January 23, 2018

Katie Branham-Kerr
Blount County Purchasing Agent
385 Court Street
Maryville, TN 37804

Dear Mrs. Kerr:

This letter is being written for a progress update on the interface for the Integraph I/Dispatch Computer Aided Dispatch software being used by AMR-Blount County Dispatch Center *(AMR)* to the Spillman Computer Aided Dispatch software being used at the Blount County Communications Center *(BCCC)*. Listed below is a breakdown of what has occurred and the status to date:

- February 2017: Testing began with the Integraph I/Dispatch software at AMR. The testing included calls being built in both the new software and the previous version called wIntegraph GEAC software, which was a DOS based system;
- March 2017: Testing continued on both systems, as well as testing on the mobile data terminals for the units in the field, proper listings and postings in the FirstWatch software so AMR administration and Blount County officials can openly review the calls and contract compliance can be monitored;
- April 2017: Full switch was completed to the Integraph/I Dispatch software for AMR;
- October 2017: Six (6) months of data collected and all interested parties are pleased with results of new computer aided dispatch system.
- October – November 2017: Research was being completed on whether to switch to Spillman Computer Aided Dispatch software (software must meet requirements of Blount County contract data and be able to communicate data to the mobile data terminals in the units) and bids for purchase on an interface for both software programs to be compliant with each other;
- December 2017: Decision was made to purchase the interface and approvals were received by BCCC administration, AMR administration and Spillman for the interface to be created. *(NOTE: Approval of the full purchase was approved on December 28, 2017)*;
- January 2018: Interface being built. Projected time frame is two (2) to three (3) weeks;
- January – February 2018: Interface testing period. Projected time frame is two (2) to three (3) weeks;
- March 2018: Projected completion date for testing to begin onsite between AMR and BCCC.

If you have any additional questions, please feel free to contact me at either my office, (865)977-0352 or my cell phone, (865)309-0360.

Sincerely,

Jonathan Rodgers, CCEMT-P
Operations Manager
AMR-Blount County EMS

/rb

February 27, 2018

Blount County Purchasing Agent
385 Court Street
Maryville, TN 37804

To Whom It May Concern:

This letter is being written for a progress update on the interface for the Integraph I/Dispatch Computer Aided Dispatch software being used by AMR-Blount County Dispatch Center *(AMR)* to the Spillman Computer Aided Dispatch software being used at the Blount County Communications Center *(BCCC).* Listed below is a breakdown of what has occurred and has been proposed since the January 23, 2018, letter:

- 02/05/2018: Project Kick-off
- 02/05/2018 – 02/08/2018: Remote services to install the interface in a test environment
- 03/01/2018 – 03/02/2018: Support customer testing and issues resolution
- 03/05/2018 – 03/08/2018: Remote support of the interface to the production server

If you have any additional questions, please feel free to contact me at either my office, (865)977-0352 or my cell phone, (865)309-0360.

Sincerely,

Jonathan Rodgers, CCEMT-P
Operations Manager
AMR-Blount County EMS

/rb