<center>**RESOLUTION NO. 2020-167**</center>

<center>**A RESOLUTION TO AUTHORIZE CHARLOTTE FIRE DEPARTMENT TO
PURCHASE AN INCIDENT REPORTING PROGRAM**</center>

WHEREAS, the Charlotte Fire Department has been notified by Fire Tools (our incident reporting software) that they will no longer provide support because they are going out of business.

WHEREAS, the Charlotte Fire Department is required by the state of Michigan to submit monthly reports through the National Fire Incident Reporting System and National Emergency Medical Services Information System.

WHEREAS, the Charlotte Fire Department has received quotes from three different vendors that provide incident reporting programs and transfer historical information from our old program to the new program.

WHEREAS, we have researched and demoed all three vendors and have found the lowest quote Emergency Reporting will be able to provide the Charlotte Fire Department satisfactory service.

THEREFORE, BE IT RESOLVED that the City of Charlotte purchase the needed program from Emergency Reporting for the amount of $5,000 dollars for year one and a recurring cost of $3,750 dollars per year.

BE IT FUTHURE RESOLVED that the expense come from account number 101-350-000-744 internet/computer.

Memo

To: Mayor Armitage

Cc: City Council Members

From: Fire Chief Kevin Fullerton

Date: 12/17/2020

Re: Emergency Reporting System

We have recently been made aware that our fire incident reporting software Fire Tools will no longer be supported effective March 31st, 2021. The software will still function but will not have any technical support for issues that may arise. We researched, demoed and received quotes from several companies. We are requesting your approval to purchase Emergency Reporting fire/EMS records and incident reporting program.

A requirement through the state of Michigan for all Fire and EMS departments is to submit monthly NFIRS (National Fire Incident Reporting System) and NEMSIS (National Emergency Medical Services Information System) documentation. With Fire Tools this is a manual process and could cause issues after March with Fire Tools no longer being supported.

Quote Details as followed:

- Emergency Reporting
    - Year 1 cost: $5,000
    - Year 2+ cost: $3,750
- ImageTrend
    - Year 1 cost: $6,220
    - Year 2+ cost: $4,000
- ESO
    - Year 1 cost: $9,654
    - Year 2+ cost: $ 6,919

Emergency Reporting program is web-based system with secure cloud storage allowing fire personnel to access data while in the field from a phone or tablet. This data can often be critical information that is quickly need. Hydrant locations, KnoxBox locations, fire department connections and possible chemical hazards that may be a danger to department personnel or the community. Emergency Reporting will also allow us to consolidate to one program for fire inspections and training records. Emergency Reporting automatically uploads required NFIRS and NEMSIS document monthly.

The Fire Department has been using electronic records since 1999. Emergency Reporting will allow us to upload all of our existing records from Fire Tools into the new system allowing us to still have historical information when needed.

Emergency Reporting is recurring subscription. The first year has an increased cost due to the expense of training, setup and data transfer. A detailed order summary has been provided with this memo.

We have discussed this transition with Ron Kramer the city's IT consultant. He does not have any issues with this program. Mr. Kramer will be available during the transition period to assist in an effective transition.

Fire Chief

Kevin Fullerton

429 Dale ST
Flushing, MI 48433
November 12, 2020

To: All FireTools Customers

Dear FireTools Customer:

It is with deep regret that, after more than 30 years of providing records keeping and reporting software for the fire service, we announce the dissolution of FireTools Software and the parent company, Business Micro Resource Corporation. We sincerely appreciate all of our loyal customers who have so faithfully supported us through the years.

There are many factors that have led to this decision. First and foremost, the company and team that developed and maintained FireTools Software was very small in comparison to a rapidly expanding field of software developers which has made it increasingly difficult to compete. There are currently 115 Active Vendors listed on the usfa.fema.gov Web Site and an additional 85 vendors have registered but not yet completed product development. (200 total)

The following link will take you to the list of National Fire Incident Reporting System (NFIRS) active vendors from which you can research and select for replacement:

https://www.usfa.fema.gov/data/nfirs/vendors/active_vendors.html

You will note that, as of the writing of this letter, FireTools is still listed under Business Micro Resource Corp. However, we will be contacting them soon to have the names removed.

You may call Cell Phone number (810) 241-6779 with questions relating to FireTools Software, including completion of the USFA Fire Experience Survey, through the end of March, 2021. There would be no additional charge for this service.

If you have found the Personnel Record System (including training,) Equipment records (Inventory and Maintenance) and Site Pre-Plans useful, please be assured that they will continue to function as they always have. These modules are predominately generic and you can continue to use them, if you so choose, because they were our own development and not subject to a national specification.

We have no knowledge of software from other vendors so would not be able to assist in transition to an alternative source.

Thank you again for your loyal support.

Sincerely,

Delbert G. Beemer

Donna R. Beemer

Quote

IMAGETREND®

Prepared For

Dan Daly
Charlotte Fire Department (MI)
111 E. Lawrence
Charlotte, Michigan 48813
(517) 543-0241
ddaly@charlottemi.org

Bill To

Dan Daly
Charlotte Fire Department (MI)
111 E. Lawrence
Charlotte, Michigan 48813
(517) 543-0241
ddaly@charlottemi.org

Salesperson	Quote Number	Date
Mike Lindsay, Sales Coordinator, 952.469.6214	QUO-08650-T3Y8N	Dec 15, 2020

Description	Qty	Frequency	Unit Price	Total
One-Time Fees				
Elite™ Rescue Setup	1	One Time	$1,520.00	$1,520.00
Webinar Training 2hr Session	2	One Time	$350.00	$700.00
Recurring Fees				
Elite™ Rescue - SaaS *Includes Elite™ Field	1	Recurring	$6,000.00	$6,000.00
Statewide Elite™ Field Credit - SaaS	1	Recurring	($2,000.00)	($2,000.00)
			TOTAL Year 1	**$6,220.00**
			***Annual Fees after Year 1**	**$4,000.00**

Optional Items

Description	Qty	Frequency	Unit Price	Total
Mobile Fire Inspections - SaaS	1	Recurring	$1,120.00	$1,120.00
Investigations	1	Recurring	$750.00	$750.00
CAD Distribution	1	Recurring	$3,500.00	$3,500.00
- CAD Vendor: Other CAD Vendor				

Prepared By: Mike Lindsay

Terms of Agreement: The above mentioned items will be invoiced upon Contract signature with payment terms of net 30 days.

- ° The recurring annual fees will be invoiced annually in advance.
- ° Project completion occurs upon receipt of the product.
- ° ImageTrend's license, annual support and hosting are based on up to <u>800</u> annual incidents as provided by Client. *IMAGETREND will perform price increases of the recurring fees. The first price increase will occur with the fees due for year two. These price increases will occur once a year and may not exceed 3% of the price then currently in effect.
- ° This proposal is valid for 90 days.
- ° This quote reflects ImageTrend's standard non-CJIS compliant framework, and is provided without any CJIS-related warranties, representations, or contractual commitments. Additional information and pricing for ImageTrend's advanced CJIS compliant offerings are available upon request.
- ° The estimates set forth herein do not constitute a binding offer or acceptance. This quote does not express the full agreement or understanding of the parties, is subject to additional due diligence and change, and shall not be binding on ImageTrend. The parties do not intend to be legally bound until they enter into definitive agreements regarding the subject matter hereof. <u>**IMAGETREND will invoice sales tax to non-exempt CLIENTS where applicable**</u>

  DISCLAIMER: This quote creates no legal obligations. This letter is intended to confirm the parties' current understanding of the terms, but it is not intended to create any legal obligations with respect to any of the terms. Neither party should rely on this quote and no legal or equitable remedy will arise from any such reliance. Instead, the parties must reach a final agreement. A final agreement will be a condition precedent to any binding obligations. A fully executed Contract Agreement will be required to be completed before an order is processed.

ImageTrend, Inc.
20855 Kensington Blvd
Lakeville, MN 55044

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Tel: 952-469-1589
Fax: 952-985-5671
www.imagetrend.com

eso

Quote Date:	12/10/2020
Customer Name:	Charlotte Fire Department
Quote #:	Q-26769
Quote valid until:	03/10/2021
ESO Account Manager:	Alex Mata

CUSTOMER CONTACT

End User	Charlotte Fire Department
Name	Dan Daly
Email	ddaly@charlottemi.org
Phone	(517) 290-2418

BILLING CONTACT

Payor	Charlotte Fire Department	Address	111 E Lawrence Ave
Name			Charlotte MI, 48813
Email		Billing Frequency	Annual
Phone		Initial Term	12 months

Fire RMS Bundle

Product	Total	Fee Type

FIRE RMS Bundle
    RMS Bundle - ESO Fire Incidents
    RMS Bundle - ESO Inspections
    RMS Bundle - ESO Properties
    RMS Bundle - Personnel Management
    RMS Bundle - ESO Hydrants
    RMS Bundle - ESO Activities
	$3,534.00	Recurring

EHR

Product	Volume	Total	Fee Type
ESO EHR (BLS Version)	500 Incidents	$1,290.00	Recurring

Fire

Product	Volume	Total	Fee Type
Fire Setup & Online Training	3 Sessions	$1,785.00	One-time

Asset Management/Inventory

Product	Volume	Total	Fee Type
Assets-Checklist Bundle	10 Vehicles	$2,095.00	Recurring
Asset Management and Checklist - Training and Implementation	10 Vehicles	$950.00	One-time

Total Recurring	$	6,919.00
Total One-Time	$	2,735.00
TOTAL	$	9,654.00

Order Form - Backdraft OpCo, LLC

EMERGENCY REPORTING

Contact Details:

Prepared by	Dale Fahrney	Phone	+1 9372501520
Email	dale@emergencyreporting.com	Fax	+1 9372501524

Customer Contact Details

Account Name	Charlotte Fire Department (MI)	Quote Number	00024761
Contact Name	Daniel Daly	Created Date	10/28/2020
Phone	517-290-2418	Expiration Date	12/1/2020
Email	ddaly@charlottemi.org	Customer Type	New
Ship To	111 E Lawrence Avenue Charlotte, MI 48813 US		
County	EATON		

Order Summary

Product	Product Code	Quantity	Sales Price	Total Price	Line Item Description
Basic Plus Platform Base Package - Fire Bundle	Base-5	1.00	USD 3,000.00	USD 3,000.00	Annual Subscription Fee
Basic Platform - N3 Addon	Base-3.3	1.00	USD 750.00	USD 750.00	Annual Subscription Fee
Basic Training Plan	TRG-3	1.00	USD 500.00	USD 500.00	One-Time Implementation Fee
Pro Implementation Plan	IMP-3	1.00	USD 750.00	USD 750.00	Fire Tools Software Imports ~ One-Time Import Fee

Summary

Bill To Name	Charlotte Fire Department (MI)
Bill To	111 E Lawrence Avenue Charlotte, MI 48813 US
# Years	1.00
Payment Schedule	Yearly

Initial invoice will be issued upon receipt of the order form. If this represents a problem for the accounting department please contact your sales rep.

Please make checks payable to: Backdraft OpCo, LLC

Year 1 Total

Yearly Subscription Fees	USD 3,750.00
Annual CAD Link Maintenance Fees	USD 0.00
Annual Interface Fee	USD 0.00
Data Import Fee	USD 750.00
Training Fees	USD 0.00
One-Time Setup Fees	USD 500.00
Year 1 Cost	USD 5,000.00
Estimated Yearly Total: Year 2+	USD 3,750.00

PLEASE FAX SIGNED ORDER TO 1-866-929-6157 OR SCAN / E-Mail to orders@emergencyreporting.com

EMERGENCY REPORTING®

Fire/EMS Records Management and Incident Reporting Made Easy

Emergency Reporting has been the premier cloud-based Fire, EMS, and community risk reduction platform since 2003. We currently support over 450,000 first responders and agency personnel worldwide.

We believe that excellent reporting and records management has the ability to make communities safer, increase collaboration through data sharing, and ultimately make the work of data collection and reporting easier for first responders. Our comprehensive platform of Fire and EMS software provides the tools needed to get the job done on the go and in the station. It includes NFIRS, NFPA, and NEMSIS 3 reporting.

- All-in-one NEMSIS and NFIRS reporting
- Easy-to-use interface
- Comprehensive fire prevention occupancy/inspection solution
- Powerful system reports and analytics tools
- Secure and reliable
- Unlimited users per agency
- Accessible anywhere, cloud-based, no software to install
- Customer success – Training, support, ER community
- API integration to third-party patrons
- 16 modules for daily operations

Changing to a new records management software platform is easier than you think. We offer free NFIRS data imports. Non-NFIRS data migration is also available for a small fee.

EMERGENCY REPORTING®

A Solution You Can Grow With

Our software is designed as an all-in-one solution and provides everything that most departments need. However, if your agency uses complimentary software solutions, we are often able to partner with them to provide an API integration that allows data to transfer from our platform to theirs.

Our developers are constantly looking ahead to determine what features first responders will need to address changing issues within their communities. Technology is taking on a larger role in the fire and emergency medical services. Emergency Reporting is the only records management platform that seamlessly integrates with other software to provide you a truly all-in-one solution that saves valuable time spent entering and extracting data from multiple accounts.

We Support

6,140

Departments Worldwide

16

User-Friendly Modules for Daily Operations and Incident Reporting

TRUSTED: by the United States Army, Department of Energy, Marine Corps and NASA.

INCIDENTS	OCCUPANCY	MAINTENANCE	HYDRANTS
ANALYTICS	REPORTS	DAILY ROSTER	PAYROLL
TRAINING 3.0	EVENTS	LIBRARY	DEMOGRAPHICS
ADMINISTRATION	SHIFTS	CALENDAR	INVENTORY

Package Types

	Fire & EMS Package	Fire Package	EMS Package	Fire Prevention Package	NFIRS Only	NEMSIS Only
Unlimited Users per Agency	✔	✔	✔	✔	✔	✔
NFIRS Fire Reporting	✔	✔			✔	
NEMSIS 3 EMS Reporting	✔		✔			✔
Administrative & Personnel	✔	✔	✔	✔	✔	✔
PreFire Plans, Fire Inspections & Permits	✔	✔		✔		
Maintenance: Apparatus & Equipment	✔	✔	✔			
Truck Checks	✔	✔	✔			
Training	✔	✔	✔			
Certifications	✔	✔	✔	✔	✔	✔
Hydrants	✔	✔		✔		
Inventory	✔	✔	✔			
Shifts	✔	✔	✔			
Daily Log	✔	✔	✔	✔	✔	✔
Events	✔	✔	✔	✔		
Daily Roster	✔	✔	✔			
Calendar	✔	✔	✔	✔		
Library	✔	✔	✔	✔		
Payroll/Volley Per Call Tracking	✔	✔	✔			
Reports	✔	✔	✔	✔	✔	✔
Response & Safety Analytics Basic	✔	✔	✔			
Demographics	✔	✔	✔			

Limited packages are available for those who only require NFIRS or NEMSIS 3 reporting.

Emergency Reporting Key Features:

FirstPCR
FirstPCR is the electronic one-sheet designed especially for agencies that need to document basic patient information within an incident report.

Safety Analytics
How well are you protecting your most important asset – your people? With Safety Analytics, your NFPA 1500 program will rise to new heights. Our industry-exclusive "pump panel" provides a real-time look at ten mission-critical components that affect the health, safety, and well-being of everyone in your organization.

Statewide NFIRS Solution
The states of Pennsylvania, North Dakota, and Wyoming chose Emergency Reporting to be their NFIRS solution because we're easy to use, reliable, and trusted. These states have seen an increase in the quality and frequency of incident data being reported. Additionally, states that have to report to the National Association of State Foresters (NASF) and the Integrated Reporting of Wildland-Fire Information (IRWIN) now only need to complete one report instead of two.

VISION Plus with Google Maps
VISION Plus is a dynamic community risk reduction tool that allows departments to analyze and categorize risks present in their community, compare data to other departments nationwide, and generate the Occupancy Vulnerability Assessment Profile (OVAP) score for all occupancies within their response area.

Mobile Apps
InspectER - Being iOS, Android, and Windows tablet friendly, InspectER makes managing occupancy data and conducting inspections simple.

FuelER - Available to customers equipped with the Maintenance Module, FuelER makes it easy to track your agency's fuel consumption on the go.

Federal Solution
This ultra-secure version of Emergency Reporting is hosted in Microsoft's Azure Government environment and is used by the U.S. Army, Marine Corps, NASA, and other federal agencies.