STATEMENT OF WORK (SOW)
CNRH Regional Dispatch Center (RDC)
Priority Dispatch Software and Training Certification Support

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1.0 SCOPE

The Regional Dispatch Center (RDC), Commander Navy Region Hawaii (CNRH), requires a comprehensive support package for the **Priority Dispatch ProQA software** application. This requirement includes software license renewals, 24/7 technical support, emergency medical dispatch (EMD) certifications/re-certifications, and specialized training for software integrated with the Computer Aided Dispatch (CAD) system.

2.0 APPLICABLE DOCUMENTS

The Contractor shall perform work in accordance with the International Academies of Emergency Dispatch (IAED) standards and Department of the Navy (DON) IT security requirements for software integrated into Navy dispatch systems.

3.0 REQUIREMENTS / DESCRIPTION OF WORK

The Contractor (Priority Dispatch) shall provide the **Platinum Level One Plan Maintenance Package**, which includes:

- **3.1 Software Maintenance:** Platinum Level Software Extended Service Plan (ESP) for thirteen (13) console licenses.
- **3.2 Technical Support:** 24/7 software technical support and system administration assistance.
- **3.3 Educational Access:** Access to the College of Emergency Dispatch for all IAED-certified employees (CDEs).
- **3.4 Annual Training Voucher:** A comprehensive voucher covering:
    - Certification training (EMD, EMD-Q).
    - All re-certification fees (EMD, EMD-Q).
    - EMD Instructor fees and kits; ETC Manuals.
- **3.5 Accreditation Support:** Accredited Center of Excellence (ACE) and re-ACE fees/services, including web portal access for compliance submission.
- **3.6 Onsite Support:** Four (4) annual onsite visits, customizable to RDC needs, including:
    - Technical visits and "System Health" checks.
    - Consultation and implementation support.
    - IAED/ACE-QA compliance visits.

4.0 DELIVERABLES

Deliverable	Description	Frequency
Software Support	Platinum ESP License coverage for 13 consoles	Continuous
Certifications	EMD/EMD-Q Certifications and Re-certifications	Per Training Cycle

Service Reports	Reports following Tech/Health Check visits	After each visit
Training Materials	ETC Manuals and Instructor Kits	As required

5.0 PERIOD OF PERFORMANCE

The period of performance shall commence upon Comptroller acceptance of funding.

- **Base Year:** 01 Sept 2026 – 31 August 2027
- **Option Years:** Provisions for continuation of support (Years 2 through 5) under the same scope at the locked-in price rate.

6.0 PLACE OF PERFORMANCE

Primary work will be performed at:

- **Primary Site:** Building 475 (RDC Primary), JBPHH.
- **COOP Site:** Building 167 (RDC COOP), JBPHH.
- **Training Sites:** Classroom environments equipped for certification training within the JBPHH area.