

Sole Source Procurement Instructions

Department: Harrisonburg-Rockingham ECC

Date: 10/22/25

Vendor: PowerPhone, Inc.

Product/Service: Total Response – a scenario-based training platform for 911 dispatchers.

It is the policy of the City of Harrisonburg that contracts/products be awarded on a competitive basis and that the use of a sole source procurement must be limited to those instances where only one source is practicably available. Per Virginia Code 2.2-4303 and 2.2-4360, the sole source document must be posted online for a minimum of ten (10) days before purchasing the product/service.

1. Explain why this is the only product or service that can meet the needs of the department making the purchase.

PowerPhone provides a training platform specifically developed for 911 dispatch centers, offering scenario-based, interactive training modules that simulate real emergency communications. The system uniquely supports dispatcher skill development in multitasking, decision-making, crisis communication, and compliance with public safety standards. No other platform delivers this combination of dispatcher-specific training content, live performance feedback, and system customization aligned with our center's operational procedures. This makes PowerPhone the only solution that effectively meets the ECC's specialized training requirements.

2. Explain why this vendor is the only practicably available source from which to obtain this product or service.

PowerPhone is the only vendor offering a fully integrated, purpose-built training system designed exclusively for emergency communications centers. Their solution combines proprietary simulation tools, certification tracking, and ongoing content updates tailored to 911 operations. Competing vendors offer generic training or limited dispatcher modules that do not integrate with ECC systems or address the unique workflow of emergency call handling. Additionally, PowerPhone's platform is already compatible with our existing infrastructure, making it the only practicable source for maintaining consistency and interoperability across training operations.

3. Explain why the price is considered reasonable.

The pricing proposed by PowerPhone reflects the value of a specialized, mission-critical training platform that enhances dispatcher competency, operational readiness, and regulatory compliance. The cost includes continuous updates, support, and customization to fit ECC's evolving needs. When benchmarked against general-purpose e-learning or simulation systems, PowerPhone's pricing remains competitive given the tailored content, seamless integration, and measurable impact on dispatcher performance and service quality. The investment directly contributes to improved efficiency, reduced errors, and enhanced public safety outcomes.

4. Describe the efforts that were made to conduct a noncompetitive negotiation to get the best possible price for the taxpayers.

ECC management engaged PowerPhone in a detailed negotiation process to ensure the most cost-effective agreement possible. Discussions focused on optimizing the subscription structure, training access levels, and support services to achieve maximum value for the department and taxpayers. PowerPhone provided customized pricing and flexible contract terms that balance fiscal responsibility with operational necessity. These efforts ensured that ECC obtained the best available pricing for a solution essential to maintaining high-quality emergency communication services.

Please attach this form to the Requisition and forward to Purchasing.

Signature: Nicholas Morris Digitally signed by Nicholas Morris
Date: 2025.10.22 08:35:38 -04'00' Date: 10/22/25