAINING TOTAL:						\$ 2,875.00



Quote Valid for 120 days

QA LAUNCH FEE INCLUDES:

Secure file set up and documentation approval; SOPs and communication workflow between agency and QA/QI TEAM
 Evaluator access & responsibilities for QAEs.
 QAE assignments and agency percentage goals.
 Refresh existing process requirements or create new ones.
 Training Aids, Job Aids, and Scorecard documentation.
 Monthly reporting schedule.
 Set up of 'Coaches Corner' and feedback loop.
 Virtual training and onsite training implementation (optional).

PAYMENT TERMS

SERVICES	DEPOSIT	Launch Fee or 25% of program
	Monthly Fee	Net 21
	Prepaid & Discounted	Net 30
TRAINING	ONSITE	40% due upon signing. 60% due within 10 days of training date.
	VIRTUAL	NET 30

PROPOSAL APPROVAL

Total \$

AUTHORIZING SIGNATURE

Date

AUTHORIZING NAME
TITLE
OPTIONS APPROVED

Total \$

The authorizing party must have budgetary discretion to approve the terms described in this Proposal. Final invoices to include any taxes or credit card processing fees, if applicable. The approved proposal will be attached as an Exhibit to the Service Agreement, as needed.

Statement of Confidentiality & Non-Disclosure

This document contains proprietary and confidential information. All data submitted to your agency is provided in reliance upon its consent not to use or disclose any information contained herein except in the context of its business dealings with MOETIVATIONS, Inc. The recipient of this document agrees to inform employees of your agency who view or have access to its content of its confidential nature. The recipient agrees not to duplicate or distribute or permit others to duplicate or distribute any material contained herein without MOETIVATIONS, Inc. express written consent. Moe retains all title, ownership and intellectual property rights to the material and trademarks contained herein, including all supporting documentation, files, marketing material, and multimedia. By acceptance of this document, the recipient agrees to be bound by the aforementioned statement.

Quality Assurance

QA Standards Application Moetivations, Inc. utilizes the industry APCO/NENA voluntary standards, as well as local and national requirements based on agency rules, most of which describe recommended policy and QA program launch roadmap. We will define internal QA standards based on Industry Best Practices. The QA/QI program, processes, and requests for release of information shall comply with all applicable federal, tribal, state/provincial and local laws, rules and regulations.

BASIC - Set up QA and train agency personnel to run a QA/QI program that meets APCO NENA ANSI Standards, can choose to have ongoing calibration by our team as needed.

ENHANCED - Calibration of existing agency QA/QI program, assess and make recommendations for agency existing QA processes, feedback loop, provide training recommendations. Support application of APCO NENA ANSI Standards, accreditation goals and training improvement.

ADVANCED - QA/QI services for agency personnel, provide scoring, training recommendations, job aids & monthly reports.

Our TEAM ON DEMAND supports you with QA/QI processes & services, including training:

Attitude – tone of voice, empathy and community service; soft skills; professionalism.

Protocol – Applying policy and procedures as agreed upon; grow your agency towards NENA APCO ANSI standards and compliance with other related certifications as needed. (Example: IAED, Police/Fire/EMD, CALEA, and other required protocols) Certifications & Expertise include APCO RPL, NENA ENP, APCO CTO, PowerPhone, Priority Dispatch, IAED, APCO, NENA and other state & local CEU requirements.

QAE Guidelines: Listening to pre-determined percentage calls; As a guideline, PSAP agencies should review 1% to 3% of calls, admin and/or calls for service; cases involving catastrophic loss and/or high-acuity events as soon as possible after the receipt of the call and/or following the radio dispatch or at least within five (5) days.

QAEs will select specific CAD code CFS or across CAD and staff as random selection;

Evaluators will use a mutually agreed upon scoring system, utilizing existing SOPs and protocols. We will adapt forms and tailor feedback based on skills, incident type, responsibilities and other performance priorities mutually set.☒

Reporting: Team on Demand will provide the quantitative documentation to the agency to assist with employee evaluations, and performance enhancements. Notice trends and address them by recommending corrective maneuvers.

Monthly Reporting

Quarterly Reporting

Implementing New or Revised SOPs and/or Policy

QUALITY IMPROVEMENT & TRAINING SUPPORT SERVICES: QA/QI evaluators follow the standards and provide feedback loop, training aids, and performance recommendations while setting goals that the PSAPs can easily manage, in a “crawl, walk, run” model.

LEADERSHIP DEVELOPMENT & WELLNESS

Character and Communications Leadership displayed during crisis and critical emergencies is based on training, history, personal experience, upbringing, and stress level...all which Impact or guide team response, expectations and behavior. Methodology: Revive morale; improve coping skills; reduce the long-term impact of crisis related stress. Reset common courtesies, customer satisfaction intentions, personal accountability, being mindful, encouraging increase in positivity; reduces gossip.

Training content includes best practices; communicating in a way that improves team during crisis, reduce bullying & intimidation; Practical Workplace Application

Thrive-ability! Reveal Life Application techniques, Healthy lifestyles & hobbies

Encourage character-based communications, discretion, honor

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Reset Discipline goals; Improving Manager & Staff interaction, noticing negativity and not tolerating toxic behaviors to spread throughout a team; Review Leadership skills by example, as shown in the workplace.

Personal Development; notice improvement in the most unlikely individuals.

Mentoring & Coaching: Supervisors in the workplace

Emotional Strength & Peer Support

Recognizing stress in yourself and others

Resilience & Readiness; Restoration

Coping Skills & Wellness Program development

Customer Service

Officer Safety

OPERATIONS SUPPORT**SOP & POLICY EDITING SERVICES****Starting at \$480/month****Example SOP & POLICY EDITING / SCOPE OF WORK**

Author Policy Main Categories and Subcategories (quantity to be determined)

Recommend SOP supporting/not supporting and recommendations to SOP Manual

Use pre-determined template and client-provided Table of Contents.

Draft, revisions, and re-draft SOP or Policies - Includes re-drafting before HR or legal approval.

Align SOPs with known HR rules.

Facilitate presentation process and discussions; Facilitate editing, approval process, and signatures required for file and mutually approved posting/implementation date.

POLICY & SOP EDITING SUPPORT FOR PSAPs

Coordinate completion for main categories to align with client-provided training memos and client-provided training to support maximum adoption. Support training goals with memo recommendations

Revisions to include where requested a high level summary of the SOPs: Summary to include

SOPs best practices where needed for management and supervisors to use in messaging for

consistency; recommendations such as mandatory or non-mandatory; example distribution best

practices: Place notices, training schedule, and new SOP(s) on bulletin boards; distribute same at shift roll-call.

Note in the SOP documentation (where requested) whether the employees are required to read and acknowledge the SOP(s), and if a system exists to track the employee and the date the SOP(s) was opened. Or if signatures are required.

Document the staggered and/or present implementation dates as needed.



Presentation Date: 03/09/2022
Valid Until Date: 06/07/2022

Quote #: 002526
Rev: 03/09/2022 09:52 AM

Prepared For:

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NOTES: Replay QA Service Program- 100 Medical + 50 Fire QA Reviews per month. Includes monthly reports and analysis. Billed Monthly in arrears at \$2,250.00.

Managed Services

Quantity	Part Number	Description	List Price	Sales Price	Total Price
1800	RPL-RQA	Replay Systems Independent Quality Assurance Services. Price per standard evaluation.	\$15.00	\$15.00	\$27,000.00
				Subtotal:	\$27,000.00

Subtotal (including additional services):

Grand Total:



Presentation Date: 03/09/2022
Valid Until Date: 06/07/2022

Quote #: 002526
Rev: 03/09/2022 09:52 AM

Payment Terms: Monthly in Arrears

Note: If your business is tax-exempt, please provide the documentation with your PO.

Customer Signature: _____
Print Name: _____ Title _____
Date: _____
PO Number: _____

Unless otherwise agreed, Payment Terms are Monthly in Arrears.

Please read Replay Systems' "Installation Assumptions". These conditions apply to any purchase. They are available at:
<https://www.replaysystems.com/wp-content/uploads/2021/07/Installation-Assumptions-updated-071221-1.pdf>.

Prepaid Performance Plans include one year of warranty plus two, three, or four additional years of prepaid support respectively.