

An aerial view of a city skyline at sunset, with a colorful square graphic (green, blue, yellow, pink) overlaid on the image. The text 'Marketplace.city' is prominently displayed in the center.

# Marketplace.city

***Where Local Governments Find, Validate and Procure Great Technology***

*Fire Records Management System  
Aurora, IL*

# Project Overview

## **BUSINESS CHALLENGE**

The Aurora Fire Department consists of 210 firefighters, 13 other personnel, and 49 vehicles spread across 9 stations and approximately 45 square miles for a city of 200,000 residents. Scheduling, training elements, and integrations to payroll are still fully or partially manual, requiring significant time from AFD staff.

## **PROJECT BACKGROUND**

The City of Aurora is seeking a complete Fire Department Records Management solution including fire prevention, scheduling, training, reporting and integration with other systems. AFD's goal is to increase fire safety and improve the efficiency of the department including the time spent on internal processes and administration.

# Process Overview (1/3)

## Following the Clearbox Process, Marketplace.city:

- Created Market Landscape with 25+ companies
- Drafted the [Opportunity Overview document](#) to outline project scope and key functionality to guide vendor proposals
- Conducted direct outreach to companies on Market Landscape to generate proposals
- Received 7 vendor proposals by 5/18/21 deadline
  - [Raw Data File Here](#)
- Summarized response data from vendor submissions and presented to Aurora team

# Vendor Response Summary

Vendor	Solution					Pricing Estimates	Experience	Other
	Solution Narrative	Solution Highlights	Solution Gaps	Import / Export from CAD	Payroll Integ.	Annual Estimates	Public Sector Experience	Notes
<b>Backdraft OpCo LLC (d/b/a Emergency Reporting)</b>	<a href="#">Emergency Reporting Solution Narrative</a>	<a href="#">Emergency Reporting Functional Requests</a>		Yes		One-time: <b>\$20,000</b> Recurring: <b>\$17,500 - \$23,000</b>	<ul style="list-style-type: none"> <li>City of Peoria FD (IL)</li> <li>Little Rock FD (AR)</li> <li>Hartford FD (CT)</li> </ul>	
<b>EPR Systems USA Inc.</b>	<a href="#">EPR Systems Solution Narrative</a>	<a href="#">EPR Systems Functional Requests</a>	Time & Attendance	Yes	<b>No</b>	One-time: <b>\$10,000-\$15,000</b> Recurring: <b>\$50,000-\$70,000</b>	<ul style="list-style-type: none"> <li>Lakeland (FL)</li> <li>Forsyth County (NC)</li> <li>Green Bay (WI)</li> </ul>	
<b>ESO</b>	<a href="#">ESO Solution Narrative</a>	<a href="#">ESO Functional Requests</a>		Yes	Yes	One-time: <b>\$18,800</b> Recurring: <b>\$71,051</b>	<ul style="list-style-type: none"> <li>Austin Fire (TX)</li> <li>City of Baytown (TX)</li> <li>1st Consolidated Fire District (OH)</li> </ul>	
<b>First Due Size Up</b>	<a href="#">First Due Size Up Solution Narrative</a> <a href="#">First Due Size Up Proposal</a>	<a href="#">First Due Size Up Functional Requests</a>		Yes	Yes	One-time: <b>\$8,500</b> Recurring: <b>\$60,000-\$75,000</b>	<ul style="list-style-type: none"> <li>Lake Villa Fire Prevention Dept (IL)</li> <li>Bloomington FD (IN)</li> <li>Warsaw-Wayne Fire Territory (IN)</li> </ul>	
<b>ImageTrend, Inc.</b>	<a href="#">ImageTrend Solution Narrative</a>	<a href="#">ImageTrend Functional Requests</a>		Yes	Yes	One-time: <b>\$17,945</b> Recurring: <b>\$109,118</b>	<ul style="list-style-type: none"> <li>Addison Fire Protection District #1 (IL)</li> <li>East Peoria FD (IL)</li> <li>Surprise FD (AZ)</li> </ul>	
<b>TargetSolutions Learning LLC*</b>	<a href="#">TargetSolutions Solution Narrative</a>	<a href="#">TargetSolutions Functional Requests</a>	Fire Prevention	<b>No</b>	Yes	Recurring: <b>\$53,000</b>	<ul style="list-style-type: none"> <li>Naperville FD (IL)</li> <li>Springfield FD (IL)</li> <li>Orland Fire Protection District (IL)</li> </ul>	Brand of <b>VectorSolutions</b>
<b>Ultimate Kronos Group</b>	<a href="#">UKG Solution Narrative</a>	<a href="#">UKG Functional Requests</a>	Fire Prevention Equipment tracking Vehicle checking	Yes	Yes	One-time: <b>\$60,000-\$85,000</b> Recurring: <b>\$56,479 - \$87,738</b>	<ul style="list-style-type: none"> <li>City of Houston (TX)</li> <li>City / County of Denver FD (CO)</li> <li>City of Chicago FD (IL)</li> <li>City of Mesa (AZ)</li> </ul>	Bid on COA T&A Opportunity Focused on T&A

\*Over the course of this project, Target Solutions was acquired by Vector Solutions. For clarity, this packet will refer to the solution as Vector Solutions.

# Process Overview (2/3)

## Following the Clearbox Process, Marketplace.city:

- After data review, hosted a series of vendor demos with promising companies
- Completed Scoring and confirmed qualification list for Final Proposal
- Finalized Final Proposal Request (Requirements; timelines)
- Final Proposal sent to **ESO & Vector Solutions on 9/29, due by 10/14**

# Final Proposal Response Summary

	ESO	Vector Solutions
<b>Integrations</b>	<ul style="list-style-type: none"> <li>• ESO currently has integration with common PST items. For example, Fire Incident product has integration ability with all Tier 1 CAD systems.</li> <li>• Scheduling product integrates with common payroll systems, and our applications share data.</li> <li>• Integrations that are less common or have specific data storage needs; we have a data API for our Fire Incidents module that allows flexibility in sharing data and integration.</li> </ul>	<ul style="list-style-type: none"> <li>• We have full functioning APIs for integration to any 3rd party system including RMS systems</li> </ul>
<b>All-in</b>	<p><b>TOTAL ESTIMATE \$ 54,887.70 Annually</b></p> <ul style="list-style-type: none"> <li>• Total Recurring \$ 56,061.00</li> <li>• Total One-Time \$ 17,800.00</li> <li>• Discounts \$ (18,973.30)</li> </ul>	<p><b>TOTAL ESTIMATE: \$53,000 Annually</b></p>
<b>Modular</b>	<p><b>1. Fire: Station Count</b></p> <ul style="list-style-type: none"> <li>• Fire Incidents</li> <li>• Inspections</li> <li>• Properties</li> <li>• Hydrants</li> <li>• Activities:</li> </ul> <p><b>2 Personnel: # Personnel</b></p> <ul style="list-style-type: none"> <li>• Personal Management</li> </ul> <p><b>3. Asset Management / Inventory: # Apparatus</b></p> <ul style="list-style-type: none"> <li>• ESO Assets / Checklist</li> </ul> <p><b>4. Scheduling: # Personnel</b></p> <ul style="list-style-type: none"> <li>• Scheduling Plus: # Personnel</li> </ul>	<p><b>1. Training: PEPY + Flat Rate Maintenance Fees</b></p> <ul style="list-style-type: none"> <li>• Per Firefighter/EMS user per year: <b>\$89</b></li> <li>• Per Non-Firefighter/EMS (office staff) per year: <b>\$49</b></li> <li>• Annual Platform Maintenance Fee: <b>\$395</b></li> <li>• <i>Evaluations Add-on: Per User Per Year: \$25</i></li> </ul> <p><b>2. Scheduling: PEPY + Flat Rate Maintenance Fees</b></p> <ul style="list-style-type: none"> <li>• Per User Per Year: <b>\$89</b></li> <li>• Platform Maintenance Fee: <b>\$149</b></li> </ul> <p><b>3. Vehicle Inspections / Equipment: # of stations, apparatus, and number of drug lockers</b></p> <ul style="list-style-type: none"> <li>• Per Station Per Year \$249</li> <li>• Per Vehicle Per Year \$149</li> <li>• Per Drug Safe/Locker/Bag Per Year \$199</li> </ul>

# Process Overview (3/3)

## Following the Clearbox Process, Marketplace.city:

- Reviewed Vendor Response Analysis
- Conducted focused pilot to confirm final vendors “clear the bar” on key criteria
  - Used 0-9 scoring methodology, where scoring 5 or above met expectations
  - **ESO**: Out of 52 attributes scored, 41 received an average, unweighted score of 5 or above. (41/52 were 5+)
  - **Vector**: Out of 27 attributes scored, 25 had an average, unweighted score of 5 or above. (25/27 were 5+)
- Confirmed chosen suite of modules from both vendors
  - ESO was chosen for a suite of modules: Properties, Assets, Hydrants, Checklist, and Fire Incidents
  - Vector is the chosen provider of the Training Module



# Summary & Final Selection - ESO

After using the Marketplace.city process, the City of Aurora Project Stakeholders have decided to select a mixed set of modules from vendors ESO & Vector Solutions. This approach enables the City to acquire a tailored suite of products with ideal integration and functionality.

ESO combines the best of FIREHOUSE software (acquired 2017) with its own state-of-the-art fire RMS software for a robust solution with a reputation for ease-of-use.

## MODULE SELECTION

- ESO Properties
- ESO Assets
- ESO Hydrants
- ESO Checklist
- ESO Fire Incidents
- ESO Inspections
- ESO Activities

## DECISION FACTORS

- **Robust:** The integration of the FIREHOUSE system with ESO's expertise in building software delivers a best-in-class product. That relationship provides additional value by eliminating any data migration cost.
- **Ease-of-Use:** The intuitive software design reduces friction for new users.
- **Scoring:** For several specific requirements, the pilot scoring was used to make the final decision. ESO scored higher on the vehicle status requirements, resulting in the choice of ESO Checklist over its competitor.

## CONTRACT DETAILS

<b>CONTRACT TYPE</b>	Solution as a Service
<b>CONTRACT DURATION</b>	5 Years
<b>PRICING SUMMARY</b>	\$197,887.86
<b>CONTRACT DOCUMENTS</b>	<a href="#">ESO Final Agreement</a>



# Summary & Final Selection – Vector Solutions

After using the Marketplace.city process, the City of Aurora Project Stakeholders have decided to select a mixed set of modules from vendors ESO & Vector Solutions. This approach enables the City to acquire a tailored suite of products with ideal integration and functionality.

Vector Solutions provides an industry-leading learning management system with more than 500 hours of training available for fire departments. Beyond its suite of content, the platform synthesizes report generation, tracking, and testing.

## MODULE SELECTION

- Training Platform

## DECISION FACTORS

- **Superior Product:** An industry-leading learning platform brimming with content and features.
- **Integration:** Vector Solutions interfaces with a variety of other software for seamless use.
- **Reputation:** Broad usage across US fire departments, considered a top-tier training platform.

## CONTRACT DETAILS

<b>CONTRACT TYPE</b>	Solution as a Service
<b>CONTRACT DURATION</b>	5 Years
<b>PRICING SUMMARY</b>	\$101,324.86
<b>CONTRACT DOCUMENTS</b>	<a href="#">Vector Solutions Agreement</a>

# Final Proposal Response Analysis

**Marketplace.city**



# Solution & Implementation

Company	Solution Narrative	Please describe your approach to partnering and integrating with 3rd party Fire RMS partners.	Please outline your approach to implementation and migration.	Please outline training, roles and responsibilities with your team and government staff, and your approach for ongoing support.	Aurora is intending to pilot the solution of the recommended partner. Please describe how you will support this pilot, what will be required of the City of Aurora and any expected outcomes you believe they would see.
ESO	<a href="#">Final Solution Narrative</a>	ESO is always open to working with other vendors. We have provided EHR data to other Fire RMS vendors as well as working with 3rd party scheduling vendors to map personnel data directly into to our NFIRS software. We have a partnership with Lexipol (Fire Rescue 1) who provides continuing education content. We have export capabilities to send multiple file types to secure ftp locations where other vendors can access to integrate with their systems.	The ESO Implementation Team will walk you through the entire process. Given the number of modules you are wanting to implement, the overall timing of the plan will depend on many factors, including how many administrators Aurora FD will be included in the process. As a SaaS Solution, the tech resources during the implementation process are minimal for Aurora FD. An operational admin should be assigned to learn the day to day workings of the software. A timeline has been uploaded in section 5.3.	<a href="#">Attached</a> to section 5.3 is a detailed outline of the implementation process.	As a current ESO customer, the new modules (other than scheduling and asset management) are easily turned on by implementation. Aurora FD could choose to access these modules and see how they work. They will be part of larger system and allow you to use reporting features as well. As part of the pilot we would not be integrating CAD or migrating any data. This would happen only once Aurora commits to moving to the ESO suite. Asset Management can be set up in a trial mode but would be in a separate environment from the standard ESO. As Scheduling is a much more complicated product, we don't tend to provide a pilot environment. We are happy to provide additional demonstrations with our experts to answer any and all questions you may have about functionality.
Vector Solutions	<a href="#">Final Solution Narrative</a>	TargetSolutions offers 3rd party integration via API. This can transfer both employee profile data and training records if needed. More information is linked below. <a href="https://support.vectorlmsolutions.com/s/article/API-Set-Up-Overview">https://support.vectorlmsolutions.com/s/article/API-Set-Up-Overview</a>	You will be assigned a dedicated implementation manager and ongoing client support member. They will "train the trainer" and provide a custom implementation plan after consultation. This is no cost and is unlimited support and training throughout the life of the account. Additionally we have a robust help center with training documents and videos. Depending on timeframes we can expedite implementation as needed. Standard process would be 60-90 days.	You will be assigned a dedicated implementation manager and ongoing client support member. They will "train the trainer" and provide a custom implementation plan after consultation. This is no cost and is unlimited support and training throughout the life of the account. Additionally we have a robust help center with training documents and videos. Depending on timeframes we can expedite implementation as needed. Standard process would be 60-90 days.	We are not an RMS provider. However we can provide pilot access to any of our solutions and work with your staff on the ongoing integration efforts. We can help assist in building out proofs of concept for any of our solutions including helping you test and retrieve data. This is the same support model you will receive during implementation.

# Pricing Overview

Company	Pricing	Please upload your completed Pricing Template.	Please upload a brief description each module you price out separately. Please include what is covered in the price and, if applicable, what is additional.	What is your per user / employee pricing by Module? Please describe how you handle and account for changes in employee headcount as the City continues to grow and evolve.
ESO	<ul style="list-style-type: none"> <li>•Implementation- \$7,850</li> <li>•Year 1: \$51,069.90</li> <li>•Annual 3% Price increase afterwards</li> </ul>	<a href="#">Pricing Template</a>	<a href="#">Product Description Documents</a>	<p>For Fire Incidents we price based on a call volume range. For Scheduling and Personnel Management pricing is based on number of employees, Asset management is based on front line vehicle count and the rest of Fire RMS modules are based on station count.</p>
Vector Solutions	<ul style="list-style-type: none"> <li>•No Implementation cost</li> <li>•Year 1: \$52,240</li> <li>•Annual 3% Price increase afterwards</li> </ul>	<a href="#">Pricing Template</a>	<a href="#">Product Description Documents</a>	<p>The Training, Evaluations, and Scheduling platforms are annual cost based on "active" users and can be updated each year at the time of renewal. You do not pay for "inactive users" i.e. retired, left, etc. However you do retain access to their records. The Check It module is based off number of stations, vehicles, and drug locker headcounts and can be updated each year at the time of renewal.</p>

# Full Pricing Schedule

Company	Implementation Pricing (if applicable)	Year 1 Pricing	Year 2 Pricing	Year 3 Pricing	Total 3 Year Pricing	Year 4 Pricing	Year 5 Pricing	Total Pricing
ESO	\$ 7,850.00	\$ 51,069.90	\$ 52,602.00	\$ 54,180.06	\$ 165,701.96	\$ 55,805.46	\$ 57,479.62	\$ 278,987.04
Target Solutions		\$ 52,240.00	\$ 53,807.20	\$ 55,421.42	\$ 161,468.62	\$ 57,084.06	\$ 58,796.23	\$ 277,348.91
ESO - Scheduling/Timekeeping (ESO Scheduling)	\$ 1,785.00	\$ 12,605.15	\$ 12,983.30	\$ 13,372.80	\$ 40,746.25	\$ 13,773.99	\$ 14,187.21	\$ 68,707.45
TS - Scheduling		\$ 16,949.00	\$ 17,457.47	\$ 17,981.19	\$ 52,387.66	\$ 18,520.62	\$ 19,076.24	\$ 89,984.52
ESO - Training (ESO Personnel Management)		\$ 5,854.35	\$ 6,029.98	\$ 6,210.68	\$ 18,095.01	\$ 6,397.21	\$ 6,598.12	\$ 31,090.34
TS - Training		\$ 19,085.00	\$ 19,657.55	\$ 20,247.28	\$ 58,989.83	\$ 20,854.70	\$ 21,480.00	\$ 101,324.53
ESO - Inventory (ESO Assets)	\$ 2,495.00	\$ 8,275.40	\$ 8,523.66	\$ 8,779.37	\$ 28,073.43	\$ 9,042.75	\$ 9,314.04	\$ 46,430.22
ESO - Vehicle Checks (ESO Checklist)		\$ 4,135.40	\$ 4,259.46	\$ 4,387.25	\$ 12,782.11	\$ 4,518.86	\$ 4,654.43	\$ 21,955.40
TS - Check It (vehicle checks/equipment inspections/drug tracking/hydrants)		\$ 12,006.00	\$ 12,366.18	\$ 12,737.17	\$ 37,109.35	\$ 13,119.29	\$ 13,512.86	\$ 63,741.50



# Experience

Company	Please provide up to 3 similar engagements based on size and scope.	Part of the process for the City of Aurora is to confirm similar contracts and pricing. Please provide contracts/pricing for similar engagements.
ESO	<ul style="list-style-type: none"> <li>• Jacksonville Fire Department, AR (5 stations) – David Jones</li> <li>- (501) 596-9009</li> <li>- djones@cityofjacksonville.net</li>   <li>• City of Baytown, TX (9 stations) – Dana Dalbey</li> <li>- (281) 422-2311</li> <li>- Dana.dalbey@cityofbaytown.org</li>   <li>• Horry County Fire &amp; Rescue, SC (39 stations) – Michael Hodge</li> <li>- (843) 915-7060</li> <li>- hodgem@horrycounty.org</li> </ul>	<p style="text-align: center;"><a href="#">Similar Project Documents</a></p>
Vector Solutions	<ul style="list-style-type: none"> <li>• Naperville Fire Department (2017) – Scott Salela</li> <li>- (630) 305-5902</li> <li>- salelas@naperville.il.us</li>   <li>• Springfield Fire Department (2019) – Eric Helms</li> <li>- (217) 788-8430</li> <li>- Eric.helms@cwlp.com</li>   <li>• Orland Fire Protection District (2012)</li> <li>- (708) 349-0074</li> <li>- J.moore@orlandfire.org</li> </ul>	<p style="text-align: center;"><a href="#">Similar Project Documents</a></p>

# Appendix

**Marketplace.city**





# Fire RMS – Post Deep-Dive Meeting Review

The Goal is to review feedback from the team on the Deep-Dive vendor demos and determine qualified vendors (all or a subset) for final proposal / final pricing next steps.

## Actions for today:

- Feedback from Vendor Deep-Dive Demos
- Determine qualified vendors for Final Proposal (all 3 or subset)
- Align on Scope as it relates to Time and Attendance Opportunity (UKG and Visual Computer Systems to receive Final Proposal)
- Insights, gaps, other information that should be documented for final proposal questions
  - Only have showed small volume of firefighters – need to see more complex Proof of Concept
  - Target Solutions vs UKG Scheduling PoC / Pilot with Battalion Chiefs (i.e. Full Pay Period)
  - Target Solutions vs ESO Truck Checks – similar apparent capabilities and will be helpful to pilot and understand

Vendor	Feedback
ESO	<ul style="list-style-type: none"> <li>• ESO met requirements</li> <li>• Integrations: Bought Firehouse and can move over data more seamlessly</li> <li>• Mobile Friendly (Hydrant Inspections)</li> <li>• Mapping solution (Hydrant Inspections and other Inspections) – not as strong integration with Esri as hoped</li> <li>• ESO Lacks training capabilities to report to state</li> <li>• Scheduling: in beta / planning phase</li> </ul>
Image Trend	<ul style="list-style-type: none"> <li>• <del>Disappointed with responses</del></li> </ul>
Target Solutions	<ul style="list-style-type: none"> <li>• <b>Scheduling:</b> Comparable to UKG Capabilities</li> <li>• <b>Training:</b> Revolutionize training program for City / integration and reporting with the State</li> <li>• Mobile Friendly / Mapping Solutions</li> </ul>

# Process Next Steps

## Next Steps

- Final Proposal
  - Integrations across multiple vendors in modular environment
  - Price Modularly
    - Inventory – TBD
    - Scheduling (Target Solutions or UKG)
    - Training (Target Solutions)
    - Rest of Modules (ESO)
- Vendor Response Analysis
- Pilot / testing
  - Only have showed small volume of firefighters – need to see more complex Proof of Concept
  - Target Solutions vs UKG Scheduling PoC / Pilot with Battalion Chiefs (i.e. Full Pay Period)
  - Target Solutions vs ESO Truck Checks – similar apparent capabilities and will be helpful to pilot and understand
- Vendor Scoring by Area
- Final Decision Recommendation

# Summary

	ESO	Target Solutions
<b>Integrations</b>	<ul style="list-style-type: none"> <li>• ESO currently has integration with common PST items. For example, Fire Incident product has integration ability with all Tier 1 CAD systems.</li> <li>• Scheduling product integrates with common payroll systems, and our applications share data.</li> <li>• Integrations that are less common or have specific data storage needs; we have a data API for our Fire Incidents module that allows flexibility in sharing data and integration.</li> </ul>	<ul style="list-style-type: none"> <li>• We have full functioning APIs for integration to any 3rd party system including RMS systems</li> </ul>
<b>All-in</b>	<p><b>TOTAL ESTIMATE \$ 54,887.70 Annually</b></p> <ul style="list-style-type: none"> <li>• Total Recurring \$ 56,061.00</li> <li>• Total One-Time \$ 17,800.00</li> <li>• Discounts \$ (18,973.30)</li> </ul>	<p><b>TOTAL ESTIMATE: \$53,000 Annually</b></p>
<b>Modular</b>	<p><b>1. Fire: Station Count</b></p> <ul style="list-style-type: none"> <li>• Fire Incidents</li> <li>• Inspections</li> <li>• Properties</li> <li>• Hydrants</li> <li>• Activities:</li> </ul> <p><b>2 Personnel: # Personnel</b></p> <ul style="list-style-type: none"> <li>• Personal Management</li> </ul> <p><b>3. Asset Management / Inventory: # Apparatus</b></p> <ul style="list-style-type: none"> <li>• ESO Assets / Checklist</li> </ul> <p><b>4. Scheduling: # Personnel</b></p> <ul style="list-style-type: none"> <li>• Scheduling Plus: # Personnel</li> </ul>	<p><b>1. Training: PEPY + Flat Rate Maintenance Fees</b></p> <ul style="list-style-type: none"> <li>• Per Firefighter/EMS user per year: <b>\$89</b></li> <li>• Per Non-Firefighter/EMS (office staff) per year: <b>\$49</b></li> <li>• Annual Platform Maintenance Fee: <b>\$395</b></li> <li>• <i>Evaluations Add-on: Per User Per Year: \$25</i></li> </ul> <p><b>2. Scheduling: PEPY + Flat Rate Maintenance Fees</b></p> <ul style="list-style-type: none"> <li>• Per User Per Year: <b>\$89</b></li> <li>• Platform Maintenance Fee: <b>\$149</b></li> </ul> <p><b>3. Vehicle Inspections / Equipment: # of stations, apparatus, and number of drug lockers</b></p> <ul style="list-style-type: none"> <li>• Per Station Per Year \$249</li> <li>• Per Vehicle Per Year \$149</li> <li>• Per Drug Safe/Locker/Bag Per Year \$199</li> </ul>

# Project Background

The Aurora Fire Department is seeking a Fire RMS Solution to streamline firehouse administrative and reporting activities and focus on mission critical activities.

## Process Summary

- Created Market Landscape with 25+ companies
- Based on the market landscape and City Stakeholder review, publicly posted and distributed the [Opportunity and Scope Document](#) for vendors to complete in order to be included in the reporting and selection process
  - **7 companies responded by 5/18 Deadline** - [Raw Data File Here](#)

## Vendor Response Summary

Summary	Solution	Pricing		Experience
Vendor Summary	Functional / Technical Summary	Models	Price Estimates	Public Sector Experience
7 Vendor Responses	3 of the 7 Solutions Integrate with Hexagon RMS 6 of the 7 Solutions have way to integrate with CS Payroll Functional Request gaps across all solutions	All SaaS Models All Cloud Based	One-Time Fees: \$8,500 - \$85,000 Recurring Fees: \$17,500-\$109,000	<ul style="list-style-type: none"><li>• All have public sector use cases</li></ul>

# Vendor Response Summary

Vendor	Solution					Pricing Estimates	Experience	Other
	Solution Narrative	Solution Highlights	Solution Gaps	Import / Export from CAD	Payroll Integ.	Annual Estimates	Public Sector Experience	Notes
<b>Backdraft OpCo LLC (d/b/a Emergency Reporting)</b>	<a href="#">Emergency Reporting Solution Narrative</a>	<a href="#">Emergency Reporting Functional Requests</a>		Yes		One-time: <b>\$20,000</b> Recurring: <b>\$17,500 - \$23,000</b>	<ul style="list-style-type: none"> <li>City of Peoria FD (IL)</li> <li>Little Rock FD (AR)</li> <li>Hartford FD (CT)</li> </ul>	
<b>EPR Systems USA Inc.</b>	<a href="#">EPR Systems Solution Narrative</a>	<a href="#">EPR Systems Functional Requests</a>	Time & Attendance	Yes	<b>No</b>	One-time: <b>\$10,000-\$15,000</b> Recurring: <b>\$50,000-\$70,000</b>	<ul style="list-style-type: none"> <li>Lakeland (FL)</li> <li>Forsyth County (NC)</li> <li>Green Bay (WI)</li> </ul>	
<b>ESO</b>	<a href="#">ESO Solution Narrative</a>	<a href="#">ESO Functional Requests</a>		Yes	Yes	One-time: <b>\$18,800</b> Recurring: <b>\$71,051</b>	<ul style="list-style-type: none"> <li>Austin Fire (TX)</li> <li>City of Baytown (TX)</li> <li>1st Consolidated Fire District (OH)</li> </ul>	
<b>First Due Size Up</b>	<a href="#">First Due Size Up Solution Narrative</a> <a href="#">First Due Size Up Proposal</a>	<a href="#">First Due Size Up Functional Requests</a>		Yes	Yes	One-time: <b>\$8,500</b> Recurring: <b>\$60,000-\$75,000</b>	<ul style="list-style-type: none"> <li>Lake Villa Fire Prevention Dept (IL)</li> <li>Bloomington FD (IN)</li> <li>Warsaw-Wayne Fire Territory (IN)</li> </ul>	
<b>ImageTrend, Inc.</b>	<a href="#">ImageTrend Solution Narrative</a>	<a href="#">ImageTrend Functional Requests</a>		Yes	Yes	One-time: <b>\$17,945</b> Recurring: <b>\$109,118</b>	<ul style="list-style-type: none"> <li>Addison Fire Protection District #1 (IL)</li> <li>East Peoria FD (IL)</li> <li>Surprise FD (AZ)</li> </ul>	
<b>TargetSolutions Learning LLC</b>	<a href="#">TargetSolutions Solution Narrative</a>	<a href="#">TargetSolutions Functional Requests</a>	Fire Prevention	<b>No</b>	Yes	Recurring: <b>\$53,000</b>	<ul style="list-style-type: none"> <li>Naperville FD (IL)</li> <li>Springfield FD (IL)</li> <li>Orland Fire Protection District (IL)</li> </ul>	Brand of VectorSolutions
<b>Ultimate Kronos Group</b>	<a href="#">UKG Solution Narrative</a>	<a href="#">UKG Functional Requests</a>	Fire Prevention Equipment tracking Vehicle checking	Yes	Yes	One-time: <b>\$60,000-\$85,000</b> Recurring: <b>\$56,479 - \$87,738</b>	<ul style="list-style-type: none"> <li>City of Houston (TX)</li> <li>City / County of Denver FD (CO)</li> <li>City of Chicago FD (IL)</li> <li>City of Mesa (AZ)</li> </ul>	Bid on COA T&A Opportunity Focused on T&A

# Solution Overview

Company	Solution Narrative	Solution Focus Areas	Other Functional Areas Supported	Additional Information
<b>Backdraft OpCo LLC (d/b/a Emergency Reporting)</b>	<a href="#">Emergency Reporting Solution Narrative</a>	Fire Prevention, Equipment Tracking, Reporting, Scheduling, Time and Attendance, Training, Vehicle Checking	Customizable Home Screen (System Notifications Page), Incidents (Incident Reporting), Message Center, Hydrants, Maintenance (Equipment, Apparatus w/ rig checks, PPE Management), Occupancy and Inspections, Training, Library, Staffing (Shifts and Rosters), Calendar, Events, Inventory (consumables), Payroll, Demographics, My Profile, Analytics (BI, Safety, and Query Tool), and Administration.	<p>Emergency Reporting software equips Fire and EMS agencies with powerful tools for data reporting and station management. These tools can be accessed from any web-connected device, with no special workstations required, unlimited user licenses, and full technical support. ER offers a variety of packages with completely customizable modules and plenty of add-on products to meet the needs of agencies of all sizes.</p> <p>Emergency Reporting has co-operative purchasing avenues that it can sell to customers without the need to go to RFP.</p>
<b>EPR Systems USA Inc.</b>	<a href="#">EPR Systems Solution Narrative</a>	Fire Prevention, Equipment Tracking, Reporting, Scheduling, Training, Vehicle Checking  <b>Gaps: T&amp;A</b>	NFIRS and NEMSIS (ePCR) reporting	Emphasis on excellent customer service, expertise in converting your data from the Fire House platform, and the modern design of our RMS.
<b>ESO</b>	<a href="#">ESO Solution Narrative</a>	Fire Prevention, Equipment Tracking, Reporting, Scheduling, Time and Attendance, Training, Vehicle Checking		Per the RFP instructions, we have submitted the Bidder's certification and tax certification forms
<b>First Due Size Up</b>	<a href="#">First Due Size Up Solution Narrative</a>  <a href="#">First Due Size Up Proposal</a>	Fire Prevention, Equipment Tracking, Reporting, Scheduling, Time and Attendance, Training, Vehicle Checking	PrePlanning, Response, Community Risk Reduction, ePCR, NFIRS, Integrations, Reporting, Dashboards, Data Migration.	<a href="https://www.communityconnect.io/info/il-aurora">https://www.communityconnect.io/info/il-aurora</a>
<b>ImageTrend, Inc.</b>	<a href="#">ImageTrend Solution Narrative</a>	Fire Prevention, Equipment Tracking, Reporting, Scheduling, Time and Attendance, Training, Vehicle Checking		Largest provider of emergency services data collection, analysis and reporting solutions in the country. Experience in very large systems including being the repository for 41 EMS state agencies, averaging 33,000 different daily users in Elite and housing over 302,000,000 EMS records in our ePCR solutions.
<b>TargetSolutions Learning LLC</b>	<a href="#">TargetSolutions Solution Narrative</a>	Equipment Tracking, Reporting, Scheduling, Time and Attendance, Training, Vehicle Checking  <b>Gap: Fire Prevention</b>	EHS and SDS management	TargetSolutions has an impeccable reputation in the fire & ems service not only for our software solutions but our service model as well. You will have a dedicated Success Manager through the life of your account to assist in implementation and ongoing training. Additionally, have a vast network in Illinois of "power users" and hold multiple live training events throughout the year
<b>Ultimate Kronos Group</b>	<a href="#">UKG Solution Narrative</a>	Reporting, Scheduling, Time and Attendance, Training,  <b>Gap: Fire Prevention; Equipment tracking; Vehicle checking</b>		UKG aware COA looking for T&A / Scheduling solution and has responded to RFQ. UKG's unified platform can accommodate requirements for T&A / Scheduling solution, the functionality which overlaps with some of FD's requirements. Our proposal accommodates that functionality and the additional functionality required to support the Fire Department as a subset of larger city employee population. (i.e., understanding Police has separate RMS). To ensure solution meets City's and FD requirements, UKG recommends in-depth discovery session.

# Functional and Technical Summary

Company	Mobile	Integrations			Functional Request Summary	Functional Request Links
		Hexagon RMS	T&A: CS Payroll	3 <sup>rd</sup> Party		
<b>Backdraft OpCo LLC (d/b/a Emergency Reporting)</b>	Mobile Optimized	Yes	<b>No</b>	<ul style="list-style-type: none"> <li><b>Scheduling:</b> Adashi Roll Call (P), Kronos Telestaff, Vector Scheduling, Aladtec (P), Battalion 3 Technologies FireRoster (P), netDuty</li> <li><b>Fire &amp; EMS Billing:</b> Fire Recovery USA (P) and Numerous ePCR/NEMSIS billing vendors.</li> <li><b>Equipment Tracking:</b> PSTrax (P) and Vector CheckIT/Halligan.</li> <li><b>Inspections:</b> MobileEyes.</li> <li><b>Enroute Solutions:</b> Streetwise (P) and Adashi Command and Control.</li> <li><b>Incident Management:</b> Battalion 3 Technologies ICX (P), Rhodium (P) Adashi Command and Control.</li> <li><b>SmartBoard Technologies (alerting):</b> Streetwise (P) and First Arriving (P).</li> <li><b>EMS ePCR SW:</b> Beyond Lucid Technologies, Stryker Healthems, Medusa Technologies, ESO, Zoll emsCharts</li> </ul>	26 Fun. Req. Gaps <b>No Kelly days scheduling</b>	<a href="#">Emergency Reporting Functional Requests</a>
<b>EPR Systems USA Inc.</b>	Standalone App Mobile Optimized	<b>No</b>	<b>No</b>	Most CAD providers, CREWSENSE, ALADTEC, TELESTAFF	13 Fun. Req Gaps <b>No Kelly days scheduling</b>	<a href="#">EPR Systems Functional Requests</a>
<b>ESO</b>	Mobile Optimized	<b>No</b>	Yes	Partnership with Lexipol, EMS1 and FireRescue1 Academy: comprehensive learning management system (LMS) that combines online learning content, online record keeping, and certification management. Comprised of EMS and compliance courses, innovative LMS, and tools to create/track assignments, credentials, ISO and SOPs	8 Fun. Req. Gaps	<a href="#">ESO Functional Requests</a>
<b>First Due Size Up</b>	Standalone App Mobile Optimized	Yes	Yes	Central Square, iROL, Superion, Track-it, Next Request, ESRI, Google, Tablet Command, Others	9 Fun. Req. Gaps	<a href="#">First Due Size Up Functional Requests</a>
<b>ImageTrend, Inc.</b>	Standalone App Mobile Optimized	<b>No</b>	Yes	<ul style="list-style-type: none"> <li><b>CAD:</b> CAD integrations with over 50 vendors to date.</li> <li><b>NEMSIS:</b> Integration to state ePCR system for the transmission of EMS data</li> <li><b>Billing companies:</b> worked with numerous billing solutions to provide both ePCR and NFIRS data</li> <li><b>Hospitals:</b> multiple methods of delivering data to receiving facilities (HL7 or Direct Messaging)</li> <li><b>Scheduling Integrations:</b> TeleStaff, Aladtec and CrewSense.</li> <li>Incident data export to 3rd party reporting tools</li> <li>Integrations to other systems possible as long 3rd parties willing</li> <li>ImageTrend has process for integrations that aren't standard offering (creating mutually agreed upon SOW requires further discovery, project scope, cost. Custom dev. billed at \$175 per hour)</li> </ul>	14 Fun. Req. Gaps <b>No Site Maps</b>	<a href="#">ImageTrend Functional Requests</a>
<b>TargetSolutions Learning LLC</b>	Standalone App Mobile Optimized	Yes	Yes	We have full functioning APIs for integration to any 3rd party system including RMS systems.	14 Fun. Req. Gaps <b>No Site Maps</b> <b>No Simple NFIRs Rep.</b>	<a href="#">TargetSolutions Functional Requests</a>
<b>Ultimate Kronos Group</b>	Standalone App Mobile Optimized	<b>No</b>	Yes	N/A	18 Fun. Req. Gaps <b>No Site Maps</b> <b>No Simple NFIRs Rep.</b>	<a href="#">UKG Functional Requests</a>



# Contract / Experience

Company	References	Reference Links
<b>Backdraft OpCo LLC (d/b/a Emergency Reporting)</b>	<ul style="list-style-type: none"> <li>• City of Peoria Fire Department (IL)</li> <li>• Little Rock Fire Department (AR)</li> <li>• Hartford Fire Department (CT)</li> </ul>	<a href="#">Emergency Reporting Reference Document</a>
<b>EPR Systems USA Inc.</b>	<ul style="list-style-type: none"> <li>• Lakeland, Florida</li> <li>• Forsyth County, NC</li> <li>• Green Bay, WI</li> </ul>	<a href="#">EPR Systems Reference Document</a>
<b>ESO</b>	<ul style="list-style-type: none"> <li>• Austin Fire</li> <li>• City of Baytown, 1st Consolidated Fire District</li> </ul>	<a href="#">ESO Reference Document</a>
<b>First Due Size Up</b>	<ul style="list-style-type: none"> <li>• Lake Villa Fire Prevention Department, IL</li> <li>• Bloomington Fire Department, IN</li> <li>• Warsaw-Wayne Fire Territory, IN</li> </ul>	<a href="#">First Due Size Up Reference Document</a> <a href="#">Notarized Document</a>
<b>ImageTrend, Inc.</b>	<ul style="list-style-type: none"> <li>• Addison Fire Protection District #1 (IL)</li> <li>• East Peoria Fire Department (IL)</li> <li>• Surprise Fire Department (AZ)</li> </ul>	<a href="#">ImageTrend Reference Document</a>
<b>TargetSolutions Learning LLC</b>	<ul style="list-style-type: none"> <li>• Naperville Fire Department</li> <li>• Springfield Fire Department</li> <li>• Orland Fire Protection District</li> </ul>	<a href="#">TargetSolutions Reference Document</a>
<b>Ultimate Kronos Group</b>	<ul style="list-style-type: none"> <li>• City of Edmonton</li> <li>• City of Calgary</li> <li>• City of Ottawa</li> <li>• North and West Vancouver</li> <li>• City of Houston</li> <li>• City and County of Denver Fire Department</li> <li>• City of Chicago Fire Department</li> <li>• City of Mesa</li> <li>• California Dept of Corrections and Rehabilitation</li> </ul>	<a href="#">UKG Reference Document</a>

# Pricing

Company	Model	Price Drivers	Implementation Costs	Annual Costs	Pricing Links
<b>Backdraft OpCo LLC (d/b/a Emergency Reporting)</b>	SaaS	<ul style="list-style-type: none"> <li>Based on agency size, agency type (career vs volunteer), # of stations.</li> <li>Other factors / options available, but those 3 criteria set basis for pricing.</li> <li>Includes unlimited users as part of its pricing model.</li> </ul>	\$20,000	<b>\$17,500-\$23,000</b>	<a href="#">Emergency Reporting Standard Pricing</a>
<b>EPR Systems USA Inc.</b>	SaaS	<ul style="list-style-type: none"> <li>Modules desired / integration service desired</li> <li># of annual incidents, fighters, apparatus, commercial properties, certified fire inspectors, hydrants</li> </ul>	\$10,000-\$15,000	<b>\$50,000-\$70,000</b>	<a href="#">EPR Systems Standard Pricing</a>
<b>ESO</b>	SaaS	<ul style="list-style-type: none"> <li>Incident Reporting; Fire Prevention; Activities: Based on Station count</li> <li>Personnel Management and Scheduling: Based on # of personnel</li> <li>Asset management and checklist: Based on # of apparatus</li> </ul>	Fire RMS: \$17,800 + Lexipol: \$1,000	Fire RMS: \$56,061 -Discount: \$18,973 <b>Total: \$37,088</b> + Lexipol: <b>\$15,164</b>	<a href="#">Fire RMS Quote</a> <a href="#">Lexipol Quote</a>
<b>First Due Size Up</b>	SaaS	<ul style="list-style-type: none"> <li>Volume annual calls of EMS / Fire (true cloud-tenant application, configurable solution, tiered price)</li> <li>The scheduler price based on #of people scheduled in the system</li> <li>The assets solution price based on #apparatus, stations, and drug boxes</li> </ul>	\$8,500 (Travel costs extra)	<b>\$67,100</b>	<a href="#">First Due Size up Standard Pricing</a>
<b>ImageTrend, Inc.</b>	SaaS	<ul style="list-style-type: none"> <li>ImageTrend Elite Rescue, Continuum and all related modules: based on EMS / Fire yearly call volume</li> <li>ImageTrend Slate: based on # personnel you would be building schedules for</li> </ul>	\$17,945 (With training and travel)	<b>\$109,118</b>	<a href="#">ImageTrend Standard Pricing</a>
<b>TargetSolutions Learning LLC</b>	SaaS	<ul style="list-style-type: none"> <li>Training platform / scheduling: PEPM and flat rate maintenance fee</li> <li>Check It module based on # stations, apparatus, drug lockers</li> </ul>	N/A	<b>\$53,000</b>	<a href="#">TargetSolutions Standard Pricing</a>
<b>Ultimate Kronos Group</b>	SaaS	<ul style="list-style-type: none"> <li>Pricing based on # active users, along with functional requirements.</li> <li>Further discovery is recommended in order to provide an accurate price.</li> </ul>	\$60,000-\$85,000	<b>\$56,479 - \$87,738</b> \$20.20-31.38** PEPM	<a href="#">UKG Standard Pricing</a>

# Implementation

Company	Timeline	Resources or Information needed from City During Implementation
<b>Backdraft OpCo LLC (d/b/a Emergency Reporting)</b>	<b>3-5 months</b>	Mutually agree on an implementation timeline and develop a plan and schedule, to meet the objectives Emergency Reporting shall have access to Customer project staff. The City shall make additional personnel (including one administrator) available on a priority basis, as needed, to provide subject matter expertise to complete this project. Customer shall work with Emergency Reporting to provide the relevant data related to the scope of work and responsibilities
<b>EPR Systems USA Inc.</b>	<b>2 to 3 months</b>	Will need to work with at least one main point of contact at the administrative level. This person will facilitate the data needed for conversion, verify results of data conversion and authorize users to system.
<b>ESO</b>	<b>90 days</b>	At the beginning of implementation, the ESO implementation team will send a setup file to City of Aurora. This file asks various questions ranging from fire agency number, personnel, units, billing, vehicles, and FDID number. Once this setup file is complete, ESO will begin creating the new environment and schedule end-user and administrative training. A schedule is then built working back from the desired go-live date. ESO places a special emphasis on the 'train the trainer concept' by identifying the need for "power users" to receive more advanced, or detailed, training. These power users are expected to learn the product well enough to educate future employees and provide refresher training if necessary. Further, once the system is placed into production, ESO offers customer support, regional learning opportunities, and a host of materials available for training. We do not train our agencies and leave we support our agencies and their end users through the lifetime of the contract. Customer support is included within your contract.
<b>First Due Size Up</b>	<b>6-8 weeks</b>  <b>6 Months:</b> Full RMS with ePCR project	Estimate the typical impact on agencies implementing the system is a 1/4 FTE for the duration of the implementation phase for six to eight weeks. The tasks are broken up into weekly events with the roles switching from Admin, to IT, to Ops, to Reporting, then ultimately Training and field deployment.  The service level is high as Aurora is assigned a dedicated set of resources which include a project manager and a Client Success Manager. The CSM is a firefighter/paramedic who has extensive experience in both operations, and our solutions. They carry the bulk of the load in the project and help pass on key knowledge and information during set up to make sure success at every stage
<b>ImageTrend, Inc.</b>	<b>4 Months.</b>	Recommends Aurora assign a full-time project manager during the initial phase of the project. This person should participate in all meetings and help in the coordination of requirements gathering, stakeholder input coordination, ongoing project status reviews, acceptance testing and training logistics coordination.
<b>TargetSolutions Learning LLC</b>	<b>90 Days</b>	Fire and EMS training staff. Dedicated scheduling POC. Fleet maintenance POC. No IT resources are needed or required. We are 100% cloud based and require no software downloads.
<b>Ultimate Kronos Group</b>	<b>6-8 Months:</b> for Time, Accruals and Scheduling solution.	Executive Sponsor; Project Manager; Product Champion / Subject Matter Experts (typically HR, PR, Business Functional Experts around time/pay practices/scheduling practices/leave/accrual practices); Technical Experts