

Table of Contents

Proposal Submission Cover Letter 2

Vendor Profile 3

Project Understanding, Concept and Proposed Methodology 5

Scope of Services 6

 Gap analysis of existing records 7

 Attributes of a Fire RMS 8

 Scheduler 8

 NFIRS 12

 Response 13

 EMS PCR (ePCR) 17

 Training 18

 Events/Activities 23

 Apparatus, Equipment, and Facilities Management 24

 Buildings, Occupancies, Inspections, and Preplans 24

 Community Engagement 30

 Reports, Dashboards and Data Management 32

 Security and Data Protection 35

 Implementation and Customer Support 39

Project Work Plan 43

Proponent Experience and References 45

Fee Proposal 46

Insurance 46

Proposal Submission Cover Letter

October 10, 2022

CRCOG
Re: RFP #2022-09-12.RMS
241 Main Street, 4th Floor
Hartford, CT 06106

Proposal Review Committee Member,

Thank you for reviewing our responses to the Fire/EMS Records Management Software RFP issued by the Capitol Region Council of Governments (hereafter CRCOG). In this proposal, you'll find information addressing the functionality and features including the standard Fire NFIRS and EMS records management as well as reporting, inventory, public education, asset management, ePCR, DOT traffic camera feeds and versatile responder training found in EPR's FireWorks, our fire RMS software and MedicWorks ePCR.

FireWorks RMS has SSO pass-through integration of netDuty, the leading fire and EMS scheduling software to address scheduling, inventory and roster as well as robust training through our LMSWorks, addressing all of the requirements stipulated in CRCOG's RFP. The new integration with Pulsara empowers agencies using MedicWorks to directly connect and share critical patient data in real time with more medical facilities and care teams, creating a more stable continuum of care.

FireWorks RMS and MedicWorks ePCR are powerful cloud-based software designed from the ground up in cooperation with and for fire/EMS agencies. FireWorks integrates with the platforms listed in CRCOG's RFP and seamlessly migrates data from other proprietary platforms. You will find the support provided by the EPR Systems' data and training team the best in the industry, which addresses any concerns regarding support and maintenance of the platform for its reliable deployment throughout CRCOG's agencies.

Additionally, you'll find that EPR's FireWorks RMS and optional modules of LMSWorks and MedicWorks allow for greater flexibility and address the current concerns listed in the RFP including custom reports, customizable fields, diverse integration with other platforms, historical dataset management and partitioning your data with department-only permissions.

Please contact me, Jeff Jacobson (contact info below), with any questions regarding the proposal response during the proposal evaluation period. We look forward to learning more about CRCOG and providing a customized demo of FireWorks to be presented in the time span you require at your convenience following the Script for Fire RMS Vendors listed in Attachment A in the RFP.

Respectfully submitted,



Jeff Jacobson
Director of Business Development
EPR Systems, Inc.
jjacobson@eprsys.com
704-746-6396

Vendor Profile

The following is a high-level overview of EPR Systems for quick reference, followed by greater detail regarding the Vendor Profile requirements:

Proposer's Legal Name: EPR Systems, Inc.

Contact Information: 1016 LaSalle Street, Jacksonville, FL 32207

Main Phone: 941-328-3239 (no fax)

Website: EPRSystems.com

There will be two primary contacts for the project:

- Scott Becker, Regional Account Executive: scott@eprsys.com 989-600-4229
- Jeff Jacobson, Director of Business Development: jeff@eprsys.com 704-746-6396

The proposed application is EPR Systems, Inc. FireWorks RMS, MedicWorks ePCR and LMSWorks for training. We have also presented several of our other complementary platforms that address the specific requirements in CRCOG's RFP.

EPR Systems, Inc. uses no subcontractors in the processing, training or delivery of its software.

EPR Systems, Inc. and any of our staff who will perform work is/are free of any conflict of interest.

EPR's FireWorks platform easily shares data and integrates with DOT camera/traffic feeds, ADP Payroll, Esri® GIS, Accela, Nexgen, IamResponding (IaR), CrewForce and Motorola CAD interfaces.

Customer onboarding, data migration, interface configurations and integrations as well as new user training is all included and provided by EPR Systems based on each new customer's needs.

Details regarding change control methodology, support, on-site visits, costs, agreements and references as well as additional vendor responsibilities are included herein.

About EPR Systems, Inc.

EPR is a software company founded in 2016 specializing in the development and integration of systems designed uniquely for local government. EPR is committed to providing smart, cutting-edge technology with a strong customer service orientation. EPR has staff distributed throughout the U.S. to service our customers. We have regional sales staff, trainers, administration and customer support who are remotely-based and travel to our customers when appropriate for installation and training support. Our help desk provides remote support to our customers via email, phone or chat.

EPR's specialty is analyzing the specific needs of each customer, while modeling FireWorks RMS to their requirements. EPR has an outstanding staff who put an emphasis on personal, as well as high quality of service. Our single database approach allows for full customization, ease of use and data mining.

EPR's platform includes a complete suite of modules with built-in workflow that enables you to manage all the needs of your department in one holistic system. EPR Systems, Inc. currently has over 20 employees based in the U.S., and nearly 70 based in Israel.

EPR's philosophy is the data collected in the system should serve your needs; enabling you to make informed decisions. Providing a streamlined and easy way of collecting data in the field as well as an easy system to analyze that data gives our customers the most complete view of their operations.

Firm Principals

Gilad Preger, CEO, President and Chairman. Gilad founded EPR Systems in 2000. As CEO, Gilad is in charge of business development and steering the company into new directions and challenges. In addition, Gilad is responsible for organizational mapping and creating joint ventures with other companies. Prior to founding EPR Systems, Gilad served as fundraising manager for educational institutions. Gilad has a B.Ed. and has been a lecturer in the students' program at the The Hebrew University of Jerusalem.

Avi Wach, Chief Operating Officer. Avi joined the company in 2010 and is currently the Chief Operating Officer. In his previous position, Avi was CEO of an association for the promotion of culture, and before that worked in the field of data security and integration at companies such as VCIX, IBM and Applettix. Avi holds an MBA and a Bachelor's degree in software engineering.

Benny Shalev, Vice President Implementation/Project Management. Benny is responsible for customer interaction regarding managing the projects for the implementation of EPR's software, customizations, data migration and integrations. Benny studied business administration and economics and has a degree in education and electronic engineering. Benny is the subject matter expert on NFIRS analytics with EPR and is the expertise behind creative innovative reports and data insights in the NFIRS data set.

Jeff Jacobson, Director of Business Development. Jeff Jacobson comes to EPR with over 20 years of fire and EMS experience as a career Firefighter Paramedic. He also has over ten years in the fire and EMS sales industry, with the prior six (6) years as a sales leader in SaaS RMS software. His passion is to empower agencies with software that helps protect first responders and equips leadership with valuable data to make informed decisions within their department. Jeff holds an AAS in Fire Science as well as certifications in FF 1 and 2, NREMT- Paramedic, AHA instructor for all disciplines and several management certifications.

Shane Moss, Chief Training Officer. Shane joined the company in 2019 as an end-user instructor and is currently the Chief Training Officer. He has over 30-year of Fire Service/EMS experience. His background includes operational, administrative, network and data analysis within Emergency services. Shane holds an AAS in Fire Protection Technology, as well as multiple fire/EMS/ICS/Computer certifications.

EPR Systems, Inc. offers our customers complementary products to provide turnkey fire RMS, ePCR, training and scheduling performance. These modules which seamlessly integrate with FireWorks include:

- **netDuty scheduling integration**—SSO pass-through integration with FireWorks which completes staff scheduling needs
- **EPR Systems MedicWorks ePCR** — an Electronic Patient Care Reporting (ePCR) platform that interfaces with both fire and EMS agency types
- **EPR Systems CommunityWorks** — a community portal platform to connect the fire department with the community for transactions, permits and other information
- **EPR Systems LMSWorks** — a robust Learning Management System (LMS) for in-house training of firefighters and EMS to coordinate and facilitate certifications and other skills training
- **Training Content** — EPR offers over 300 on-line classes through our partnership with J&B Learning

For questions regarding the material presented, please contact Jeff Jacobson, Director of Business Development, EPR Systems, Inc. at jjacobson@eprsys.com or call 704-746-6396.

Project Understanding, Concept and Proposed Methodology

EPR Systems' software is best suited to provide a reliable turnkey RMS platform with the implementation, training and ongoing product support specific to the needs of CRCOG's fire and EMS agencies. We have provided a variety of information and experience regarding the capabilities of FireWorks with screenshots and welcome a live demo for CRCOG's decision-making staff.

Companion Modules LMSWorks, MedicWorks ePCR and CommunityWorks

EPR has companion modules that work seamlessly to support addition layers of data and information to make the FireWorks platform a total solution for fire departments and EMS. LMSWorks is a complete Learning Management System that allows for tracking and reporting on training as well as provide 24/7 access to training content related to all of our products. It also can be expanded to include firefighter certification and professional training customizable to the department's needs.

EPR MedicWorks is our electronic Patient Care Reporting (ePCR) platform that enables EMS and firefighters to function in the field to capture and collect all pertinent patient data required for NEMSIS 3.5 reporting. MedicWorks also creates the companion NFIRS report simultaneously, eliminating the need to log into two different reporting systems which improves efficiency and eliminates redundancy. We know accurate ePCR is a critical part of first response and MedicWorks is unrivaled in reliability and integrates seamlessly with FireWorks and LMSWorks.

A recent integration with Pulsara streamlines patient care data exchange and brings critical information to first responders on scene. Pulsara's communication and logistics platform enables EMS and hospital staff to instantly communicate event-based patient information, including one-tap team notifications, image sharing, audio/video calls and ETA alerts all in a single app. EPR Systems MedicWorks electronic Patient Care Reporting (ePCR) platform provides first responders the interface to capture and record HIPAA-compliant patient data customized to their agency's requirements.

EPR's brand new CommunityWorks provides your department a direct connection to the public. With CommunityWorks, you'll be able to enroll local businesses and residents in their safety with a direct connection to the fire department database.

Scope of Services

The following includes the items listed in the RFP's Scope of Services. Some elements may be covered in other sections as well, however, we have addressed all requirements listed in CRCOG's RFP as able to comply with or exceed requirements including at minimum:

- Cloud-based
- Offline data input/edit
- Data storage
- Bidirectional synchronization
- CAD integration (multiple API integrations available)
- Data conversion
- Multiple security/permission levels for users
- Multiple licenses
- Analytics, reports and queries
- Reports and queries
- Single point of entry for multiple modules
- Preplans
- Hydrants
- Staffing
- Training and continuing education
- Onboarding of staff to RMS platform
- Event scheduling
- Investigations
- Inventory and asset management
- Inspections
- Customizable reports and report templates
- ePCR for EMS NEMSIS 3.5.0
- Community risk reduction
- GIS integration
- Messaging system
- RMS user communication flexibility
- Configurable
- Code tables
- Data validation

- Narratives
- Audit with reports
- Full ePCR capabilities for EMS
- Support and advanced communication on updates etc.

Gap analysis of existing records

EPR's team in collaboration with CRCOG's agencies and administrative staff will perform a gap analysis to identify any opportunity to improve the Records Management System, workflows, state and federal reporting requirements and any potential financial improvements.

EPR will work closely with CRCOG to conduct thorough analysis based on the outcomes desired by the department. Many of our staff are active duty or retired firefighters and fire officers who can ask the right questions and understand the reality of running a fire and rescue agency. We will be able to ask objective, experienced-based questions to make sure CRCOG is able to achieve the best analysis of gaps and opportunities for improvement.

The gap analysis will review existing records, understand the goals of the agency from personnel to reporting to achieving budgets and performance criteria. Our goal is to help you get a 360° view of how your agency functions so we can customize your RMS platform and provide ideas on improving processes in how you leverage the RMS software.

All of this work is oriented to your agency's personality, needs and the way you need to work in your community. We take into consideration any customization, legacy processes that were developed over years of understanding best practices and how the community needs to be served. We customize our platform to suit our customer's agencies and we'll do the same for CRCOG's fire and EMS agencies.

Our ability to fulfill the needs of CRCOG is based on open communication between CRCOG agency's staff and the EPR team. Since we customize every customer's platform and training, it's important for us to understand the needs and requirements for the right data that compiles actionable reports for CRCOG. The manner in which we conduct ourselves from the moment we first demo our products to ongoing support follow this general model for identifying gaps and assessing the best RMS setup for CRCOG:

- We gather specific customer requirements for data usage, integrations, reporting as well as understanding the staffing and usage requirements of the agency.
- Based on our assessments, we work with our customers to design the best outcome for transition to the new platform that includes legacy data migration, integrations, customizations and training.
- We work closely with our customer's designated personnel to perform the prior items so there is as little disruption in data collection or response by firefighters and administrative personnel.
- Once the customer's platform is set up and ready for use, we conduct a series of testing prior to going live and putting the platform into service.
- The most critical part is adoption of the new environment. Since we've identified early on the key personnel who will be using the platform—from firefighters and EMS staff to IT and administration—we design a custom training program that suits each customer's needs.
- Over the partnership, we make ourselves available for any adjustments, additional customizations or issues related to the integration and adoption of the new platform.
- As the software is being actively used, we provide ongoing support and customizations as needed by each customer's staff.

Our goal is to make the transition to a new software platform as effortless as possible on our customer's part. We know that learning a new RMS platform—or any software/tool for that matter—adds a layer of complexity to an already complex and stressful role as a responder. We know because we are in the fire service as well. So, we are always ready to accommodate any of the needs of our agencies to make sure that our platform works well for their team and saves them time and provides them access to the information they need to make important decisions that save lives.

Attributes of a Fire RMS

Information requested in the RFP is contained throughout each section following. Additionally, a few additional items we want to point out about FireWorks, EPR's flagship RMS platform:

System Interfaces

EPR Systems is well experienced interfacing with:

- Motorola Solutions
- Multiple Employee scheduling software's
- OpenGov ERP

In addition, EPR Systems has many municipal customers which we have successfully interfaced with many commonly used systems and data collection services such as but not limited to:

- All Esri ArcGIS Platforms
- KRONOS® Workforce TeleStaff
- CentralSquare Public Sector Software
- Motorola Solutions CAD and many more

Technical Requirements

Typical system technology and architecture including supported client and server operating systems, database and data stores used, and hardware and software architecture.

Recommended modules: EPR recommends FireWorks RMS with netDuty integration, MedicWorks ePCR and LMSWorks LMS systems to provide a complete, integrated records, EMS ePCR and learning management platform.

Software licensing model: FireWorks with netDuty, LMSWorks and MedicWorks are licensed per department and/or per user on an annual basis.

System configuration (network, hardware and software requirements): EPR's software is a SaaS solution, meaning it is accessible on any internet-enabled device, from tablets to smart phones to computers. It serves from Amazon's cloud computing software and requires no software or hardware other than the user's device to access.

Scheduler

Scheduling, Timekeeping and Personnel: EPR's FireWorks integrates seamlessly with one of the most powerful cloud-based scheduling, time tracking and shift management software for fire departments. EPR and netDuty work together to collect, track and report on data to help you manage your team more effectively with the ease of a single-sign-on (SSO).

Scheduling

Keep your station's calendar organized and easily accessible. View and edit your department's schedule ensuring proper coverage for all shifts. netDuty's automatic notification feature lets you quickly communicate shift changes, staffing needs and availability. Users can define personal notification preferences, eliminating redundant and unnecessary emails.

Shift Management

netDuty offers complete shift management capabilities by tracking shift exchanges and managing shift bids and assignments. The netDuty shift exchange feature simplifies swaps by recording requests and approvals and by tracking banked hours owed between staff members. netDuty also has a shift bidding and shift assignment feature which streamlines scheduling and gives volunteers or part-timers the ability to submit their availability by bidding on open shifts or by signing up for a specific shift. These features are customized according to your agency's specific policies ensuring your shifts are covered appropriately.

Time Tracking

netDuty's time clock seamlessly tracks and categorizes shift time, helping you evaluate staffing needs and simplifying payroll processes. Overtime is automatically calculated based on your department's policy or FLSA standards, eliminating the need for manual calculation. Time tracking also simplifies forecasting for staff and managers by automating the calculation of vacation time, sick time and accrual rates.

Here are a few screenshots of netDuty's platform, which is seamlessly integrated right into your FireWorks framework:

PTO Approval:

Burch,J FF (VAC) Apr 25 2022, 08:00 - 20:00 ☺

Butner,C FF/DO (VAC) Apr 26 2022, 20:00 - 08:00 ☺

Burch,J FF w/ Vacation on Apr 25, 08:00 ☺

Butner,C FF, 20:00 ☺

Aitken,S LT/EMT w/ Vacation on Jul 17, 08:00
Burch,J FF (VAC) Apr 25 2022, 08:00 - 20:00

[Edit](#) | [Forecast](#)

Balance on Forecast Date: 1142:00

Date	Type	Pre Balance	Amount Transacted	Post Balance
04/25/22	This Time Off:	1154:00	-12:00	-> 1142:00
07/08/22	Accrual:	1142:00	6:00	-> 1148:00
07/22/22	Accrual:	1148:00	6:00	-> 1154:00
08/05/22	Accrual:	1154:00	6:00	-> 1160:00
08/19/22	Accrual:	1160:00	6:00	-> 1166:00
09/02/22	Accrual:	1166:00	6:00	-> 1172:00
09/16/22	Accrual:	1172:00	6:00	-> 1178:00
09/30/22	Accrual:	1178:00	6:00	-> 1184:00
10/14/22	Accrual:	1184:00	6:00	-> 1190:00
10/28/22	Accrual:	1190:00	6:00	-> 1196:00
11/11/22	Accrual:	1196:00	6:00	-> 1202:00
11/25/22	Accrual:	1202:00	6:00	-> 1208:00
12/09/22	Accrual:	1208:00	6:00	-> 1214:00
12/23/22	Accrual:	1214:00	6:00	-> 1220:00
01/06/23	Accrual:	1220:00	6:00	-> 1226:00
01/20/23	Accrual:	1226:00	6:00	-> 1232:00

Dashboard:

The dashboard displays the following sections:

- Friday Jun 24 Shift C:** Lists personnel for Headquarters (Car 1: Wescott, S Chief; Car 2: Mcphie, H BC), Truck 1 (Adrian, N FF/DO; Kim, C FF), Station 1 (Engine 1: Adenhart, N DO/PM Firefighter; Medic 1: Deneen, FF/PM), Station 2 (Engine 2 Ofc: Niccum, C LT/PM; Engine 2 D/O: Kearney, H FF/EMT/DO 08:00 - Fri 11:00; Engine 2: Aitken, S LT/EMT; Brooks, S FF; Jones, V FF).
- Trades:** Morse, M LT/EMT on Jun 24, 20:00 (requested Engine 3).
- Apparatus Cross Staffing:** Time Off section showing Morse, M LT/EMT on Jun 24, 20:00 - 08:00 (requested Personal LV), Aitken, S LT/EMT on Jul 11, 08:00 - 08:00 (requested Vacation), Aitken, S LT/EMT on Jul 14, 08:00 - 08:00 (requested Vacation), and Aitken, S LT/EMT on Jul 17, 08:00 - 08:00 (requested Vacation).
- Shift Fill:** Engine 2 on Jun 24, 2022 (Status sent, Priority: high, Jun 24, 08:00 - Jun 25, 08:00, Needs: 1 FF, Requested on Jun 24, 08:05) and Covid Vaccine Support on Jun 24, 2022 (Status sent, Priority: high, Jun 24, 08:00 - Jun 24, 16:00, Pay Event, Needs: EMT: 1 - 1, Paramedic: 1 - 1, Requested on Jun 24, 10:28).
- Sign Up Events:** Covid Vaccine Support Jun 24 (Overtime Opp, EMT: 1 - 1, Paramedic: 1 - 1) and netDuty Demonstration Jun 24 (All Staff: 4 - 4).

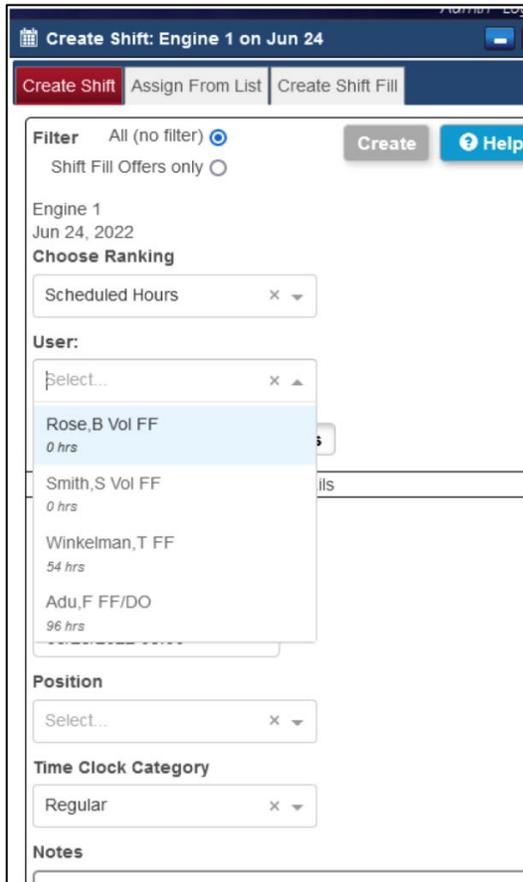
Drag and drop:

The interface includes a menu bar with options: Dutyroster, Bids, Shift Board, Apparatus, Info Board, Month, Week, Pay Period, Overtime, Day, Cross Station, Station 1, Station 2. The date is Friday Jun 24. The Time Off section shows a grid with categories: Comp Time Off, Kelly Day, Military Leave, Sick, and Vacation. Personnel cards for Kearney, H FF/EMT/DO (11:00 - 08:00, Status: complete) and Wescott, S Chief (Jun 24, 08:00 - Jun 24, 16:00) are visible. Below is an AVAILABLE section with Hoover, Steven Assistant Chief (Jun 24, 08:00 - Jun 24, 17:00) and Duty Crews for Stations 1, 2, and 3. The main grid shows personnel assignments for Headquarters, Station 1, Station 2, Station 3, and Station 4.

Multi-day view:

19	Shift A	20	Shift B	21	Shift C	22	Shift A	23	Shift B	24	Shift C	25	Shift A
Headquarters Car 2 Gardner, R BC Truck 1 Adenhart, N DO/PM Clukey, J FF/E/MT Station 1 Engine 1 Benshoof, T FF/E/MT Butler, C FF/DO Denney, A FF/DO/E/MT Bennet, J FF Medic 1 Ash, FF/IPM Station 2 Engine 2 O/c Lochte, R CPT/E/MT Engine 2 D/O Ashberry, Steve D/O Miller, B FF/DO Engine 2 Hamlin, E FF/IPM Jones, S FF/E/MT Cassel, B FF Admin Admin 9 Volunteer CL Avail AM 06-18 CL Avail PM 18-06 D/O Avail AM 06-18 D/O Avail PM 18-06 FF Avail AM 06-18 FF Avail PM 18-06	Headquarters Car 1 Wescott, S Chief Car 2 Johnson, B BC Truck 1 Adul, F FF/DO Fredicks, T FF/E/MT Station 1 Engine 1 Wilson, B CPT/IPM Aitken, S LT/E/MT Roberts, N FF/DO/E/MT Vito, L FF/DO Fogglesong, J FF Medic 1 Station 2 Engine 2 O/c Celski, J LT/IPM Engine 2 D/O Fall, J FF/DO Engine 2 Gibson, E FF Station 3 Engine 3 Adair, C FF/DO/PM Truck 3 Bell, A FF/DO Admin Admin 9 Winkelman, T FF Volunteer CL Avail AM 06-18 CL Avail PM 18-06	Headquarters Car 1 Wescott, S Chief Car 2 Mophie, H BC Truck 1 Adrian, N FF/DO Kim, C FF Station 1 Engine 1 Morse, M LT/E/MT Medic 1 Deneen, FF/IPM Station 2 Engine 2 O/c Niccum, C LT/IPM Engine 2 D/O Kearney, H FF/E/MT/DO Engine 2 Hoover, M FF/DO Brooks, S FF Burch, J FF Jones, V FF Duty Crew Carson, T PM Station 3 Truck 3 Largo, S FF/E/MT Admin Admin 9 Hoover, Steven Assistant Chief Winkelman, T FF Volunteer CL Avail AM 06-18 CL Avail PM 18-06	Headquarters Car 1 Wescott, S Chief Gardner, R BC Truck 1 Hoover, G LT Adenhart, N DO/PM Clukey, J FF/E/MT Station 1 Engine 1 Benshoof, T FF/E/MT Butler, C FF/DO Denney, A FF/DO/E/MT Bennet, J FF Medic 1 Ash, FF/IPM Station 2 Engine 2 O/c Lochte, R CPT/E/MT Engine 2 D/O Ashberry, Steve D/O Miller, B FF/DO Engine 2 Hamlin, E FF/IPM Jones, S FF/E/MT Cassel, B FF Admin Admin 9 Hoover, Steven Assistant Chief Volunteer CL Avail AM 06-18 CL Avail PM 18-06	Headquarters Car 1 Wescott, S Chief Johnson, B BC Truck 1 Adul, F FF/DO Fredicks, T FF/E/MT Station 1 Engine 1 Wilson, B CPT/IPM Aitken, S LT/E/MT Roberts, G LT Station Chief 07:00 - Thu 19:00 Roberts, N FF/DO/E/MT Vito, L FF/DO Fogglesong, J FF Medic 1 Station 2 Engine 2 O/c Celski, J LT/IPM Engine 2 D/O Fall, J FF/DO Engine 2 Gibson, E FF Duty Crew Carson, T PM Station 3 Engine 3 Adair, C FF/DO/PM Truck 3 Bell, A FF/DO Admin Admin 9 Winkelman, T FF	Headquarters Car 1 Wescott, S Chief Car 2 Mophie, H BC Truck 1 Adrian, N FF/DO Kim, C FF Station 1 Engine 1 Morse, M LT/E/MT Medic 1 Deneen, FF/IPM Station 2 Engine 2 O/c Niccum, C LT/IPM Engine 2 D/O Kearney, H FF/E/MT/DO 08:00 - Fri 11:00 Engine 2 Hoover, M FF/DO Brooks, S FF Burch, J FF Jones, V FF Duty Crew Carson, T PM Station 3 Engine 3 Adair, C FF/DO/PM Truck 3 Bell, A FF/DO Admin Admin 9 Winkelman, T FF	Headquarters Car 1 Wescott, S Chief Gardner, R BC Truck 1 Clukey, J FF/E/MT Station 1 Engine 1 Benshoof, T FF/E/MT Butler, C FF/DO Denney, A FF/DO/E/MT Bennet, J FF Medic 1 Ash, FF/IPM Station 2 Engine 2 O/c Lochte, R CPT/E/MT Engine 2 D/O Ashberry, Steve D/O Miller, B FF/DO Engine 2 Hamlin, E FF/IPM Jones, S FF/E/MT Cassel, B FF Admin Admin 9 Volunteer CL Avail AM 06-18 CL Avail PM 18-06 D/O Avail AM 06-18 D/O Avail PM 18-06 FF Avail AM 06-18 FF Avail PM 18-06							

Create shift:



NFIRS

EPR FireWorks is a complete records management solution for fire and EMS agencies that enables the management of all needs of a fire department in one system. FireWorks includes fire reporting for NFIRS 5.0 as well as NEMIS 3.5-compliant patient care reporting and includes all other ancillary functions of a department.

The FireWorks integrated pre-plan and inspection system ties together both essential functions of a fire department: suppression and prevention. Crews can conduct pre-plan surveys while certified fire inspectors conduct periodic occupancy and/or business inspections. Critical data is instantly updated and shared, such as emergency contact information, last inspection violations noted as well as tactical information such as hydrant locations, Knox Box locations, FDC connections and more are available at the time an emergency is dispatched.

FireWorks was developed using best of breed technologies included in Microsoft development architecture, Amazon's cloud computing servers, Google mapping and WAZE™ turn-by-turn navigation to the scene.

NFIRS-compliant Incident Reporting supports plus one codes, user friendly and fully customizable.

CAD #	Incident #	Go To	Address (Go to Map)	Type	Station/Shift	Date	Time	Status
F2140554	21001884 (0)		304 75Th Street CT NW Bradenton		Station 1/C	08/25/21	00:27:46	Draft
F2140532	21001883 (0)		6000 Riverview BLVD Bradenton		Station 1/C	08/25/21	20:44:28	Draft
F2140519	21001882 (0)		10319 Spoonbill RD W Bradenton		Station 1/C	08/25/21	19:22:13	Draft
F2140478	21001881 (0)		916 61St ST W Bradenton		Station 1/C	08/25/21	14:47:47	Draft
F2140458	21001880 (0)		5805 Manatee AVE W Bradenton		Station 1/C	08/25/21	12:55:53	Draft
AAAA	21001879 (0)			111	Station 4/B	08/25/21	06:05:00	Draft
F2140380	21001876 (0)		208 63Rd ST NW Bradenton	324	Station 1/B	08/25/21	01:08:19	Draft

INCIDENT INFO

Exposure: < 0 > Details

GENERAL

Incident Date: 08/26/2021

Incident Type*: 111 Building fire

Station: Station 1

Incident Action: Action

Original CAD Address: 304 75TH STREET CT NW Bradenton

Non Emergency

LOCATION DETAILS

Location Type: 1 - Street address

State: FL - Florida

Zip Code:

Plus-one Code:

Shift: C

Aid Given or Received*:

Protected Property:

Risk Category:

Box: 0930

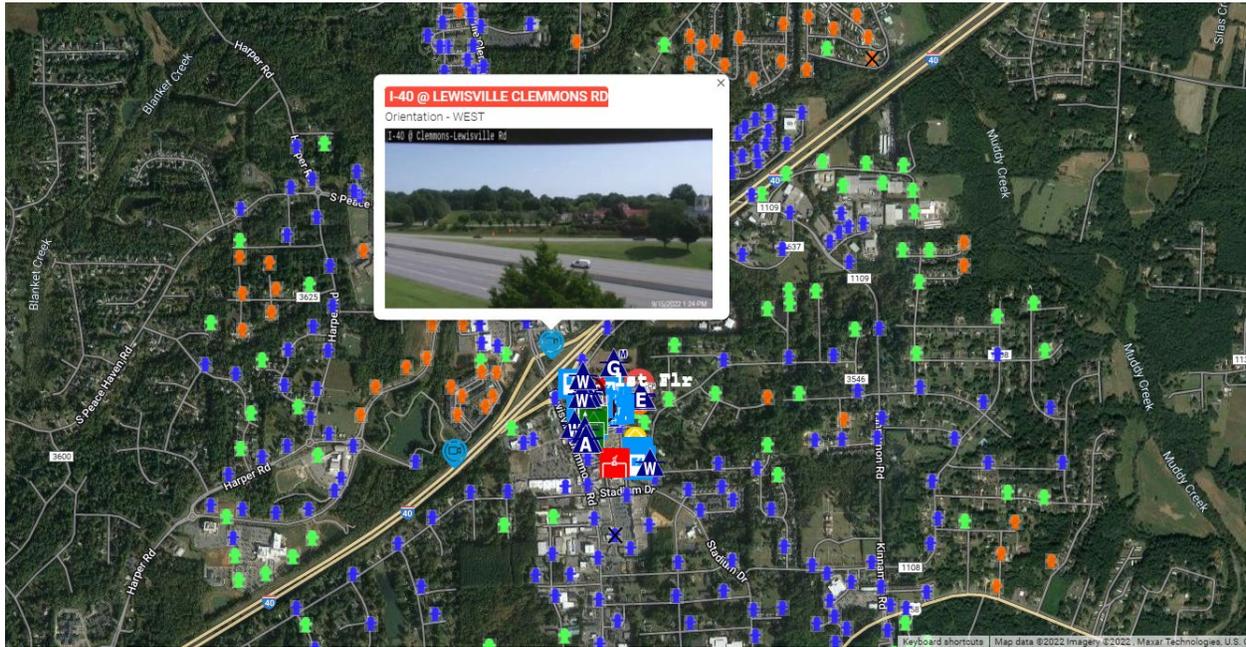
City: Bradenton

Response

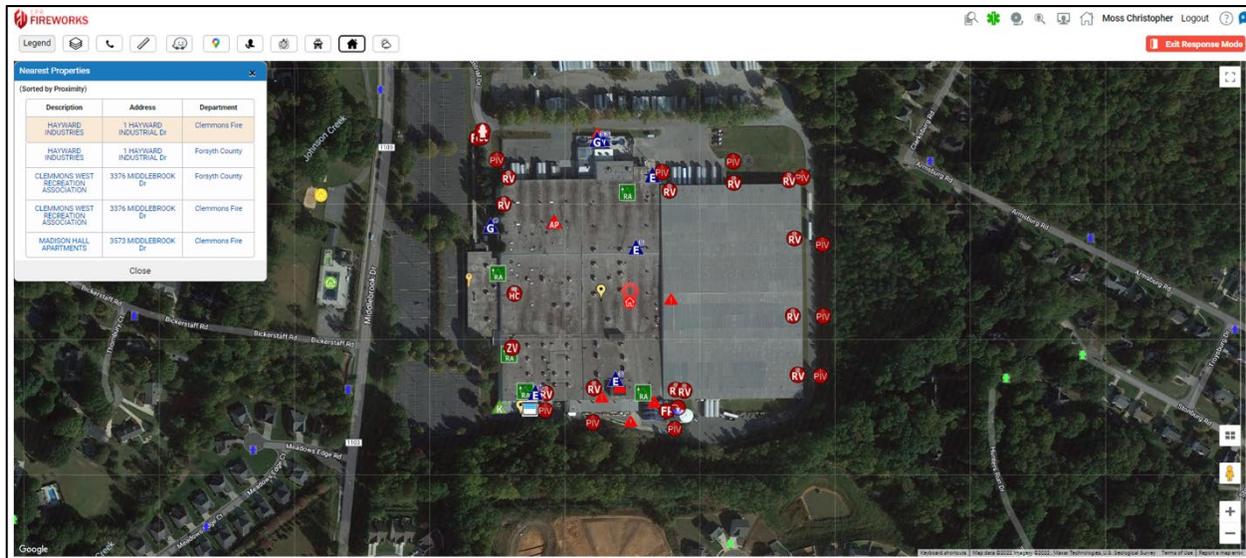
EPR Systems FireWorks RMS is cloud-based software that is platform- and device-agnostic. FireWorks requires no separate mobile app as it is fully accessible via a browser via internet connection. Notifications are user-defined and contain access to routing and pre-plans.

Users in the field can access pre-plan data, module and Google Maps with street view. FireWorks supports ArcGIS and Esri with the advanced features of multilayered maps and customizable views. FireWorks is configurable to integrate with most CAD systems with the ability to retrieve live call data.

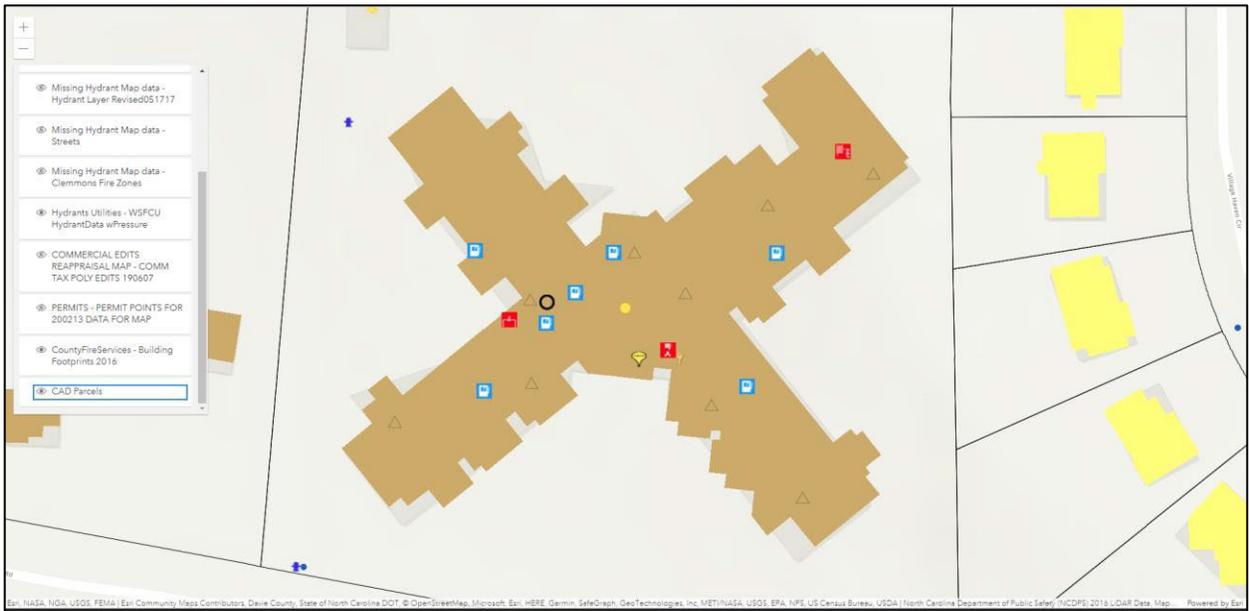
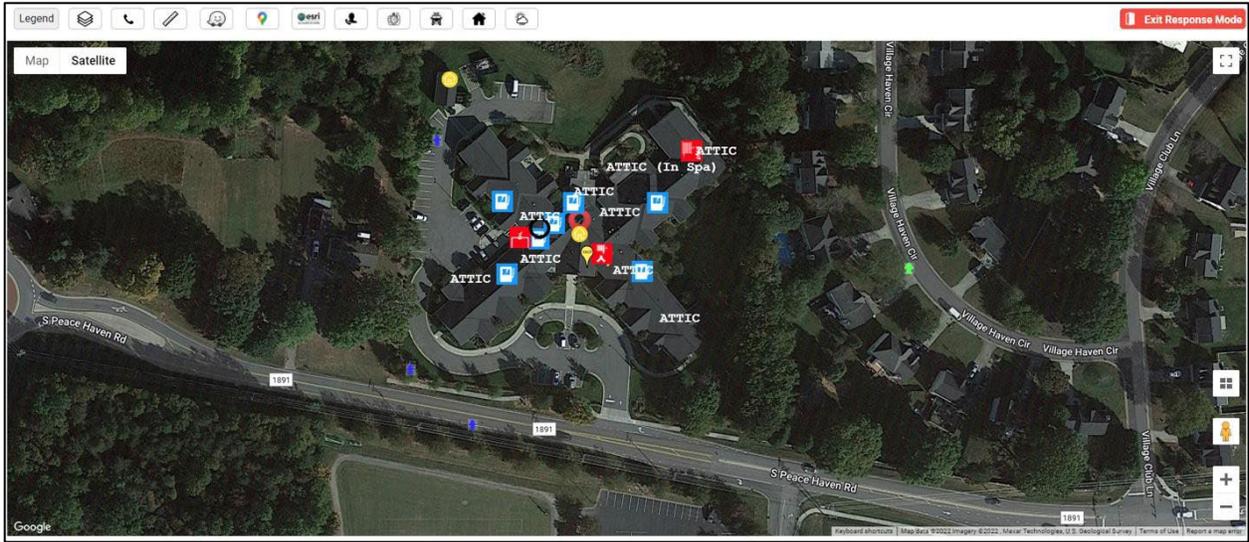
In addition to customized feeds for response mode views, FireWorks response mode also interfaces with live Department of Transportation (DOT) traffic camera feeds. Wherever DOT camera feed access is established, FireWorks seamlessly interfaces to bring you advance views of traffic situations and flow so your team can be even better prepared prior to arrival to navigate traffic blockages or coordinate law enforcement for traffic flow assistance.



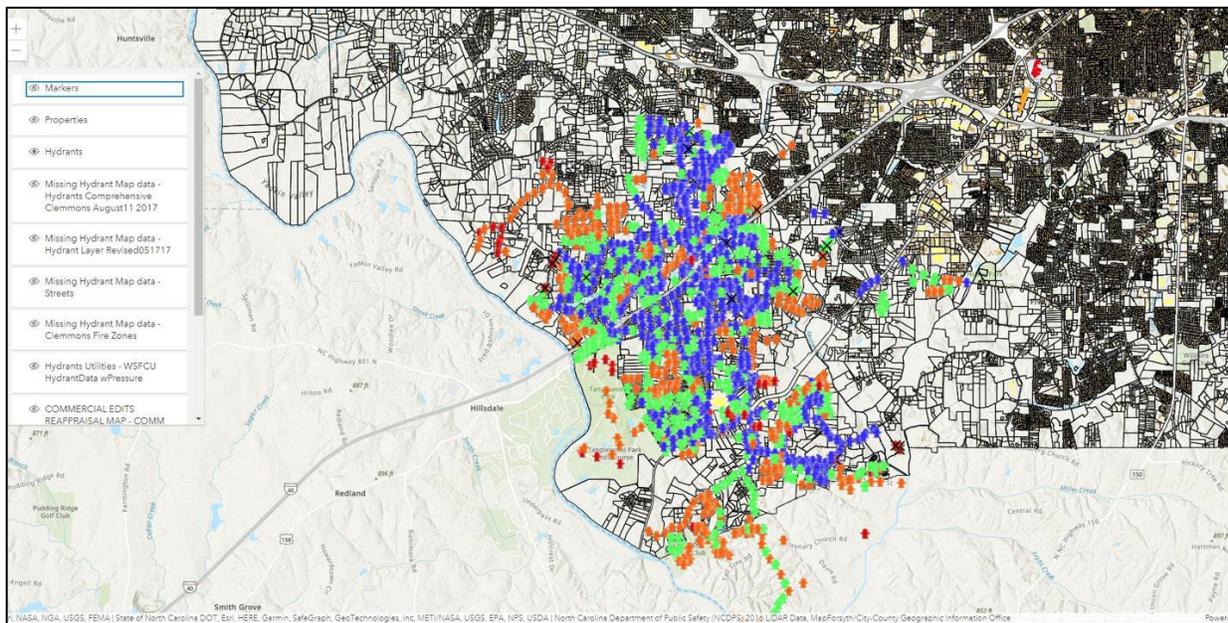
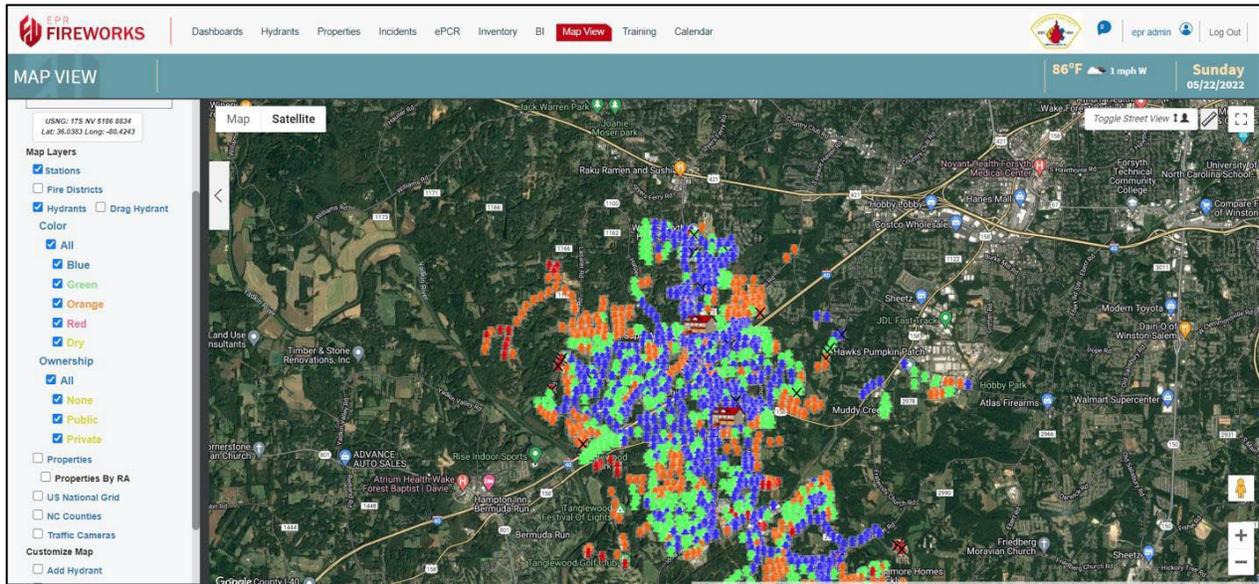
Response Mode: Puts powerful response information at your fingertips.

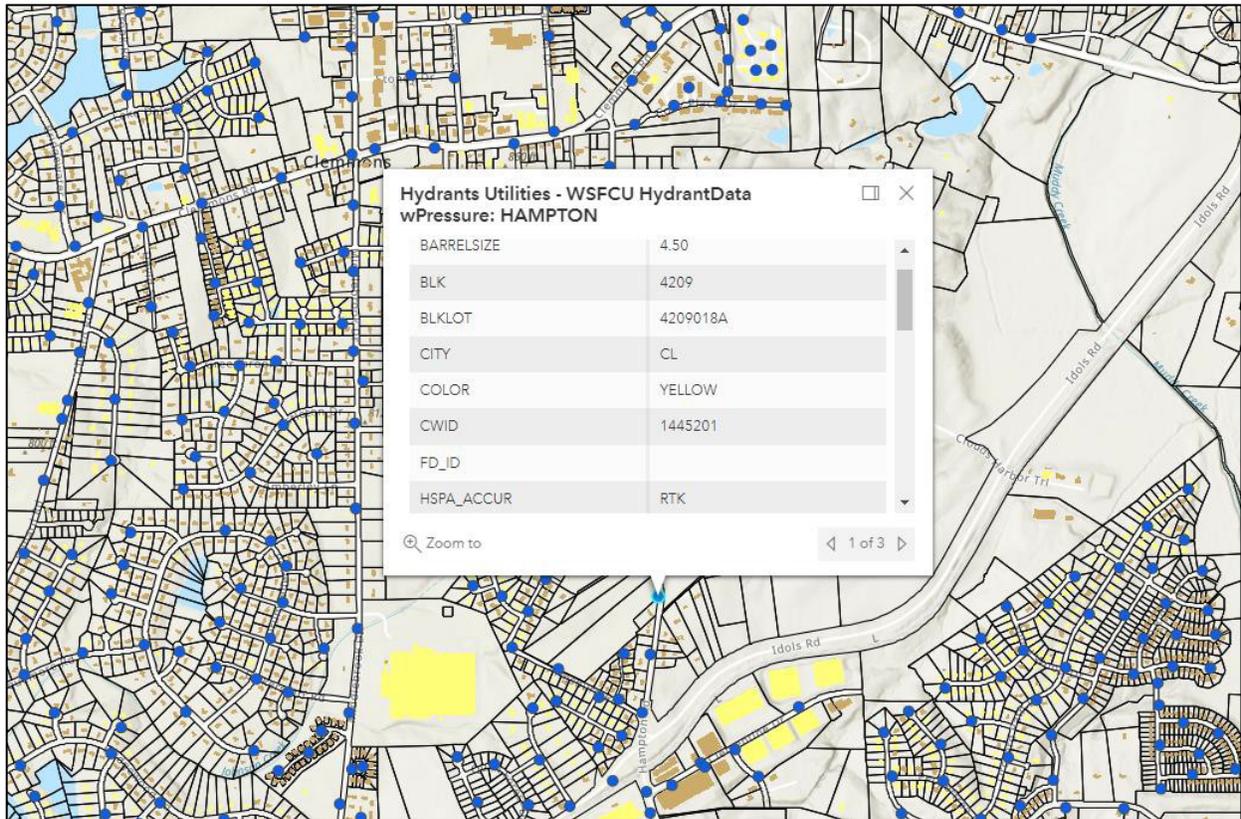


Esri Integration: EPR Systems FireWorks is now integrated with Esri, the world's leading mapping and location analytics system. As you can see, Esri data is now available in mapping, property, inspections and preplans. This live data enables the most accurate and up-to-date information about the service area as it relates to important information for first responders. The two following screenshots are from Response Mode:



The following screenshots are examples of Esri data displayed in map views:





EMS PCR (ePCR)

FireWorks has a built-in ePCR through an expandable module, MedicWorks, which fulfills the requirements under “EMS” in CRCOG’s RFP. Our ePCR module meets or exceeds the requirements listed in the RFP.

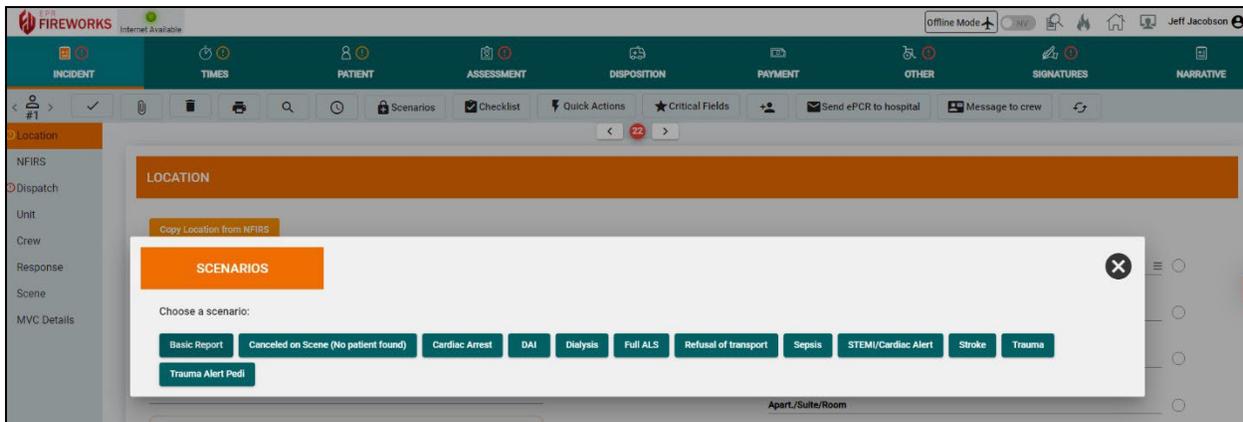
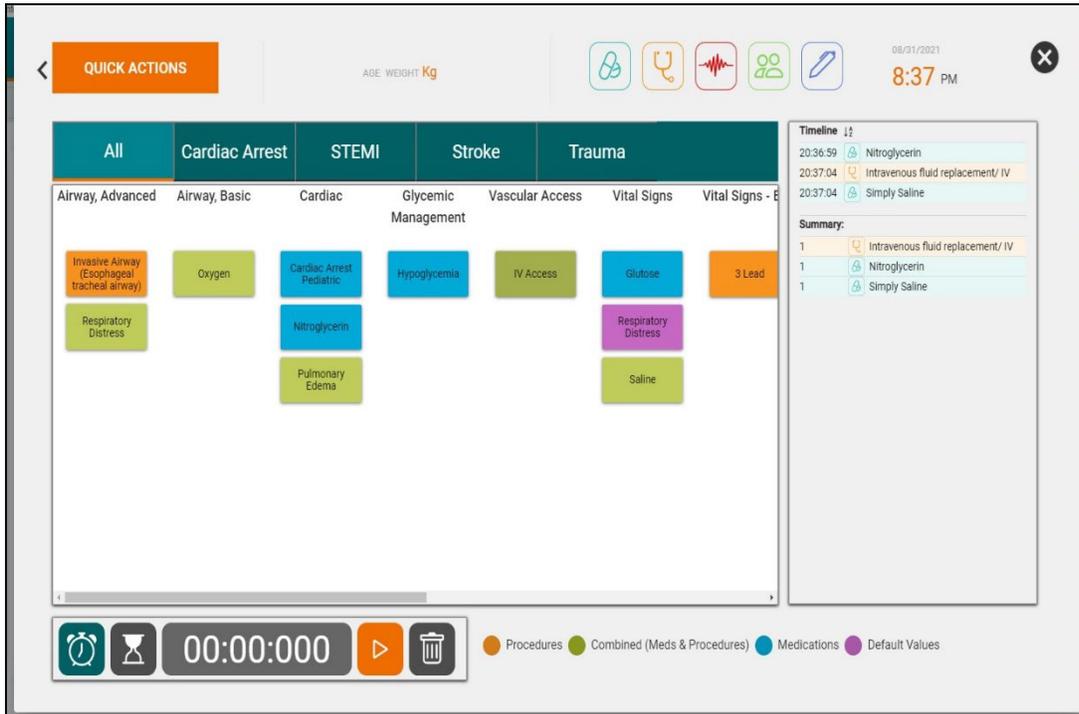
MedicWorks ePCR

EPR’s HIPAA-compliant MedicWorks ePCR functions according to the particular agency’s needs—fire departments may have different requirements for their ePCR and EMS/Ambulance providers may have different requirements that enable them to integrate with area hospitals as well as fire departments and other response organizations.

- Interfaces with Lifepak15, Zoll and Philips monitors for EKG support
- QA/QI functionality and accountability
- Internal messaging
- Hospital portal
- Export for billing
- HIPAA compliant
- Allows for various attachments such as forms and disclaimers

- Offline mode when internet is unavailable
- Easy signature with capture capabilities
- Robust analytics and mapping on all incidents and data captured in the system

MedicWorks screenshots:



Training

EPR's LMSWorks (Learning Management System)

EPR's LMSWorks is a complete Learning Management System which enables the tracking of all department activities, training, certifications and standard operating guidelines. LMSWorks provides the

tracking of training and activities as well as a large knowledgebase for questions and learning related to the use of EPR's FireWorks.

CRCOG can also use LMSWorks as a total Learning Management System for training the department and customize to the staff's career and certification paths through a diverse curriculum provided at a fee through our training content partner, Jones and Bartlett Learning. J&B is a world-leading provider of instructional, assessment and learning-performance management solutions for professional markets. There are over 200 individual online courses that can be compiled to create a custom curriculum driven by the training administration of CRCOG agencies.

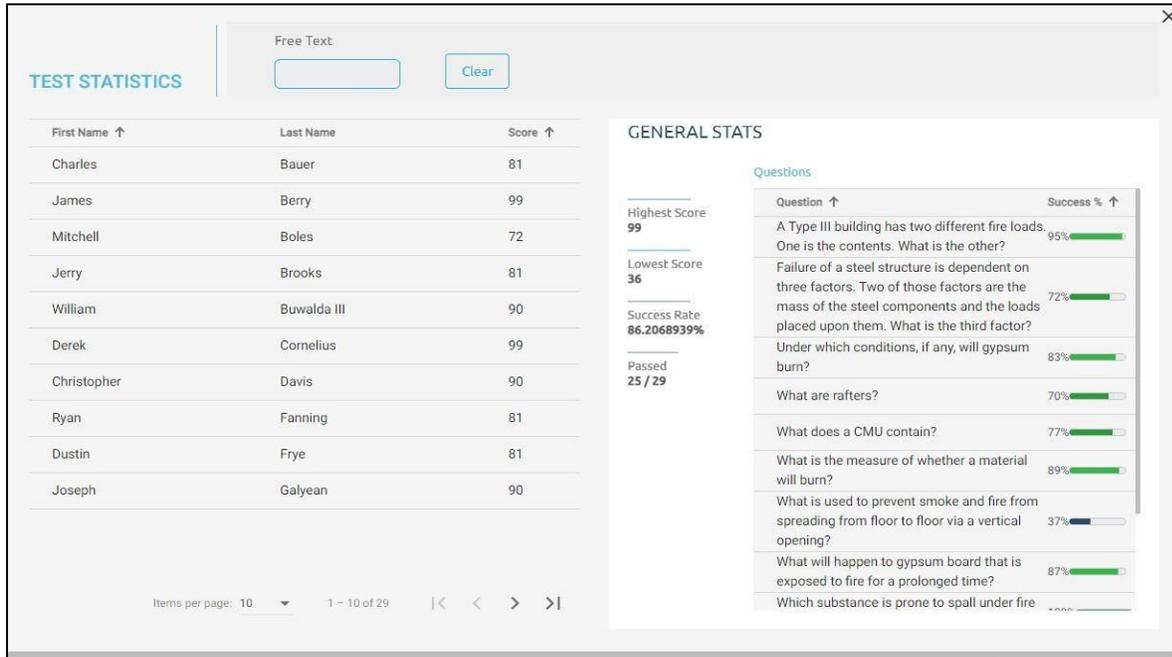
LMSWorks enables the department to streamline training requirements and documentation in a comprehensive, customizable system. With LMSWorks, recording critical skill sets, documenting certifications and licenses are all contained within the EPR RMS ecosystem. By integrating training within the entire system, there is no more need for spreadsheet data entry or paper-based tracking of training attendance. It is also unnecessary to manage external vendors to create course objectives and keep abreast all your staff's training hours and other essential documentation. LMSWorks maintains all records in an easy-to-access platform available on any smart device or computer at any time.

The screenshot displays the 'ADMIN CENTER ASSIGNMENTS' interface. It includes a search filter for 'ONL-Building Construction (NFPA 1001)' and a table of assignments. The highlighted assignment has 38 registered participants and a 73% completion rate. A detailed view on the right lists 9 participants with their names and progress bars.

Assignment Title	Category	Sub-Category	Start Date	End Date	Length	Registered	Progress	Test
HMT-General Haz-Mat Training (Detail in Notes)	Hazardous Materials		08/23/21 19:00	08/23/21 22:00	0-999	2	100%	
COT-Health and Wellness	Training - Company		08/23/21 7:00	08/23/21 8:00	0-999	5	100%	
ONL-Building Construction (NFPA 1001)	Training - Company	NFPA 1001	08/23/21 22:00	08/26/21 00:00	2	38	73%	
COT-General Company Training (Detail in Notes)	Training - Company		08/20/21 10:00	08/20/21 11:00	0-999	2	100%	
FAT-Facility Safety and Survival	Training - Facility		08/19/21 9:30	08/19/21 11:30	0-999	6	100%	
COT-Health and Wellness	Training - Company		08/19/21 7:00	08/19/21 9:00	0-999	6	100%	
COT-Health and Wellness	Training - Company		08/18/21 7:00	08/18/21 8:30	0-999	5	100%	

Participant	Progress
1 Brenton Sharpe	100%
2 Charles Bauer	100%
3 Charles Reavis	100%
4 Christopher Davis	100%
5 Christopher Lounsbury	100%
6 Christopher Moss	100%
7 Derek Cornelius	100%
8 Dinitiy Oliveri	100%
9 Dustin Frye	100%

Summary: Registered 38, Avg Progress 73%, Paced 28.



Training Requirements

EPR will provide on-site training to CRCOG’s staff at designated agency locations for all of the EPR modules. FireWorks has a robust knowledge base built into the software that provides access to FireWorks-specific training on-demand 24/7. EPR will cater training to CRCOG’s staff’s needs including instructional materials, media presentation devices, presentation media and be provided in digital format. Instructors will be in-person and on site. EPR will also provide sufficient training to onboard any IT department staff.

CRCOG has permission to reproduce all training materials for purposes of training staff on FireWorks with respect to EPR’s copyrights of said materials. There is no additional fee for training related to FireWorks Records Management System software during implementation or after launch of the system.

EPR offers a “train the trainer” model or an end-user training model. Two sample schedules are provided below.

On-Site “Train the Trainer” Schedule

Customer to supply 1 training location, including PCs or laptops, with hi-speed internet connectivity.

Training will take place over multiple consecutive days with day one repeating, allowing for accommodation of shifts.

08:00 – 09:30

- Introduction to FireWorks. System layout and user login.
- KB, Profile, and Document Library.
- NFIRS reporting – detailed tutorial of NFIRS

Break

09:45 – 11:15

- ALS ePCR-detailed coverage of ePCR module

Lunch Break 11:15-12:30

12:30 – 14:00

- Properties
- Preplans
- Inspections (Covered once)
- Investigations (Covered once)

Break

14:15 – 15:30

- Inventory/maintenance Overview
- LMS Activities Training

Break

15:45 – 17:00

- BI Dashboards 17:00 – 17:30
- Q and A

On-Site End-User Training Schedule

Customer to supply 1 training location, including PCs or laptops, with hi-speed internet connectivity.

Training will take place over multiple consecutive days with day one repeating, allowing for accommodation of shifts.

Session #1

08:00 – 09:20

- Introduction to FireWorks. System layout and user login.
- KB, Profile, Document Library and Dashboards.
- NFIRS reporting – detailed tutorial of NFIRS

Break

09:30 – 10:50

- Properties/Preplans
- Hydrants
- BI-Brief overview

Break

11:00 – 12:30

- Inventory/maintenance Overview
- LMS Training Lunch Break 12:30-13:00

Session #2

13:00 – 14:20

- Introduction to FireWorks. System layout and user login.

- KB, Profile, Document Library and Dashboards.
- NFIRS reporting – detailed tutorial of NFIRS

Break

14:30 – 15:50

- Properties/Preplans
- Hydrants
- BI-Brief overview

Break

16:00 – 17:30

- Inventory/maintenance Overview
- LMS Training

Inspectors/Investigators Session 17:30 – 19:00

- Inspections (Covered once)
- Investigations (Covered once)

System administrators would receive group training on all modules. This will include setting up each module, customization features of each module, end user training on each module, as well as answers to agency specific questions on administration.

Estimated number of hours it takes to train a typical user by job function:

Section	Hours
Initial Admin	1
System Admin	2.5
Dashboard	0.5
Hydrants	0.75
Pre-plans	1
Inspections	1
NFIRS Incidents	1
Investigations	0.5
Bi/Map View	0.75
BLS	1
ALS	2

ALS Admin	2
Inventory/Maintenance	2
Training/LMS	2
Billing	1

Events/Activities

Events, Activities and Learning Management: LMSWorks, EPR's Learning Management System, enables users to track all events, activities, public education and certification tracks for fire and EMT professionals. Dashboard views are intuitive and can produce custom reports that allow users, supervisors, managers and administrators to demonstrate learning and certification progress. LMSWorks allows for scheduling training and a variety of events as well as import personnel and ICS calendar files.

The screenshot shows a calendar interface with the following details:

- Calendar View:** Weekly view from Sunday, July 31 to Saturday, August 6, 2022.
- Navigation:** Includes buttons for 'Today', 'On Duty', 'Register to Events', 'Show All Events', and 'Show Personal Assigns'.
- Events:**
 - Apparatus Maintenance - Buwalda III William
 - DOT- Apparatus Operation - McBride William
 - PRO- EVD - Moss Hunter
 - TR Ropes Certification - O'connor Mathew
 - TR- General Tech Rescue Training (Detail in Notes) - O'connor Mathew
 - Hydrant Maintenance - Hofmann James
 - Firefighter Survival - epr admin
 - Water Supply - epr admin
 - COT- Rope Rescue Equipment Inspection - epr admin
 - ONL-Building Construction (NFPA 1001) - Moss Christopher

The screenshot shows the 'CATEGORIES' management interface with the following details:

- Category Name:** Activities - Daily Activities
- Sub Category:**
 - Administrative
 - Incident Activities
 - Public Education
 - Station Duties
- Other Categories:**
 - CFD - Hiring Process
 - CFD-Promotional
 - ISO Certification
- Actions:** Each category has a checkbox and an 'Add Sub-Category...' button.

Apparatus, Equipment, and Facilities Management

Inventory Tracking (vehicles, equipment and personal protective equipment): FireWorks Inventory and Maintenance module enables the department to define different locations where inventory is held, whether in a warehouse, storeroom, apparatus, SCBA, hose or even PPE for an individual. Data from the current inventory system can easily be imported into the FireWorks system if provided in an .xlsx (Microsoft Excel) file format. The inventory and maintenance module enables documentation of required supplies in each location with email alerts to the logistics supervisor or others if quantities checked fall below thresholds. Maintenance on apparatus can also be defined and checked based on The Counties defined schedules to alert for preventive maintenance or even apparatus out of service. Reports such as expired inventory and others are also provided.

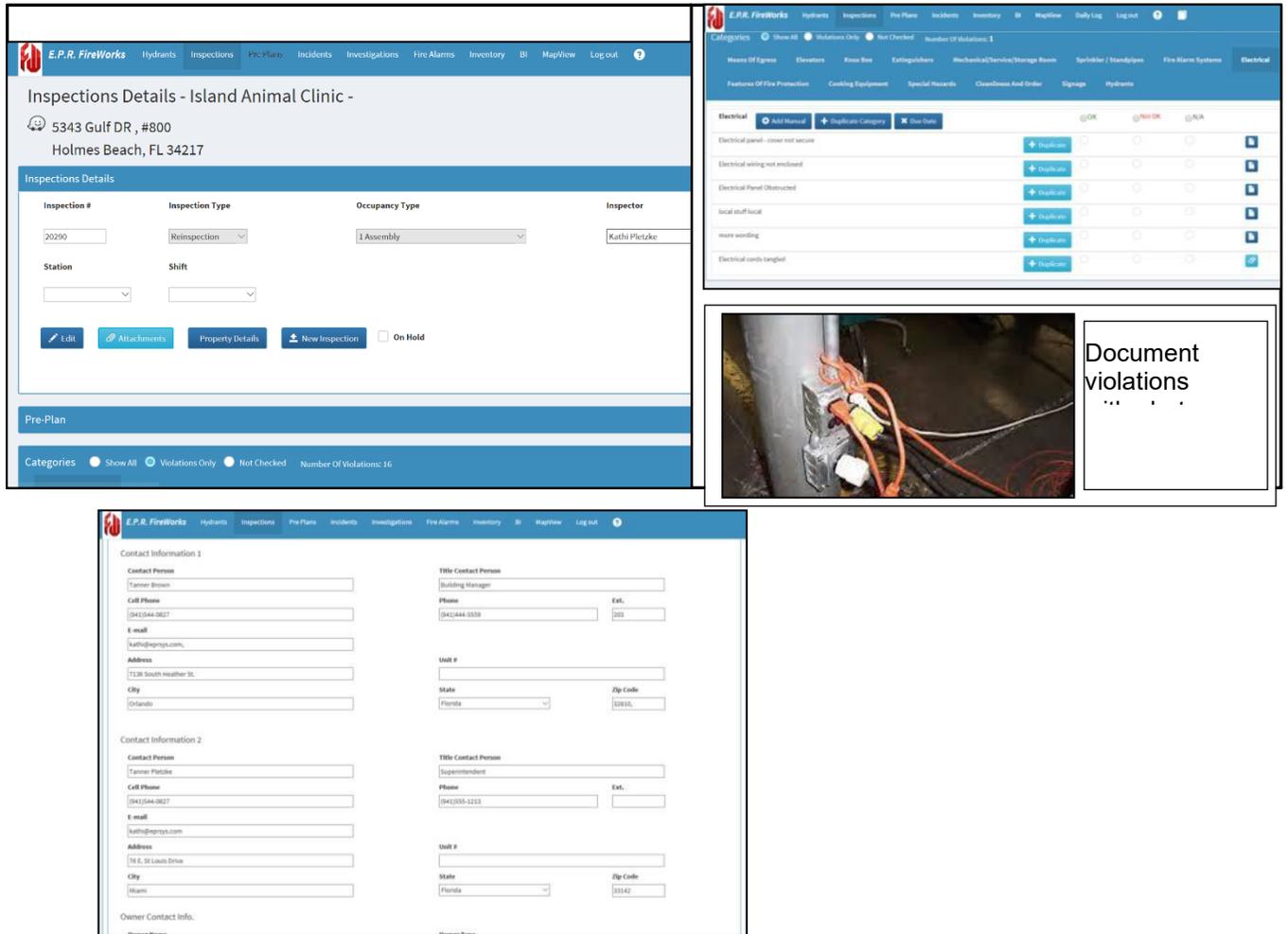
Vehicle / Warehouse	Go To	Unit Status	Inventory			Maintenance	
			Check	Checked By	Last Checked	Check	Checked By
ABCD		In Reserve			3/26/2020	Daily	
ATV 147		In Reserve			3/26/2020	Monthly	
BAT1		In Reserve			3/26/2020	Monthly	
BAT2		In Service			3/26/2020	Annual	
C109		In Reserve			3/26/2020	N/A	
C191		Out Of Service			3/26/2020	Monthly	
CHFR		In Service			3/26/2020	Weekly	
D101		In Service			3/26/2020	Daily	
E111		In Service			3/26/2020	Monthly	
Ert-64		Out Of Service			3/26/2020	Daily	

Buildings, Occupancies, Inspections, and Preplans

Inspection Module: FireWorks has a robust fire inspection module that enables the prevention team to perform inspections in the field and electronically send the report to the property owner while in the field. The inspection system manages the dates for annual/periodic inspections as well as re-inspections.

Visual data analytics enable the fire marshal to view the status of all inspections by inspector, by occupancy, and if using our incident reporting system, the system has the ability to tie inspections to incidents.

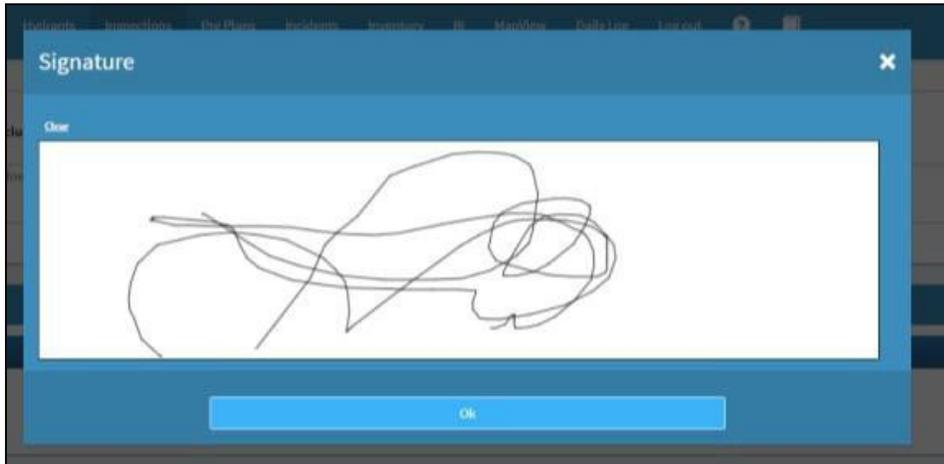
FireWorks enables the inspector to reference a table of codes loaded into the system as well as add additional comments and even pictures of the violation can be included when the report is emailed to the business or property owner. The FireWorks occupancy module facilitates the tracking of building owner information including more than one contact name, address, phone number and email address.



Document violations

Maintain up-to-date email and phone contact information for business and emergency purposes. Email inspection report from the field.

Signature Capture: Before leaving the premises, the fire inspector may discuss the violations with the owner or manager and request acknowledgement by capturing their signature. This signature also becomes part of the inspection report as well.

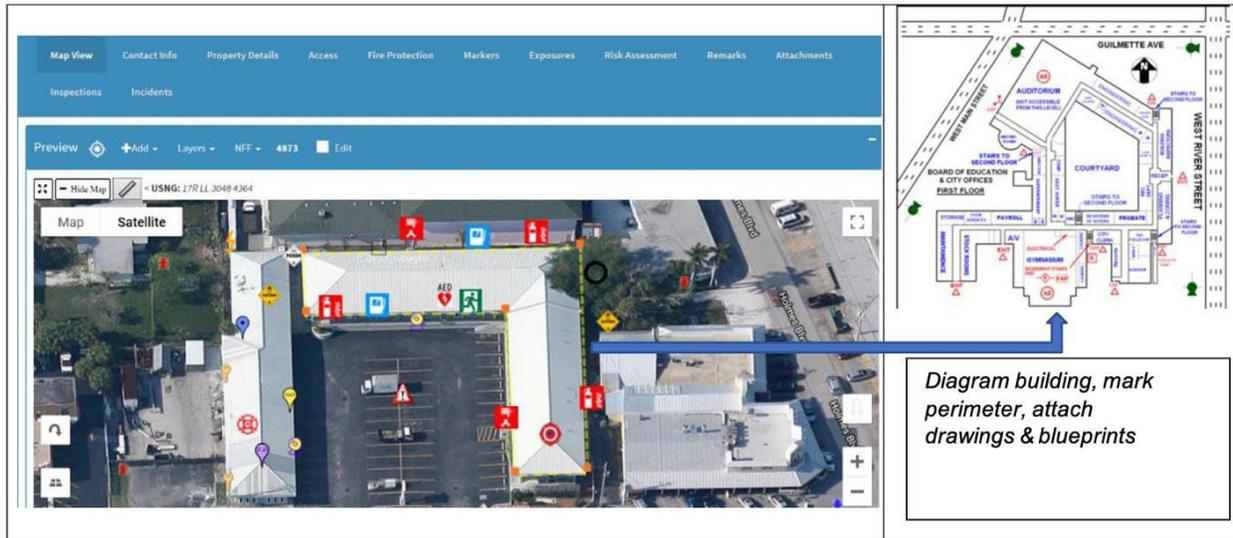


Automatic management of re-inspections: FireWorks automatically manages not only annual/periodic inspections (on a predetermined schedule upon which the department determines), but it also manages re-inspections for outstanding/unresolved violations. Fire inspectors also have access to the history of visits at the premises including the prior reports.

A bill in the field can be generated and emailed at the completion of the inspection report as well as include any forms or letters.

Date	Status	Inspector	Visit Duration (Minutes)	Email Send to	Bill	Sum
04/09/19	Violations Found	Admin Epr	30	avi@eprys.com	Preview Bill	131.00

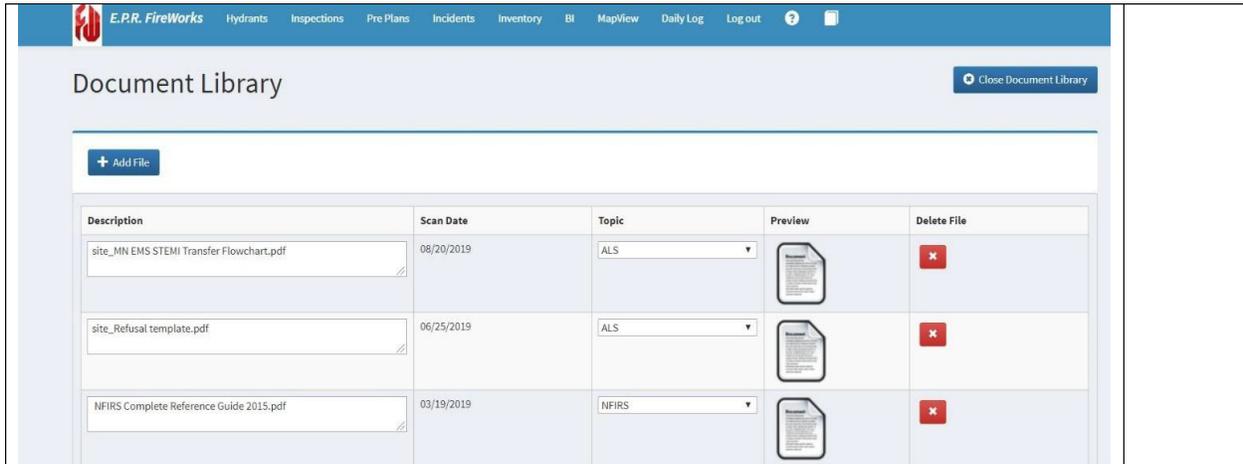
Date	Category	Description	Note	Inspector	Inspection #
04/09/19	Knox Box	Improper keys in knox box		Admin	24749
04/09/19	Cooking Equipment	Grease appliances not protected		Admin	24749
04/09/19	Cooking Equipment	Cooking appliances not under hood		Admin	24749
04/09/19	Cooking Equipment	Hood suppression system not insp.		Admin	24749
04/09/19	Electrical	Electrical cords tangled		Admin	24749



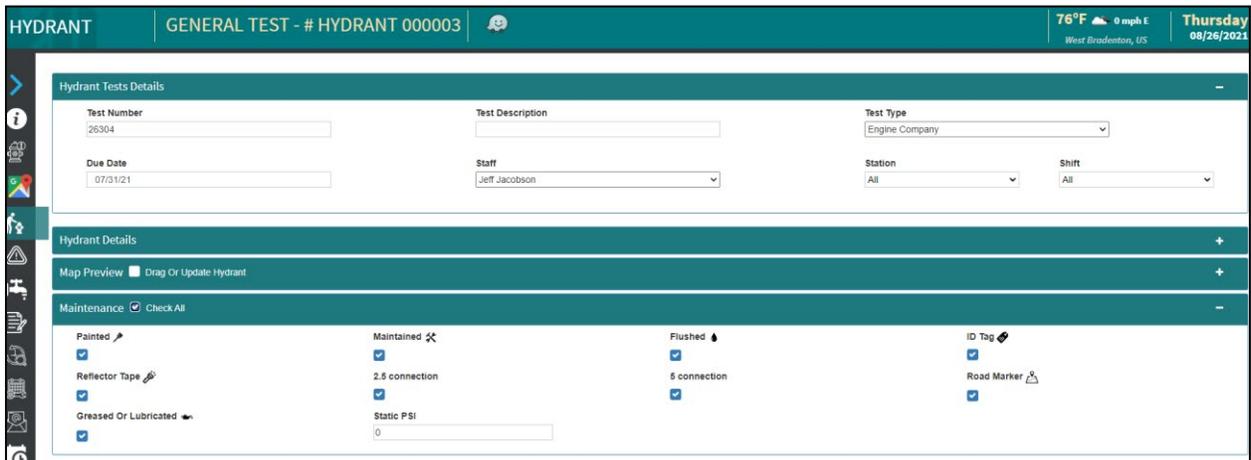
West Manatee Fire Record			
Administrative Office: 8417 3rd Avenue West Bradenton, FL 34208-2314 Phone 941-761-1558 www.wmfr.org Fax 941-799-3225 "Excellence Through Commitment, Courage and Compassion"			
Survey #:	8000063	Property ID:	8000063
Survey Date:	11/30/18		
Scene Information			
Property Address	1020 10th Ave W Palmetto 34221 FL #106		
Name/Description	England and Associates		
Occupancy Type Violation List	Mercantile, Business		
Perimeter	431		
Area	10586		
Zone	A		
Contacts			
Name	Bohls	Title	Mgr
Address	4342342342324	E-mail	kathi@epnrya.com
Name		Title	
Address		E-mail	kathi@epnrya.com
		Cell	(254)235-4354
Access			
Elevator	0	Type	0
Elevator Room Location			
Occupant Load			
Knox Box Present			
Building Class	0		
Roof Covering	0		
Property Ownership	0		
Structure Type	0		
Building Status	0		
Construction Type	0		
Stairways	0	Location	
Light Weight Truss	0		
Property Access			
Buildings Area			

A copy of the completed preplan report is produced in PDF and can be emailed to anyone including surrounding jurisdictions for mutual aid purposes.

Code References/Supporting Documentation: FireWorks allows for the fire department to upload various forms of documentation so that it is available in the field to your fire prevention team while conducting inspections. References to current and past fire building code sets, local ordinances, state codes or any other reference materials needed, if available in PDF format, can be uploaded and referenced at any time.



Hydrants: FireWorks has multiple options to schedule both general maintenance or flow testing.



Flow Test

Test Begin	Test End	Test Duration	
<input type="text" value="08/26/21"/> <input type="text" value="07:16:18"/>	<input type="text" value="08/26/21"/> <input type="text" value="07:16:18"/>	<input type="text"/>	
Static PSI	Pitot Pressure	Pitot Pressure 2	Outlet Diameter
<input type="text" value="70"/>	<input type="text" value="75"/>	<input type="text"/>	<input type="text" value="4.0"/>
Residual PSI	Discharge Coefficient		
<input type="text" value="0"/>	<input type="text" value="0.9"/>		
Reference Hydrant 1	Reference Address 1	Reference Hydrant 2	Reference Address 2
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

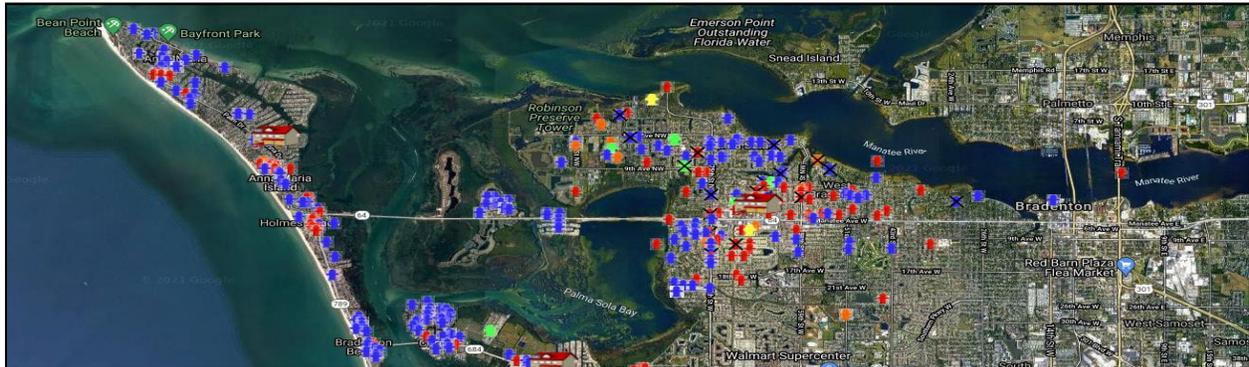
Class

Calculate

GPM	20 PSI	10 PSI	0 PSI
<input type="text" value="3720"/>	<input type="text" value="3101"/>	<input type="text" value="3422"/>	<input type="text" value="3720"/>

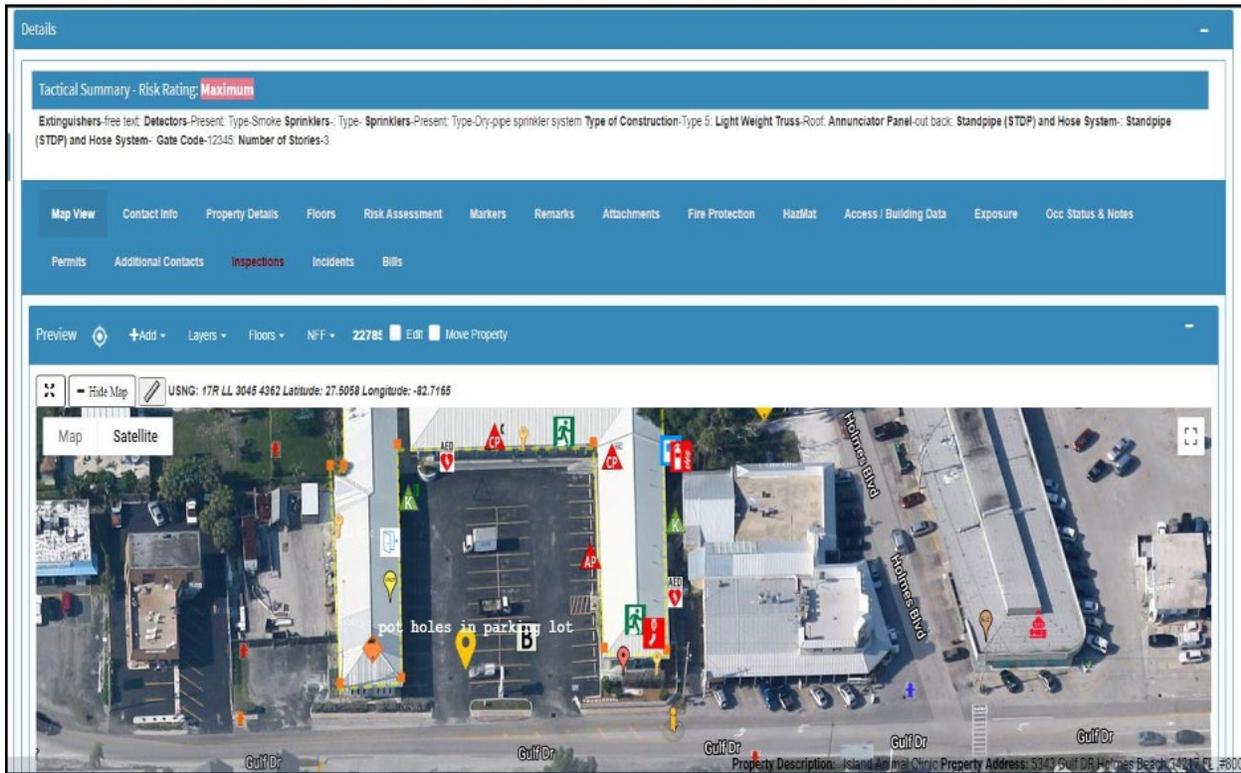
Remarks

Remarks



Pre-plans: Fire inspectors typically visit commercial properties and occupancies during the annual/periodic business inspection process. While conducting an inspection, the inspector can also update the preplan information. If there is any critical information needing the attention of the fire marshal, the workflow within the system enables the inspector to email the fire marshal and attach the revised preplan report.

Inspectors typically update emergency contact information or note important safety/hazards at property locations.



Community Engagement

EPR’s brand new CommunityWorks provides your department a direct connection to the public. With CommunityWorks, you’ll be able to enroll local businesses and residents in their safety with a direct connection to the fire department database.

- Residents can optionally provide information, photos and other property details related to informing first responders about the property and its occupants, disabilities, pets or hazards to inform response efficiency
- Commercial property owners and lessees can proactively engage the fire department with information related to their property, employees and materials on site as well as maintain their safety compliance
- A standalone product that links from your fire department’s page or main website and works on any device
- User-friendly for the community’s comfort level with emphasis on privacy protection
- Includes educational information related to licensing, permits and other safety measures
- Allows for billing business owners and residents for permits etc.
- Enables business owners to upload images to prove code enforcement compliance after failed inspections items which helps inspectors not make as many repeat visits to approve building inspections

CommunityWorks Dashboard View:

Help Us Help You

View our Demo to understand how to work with this website and what's in it for you.

- * PrePlan reports
- * Citizen Notice Board
- * Reports submissions
- * Easy use on any screen size

Start Here

Host: Commander Scott Lively

Sign in

Email: JonathanBe@gmail.com

Mobile Phone #

Password

Login

Sign Up >

Weather Forecast

Sunny 47°F

Mon	Tue	Wed	Thu	Fri
54° / 35°	58° / 44°	58° / 33°	76° / 62°	72° / 65°

Public Records

- City Agreements/Contracts
- City Development & Land Records
- City Financial Policies & Documents
- City Meeting Audio Recordings (GS1-SL #4)

This Week Report: Analysis by Incident Type

1280

Rescue and Emergency medical services incidents

Checkout full report >

Emergency call

Administration: (352) 394-7662

Emergency Dispatch: 911

Fire Administration location: 439 W. Hwy 50, Clermont

Non-emergency dispatch: (352) 383-1200

Copyright © 2020

CommunityWorks Map View:

Dashboard Map View My profile Inspections About us Messages

2919 E. Gladiolus road 12029, Anna Maria FL

Quick Access

New Broad St

Anson Ln

Burke St

Juel St

4450

4424

4400

4573

4555

4537

4519

Emergency Contacts

Occupants

Addresses

Solar Panels

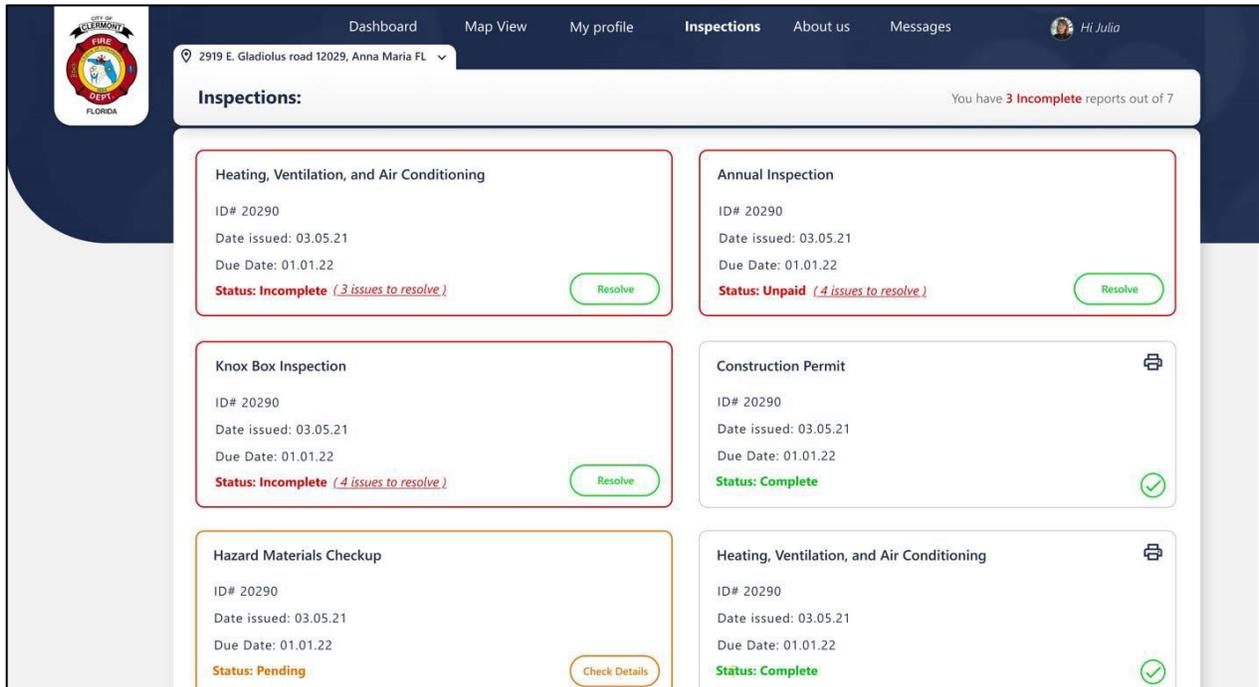
Vehicles

Pets

Hazard Materials

Copyright © 2020

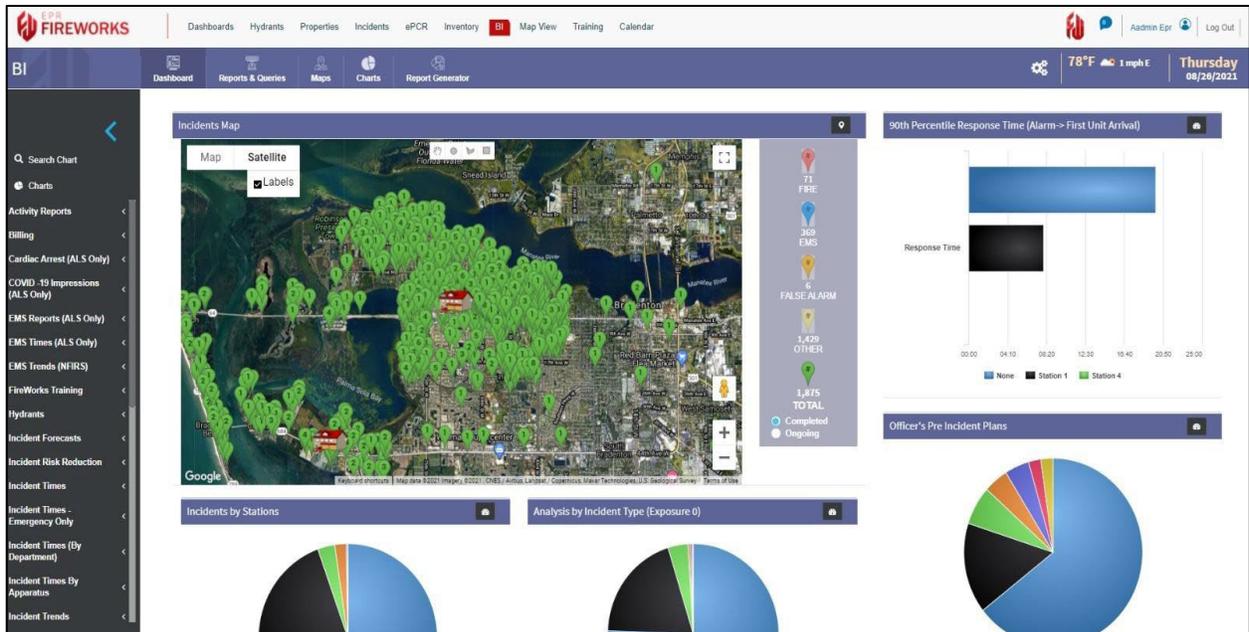
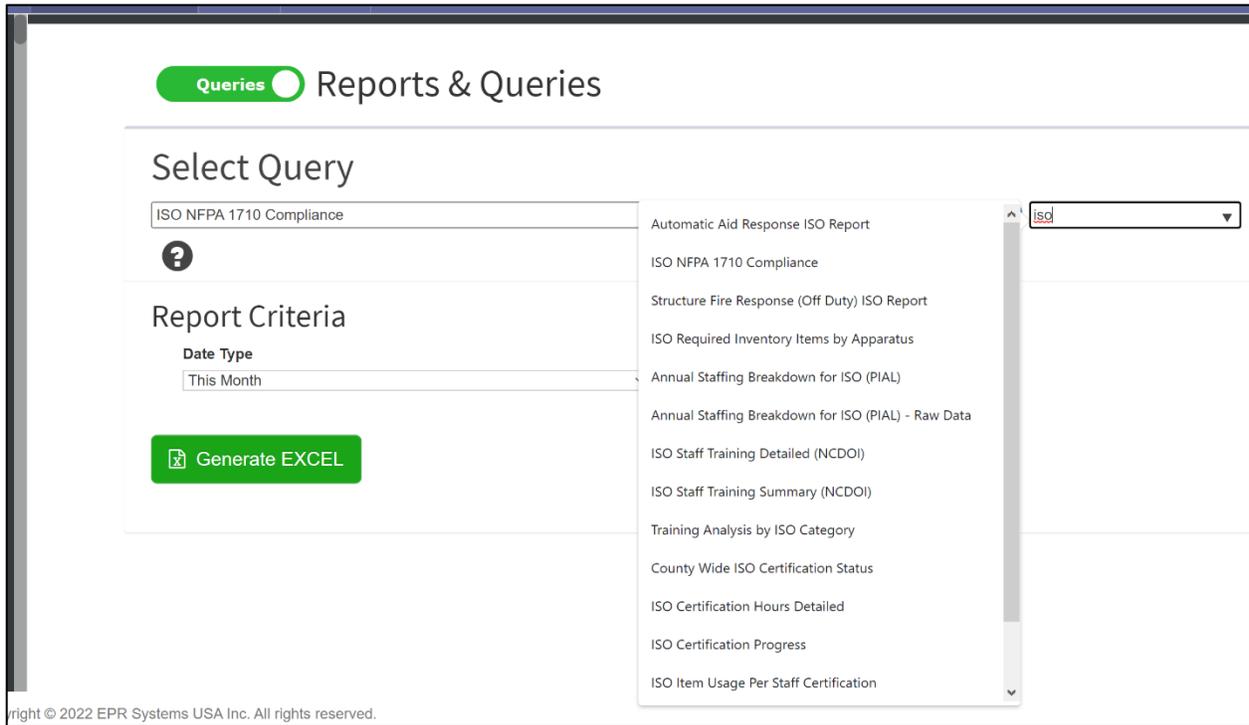
CommunityWorks Inspections View:

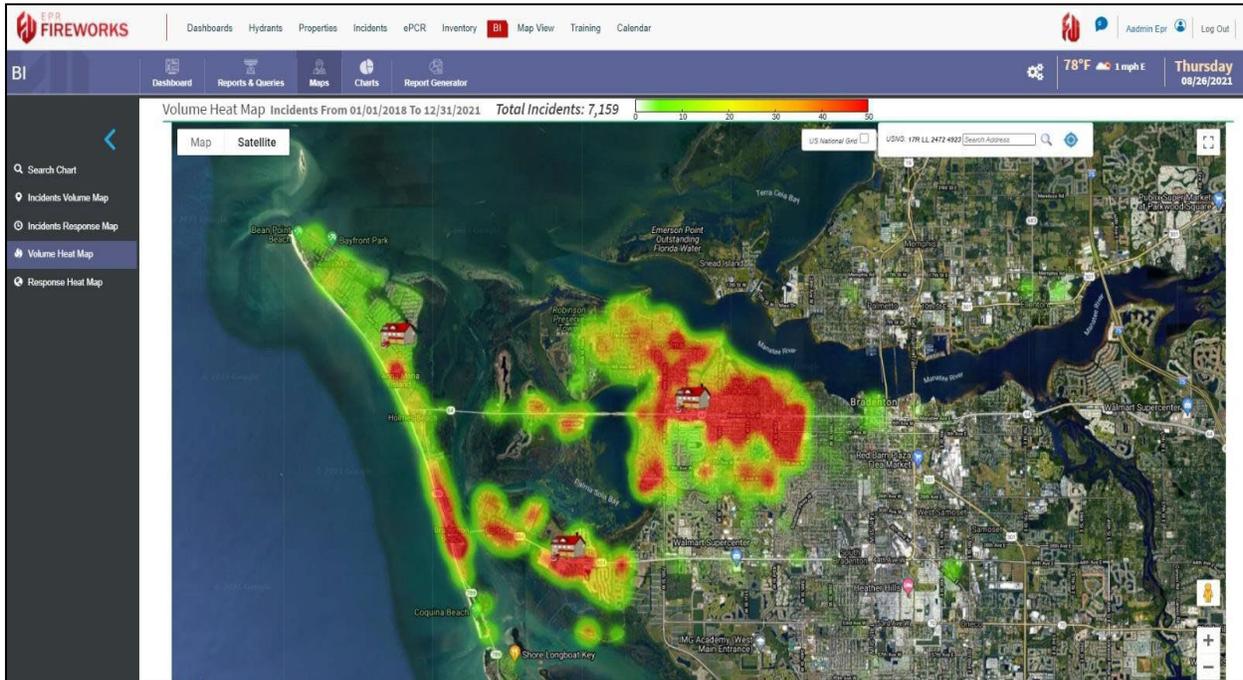


- EPR’s CommunityWorks allows users to set up their own profiles. Residents and business owners can view and add information about their property, including hazards, medical issues, lock box locations, etc. The property information is automatically viewable in FireWorks response mode.
- The CommunityWorks team will coordinate with the agency and municipality to promote profile setup with a set of marketing and promotional material that’s easy to mail or email to the community. There is no additional cost for this service.
- Property owners can view open or closed inspections based on address when they log in right on their home page dashboard.
- CommunityWorks has a customizable incident view that the property owner can customize to view non-EMS incidents.
- Property owners can also subscribe to email or text notifications regarding their property’s inspection status.

Reports, Dashboards and Data Management

EPR has a powerful Business Intelligence (BI) reporting tool that will provide the department with instant data including access to over 250 pre-built reports with the ability to custom build reports that fit the department’s needs. Reports are also searchable on keywords, such as ISO 1, so your agency can easily run ISO 1 reports to maintain an ISO 1 rating status.





Report Generator Ad-hoc Reports

New Report

Report Name:

Share with other team members

Columns:

- Incidents > Basic Details > Incident #
- Address/Property Fields > Exposure
- Fire Fields > CAD #
- Casualties and Injuries > Incident Date
- Incident Type > FDID
- Department
- Shift
- Station
- Officer in Charge
- Member Making Report
- Report Status

Filter: Select records where [Add new condition]

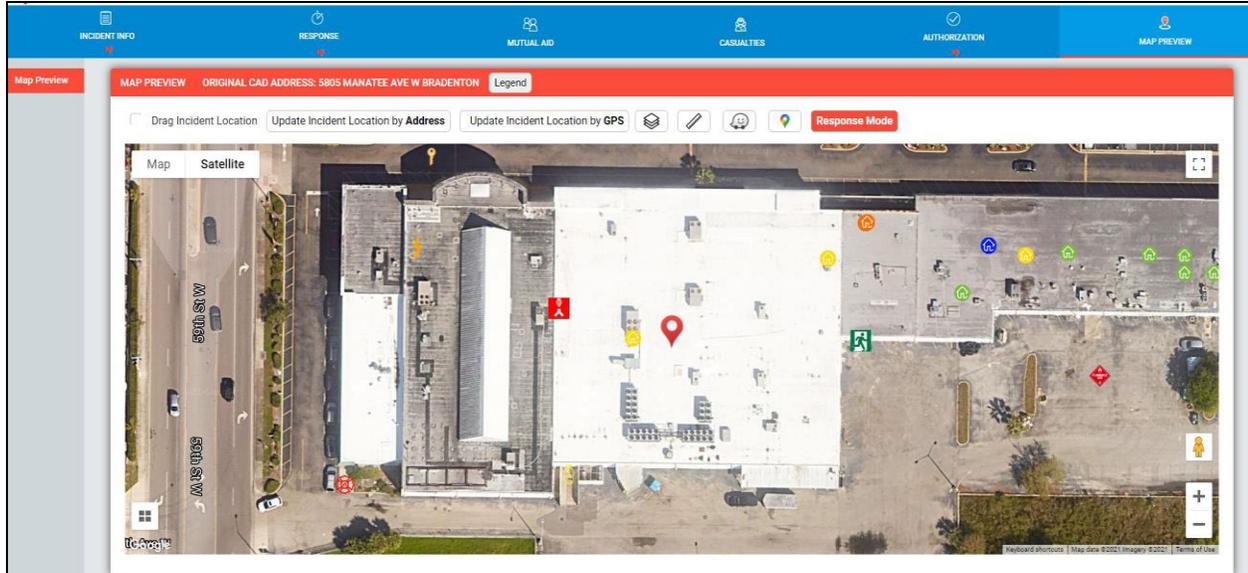
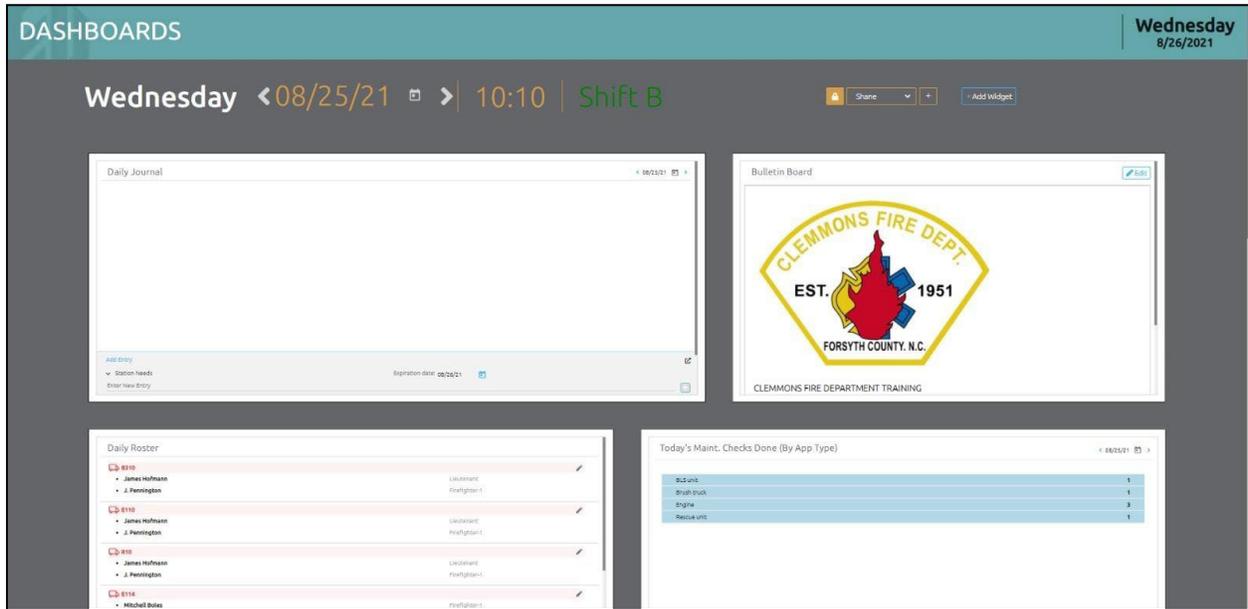
Table:

15	1800015	0
16	1800016	0
17	1800017	0
18	1800018	0
19	1800019	0
20	1800020	0

1 - 20 of 19000 records

Fire Department Public Data Portal/Information Sharing: FireWorks allows you to publish analytical charts for public viewing on CRCOG’s agency websites or through email communications, where the public link email can satisfy public records or management requests.

FireWorks allows departments to build custom dashboards per user.



Security and Data Protection

Data security practices: Regarding the identity management, we have modeled our identity management, based on the security guidelines, dictated in the standards: ISO27001:2013 and ISO27799:2008 – Data security in Development and support of systems, for Health service Sector. This

correlates with the AWS readiness to GDPR - <https://aws.amazon.com/blogs/security/all-aws-services-gdpr-ready/>

System security practices: For the implementation of secure Identity and Access Management:

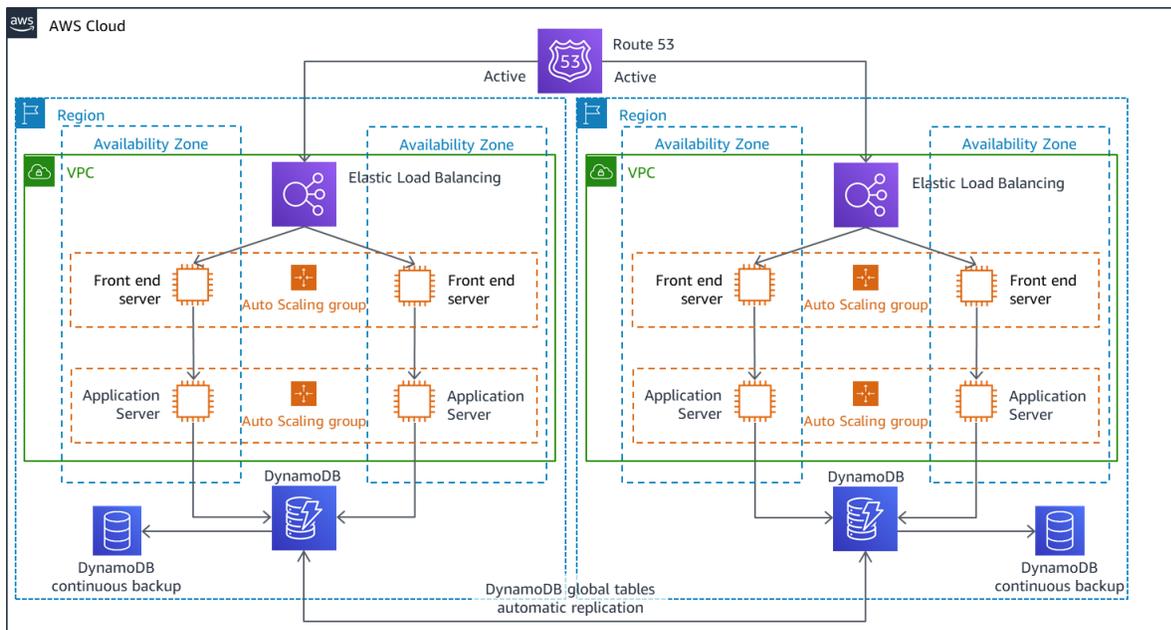
- All login credentials are unique, even between DBs;
- All passwords are encrypted, on the client [passwords trafficked encrypted].
- Initial password is temporary. Initial log in forces password update.
- “Forgot password” mechanism is personal text message based.
- Unsuccessful logins, locks the user account, pending admin password reset.
- User logins are recorded in system log.
- Successful login validates the user’s permissions, entitling relevant access

Uptime: 99%

EPR hosts all data in Amazon Web Service at the enterprise level utilizing the always on multi- site active-active feature. This allows for continues backup and automatic replication across zones. With this service client’s database is continuously backed up allowing for near zero downtime should a zone fail.

All zones are under constant surveillance with multiple alarm notifications should there be a disruption or poor performance.

The following diagram illustrates the relationship between Regions and Availability Zones.



The AWS Global Cloud Infrastructure is the most secure, extensive, and reliable cloud platform.

AWS Regions offer low latency, low packet loss, and high overall network quality. This is achieved with a fully redundant 100 GbE fiber network backbone, often providing many terabits of capacity between Regions.

AWS delivers the highest network availability of any cloud provider. Each region is fully isolated and comprised of multiple AZs, which are fully isolated partitions of the infrastructure.

All data flowing across the AWS global network that interconnects datacenters and Regions is automatically encrypted at the physical layer before it leaves the secured facilities

EPR infrastructure is monitored 24/7 to help ensure the confidentiality, integrity, and availability of your data.

EPR production environment is located on the AWS US East (N.Virginia). Amazon takes a series of steps to ensure low latency, low packet loss, and high overall network quality. On top of that, we have taken several steps to reduce the dependence on our infrastructure components:

- EPR servers are entirely virtual.
- All servers work with Elastic Load Balancing (ELB) technology that enables servers to adjust their resources according to a defined plan.
- AWS regions are designed to be divided into some availability zones. They separated from each other so that if one area in US East-1 does not respond, the other is still functioning.
- This configuration provides us with complete flexibility and availability; if there is an error in one zone, the other can be used as a backup.
- User accesses routed through the gateway server, which checks and verifies his identity and provides additional permissions according to the Administrators Settings; only after permissions have been granted they are connected to the selected database.

Since the connection is after authentication, the link is transmitted through an automatic monitoring system that routs the Users to the most available server (taking into account several aspects). For example: if the information and Monitoring System Detects that all servers are at maximum capacity, it will add on an additional server (Automatically), and direct the user to the same server.

The DR plan is divided into two levels: The first level DR provides a solution to 99.9 percent of fracture cases and is built so that it is activated quickly while Response time is almost immediate. Second level DR for security redundancy, an additional level can be used in a state of very extreme failure.

The AWS EC2 VPC in each of the geographic regions Are divided into a number of isolated locations called Availability Zones. Amazon operates state-of-the-art data centers with high availability.

All available areas in US East (N. Virginia) are self-contained and connected via low latency communication. Availability Zone (AZ) is a data center (one or more) in the AWS area with a redundancy of power, network, and connectivity; working in several availability zones allows us to run the production applications and databases in an optimal configuration can withstand errors without going down.

All availability zones in an AWS area are connected in a high bandwidth connection using low latency Dedicated metro fibers with absolute redundancy, which provide high network output while low retrieval time between Availability zones, All traffic between the availability zones is encrypted.

The network performance can easily withstand performing synchronized duplication between availability zones. If an application is divided between availability zones, the app is more isolated and protected from threats such as Power outages, lightning damage, storms, Earthquakes, and more.

Availability zones are significantly physically separated, although they are no More than 100 km from each other.

DR location: for EC2 US East-1, We use three different availability zones; each serves as a DR for the rest. The installation of all systems is divided between the three AZs so that an issue will affect only the part of a system installed in the same AZ.

Regular updates to the DR site: a complete backup of the database to a separate availability zone- available every 60 minutes, and at the end of each day Full image.

RPO: Maximum time limit for losing information - is 60 minutes. RTO: Maximum time to return to full function - 1 hour.

All EPR systems are included in DRP without Exceptions. There is a written plan and procedures for disaster recovery, which are reviewed in an annual audit (internal and external) every year as part of the ISO 27001 certification. The audit also requires a routine of exercises conducted on a regular basis in relevant outlines; both planned or by surprise.

AWS sites in US East (N. Virginia) and Ireland meet the strictest standards for data center management and are managed with the best management tools. In addition, we use monitoring and control tools, including DLP monitoring and control systems, to ensure the ongoing functioning of the servers and the prevention of errors in advance. A risk assessment is conducted once a year and is valid for one year.

Data Backup Procedures: Our backup strategy consists of backup procedures on an hourly, daily, weekly, monthly up to 24-month basis. To reduce the risk of data loss, we move the backup snapshots every night to a Separate AWS environment. EPR technical staff tests the integrity of the backups on a weekly basis.

Incident Response: The EPR Incident Response Plan has been developed to provide direction and focus to the handling of information security incidents that adversely affect EPR Information Resources. The EPR Incident Response Plan applies to any person or entity charged by the EPR Incident Response Commander with a response to information security related incidents at the company, and specifically those incidents that affect EPR Information Resources.

The purpose of the Incident Response Plan is to allow EPR to respond quickly and appropriately.

Event Definition: Any observable occurrence in a system, network, environment, process, workflow, or personnel. Events may or may not be negative in nature.

Adverse Events Definition: Events with a negative consequence. This plan only applies to adverse events that are computer security related, not those caused by natural disasters, power failures, etc.

Incident Definition: A violation or imminent threat of violation of computer security policies, acceptable use policies, or standard security practices that jeopardizes the confidentiality, integrity, or availability of information resources or operations. A security incident may have one or more of the following characteristics:

- A. Violation of an explicit or implied EPR security policy
- B. Attempts to gain unauthorized access to a EPR Information Resource
- C. Denial of service to a EPR Information Resource
- D. Unauthorized use of EPR Information Resources
- E. Unauthorized modification of EPR information
- F. Loss of EPR Confidential or Protected information

EPR supports dual authentication as well as optional multi-factor via text messaging. EPR meets and exceeds the international standard for data security ISO 27001 and ISO 27799. All data is encrypted at rest and transit. As EPR is a cloud-based and fully encrypted solution, therefore segmented from the device's operating system. Administrators have access to add/delete/modify all accounts and passwords.

Data security is a top priority at EPR Systems. EPR stores data in a closed and secure environment, going beyond the international standards of encryption by using additional protection methods such as traffic encryption and limiting access only to essential and authorized users. Moreover, EPR uses advanced tools to monitor traffic and immediately responds to incidents by restricting access.

All traffic within our SaaS cluster is encrypted with a TLS connection. Additionally, we use advanced firewalls/NLB and apply strict rules and network policies to ensure maximum security and privacy for each user. The system is scanned for malicious activity, and with the help of a Security Information and Event Management (SIEM), in case of an emergency our response will be immediate and strict to minimize damage. Our systems are consistently backed up, with an immediate restore plan available. The infrastructure is built on AWS, having all privacy policies and precautions implemented.

Our web portal is constantly monitored for any type of malicious activity, with frequent tests that offer insights regarding additional defense procedures. This allows us to prevent malicious actors from exploiting vulnerabilities for cyber attacks such as SQL injections and brute force. Every connection to the web portal UI has a TLS connection, which prevents data exposure from network sniffers.

SSL keeps the connection between two systems secure and prevents attackers on the network from reading traffic by encrypting it using a scrambling algorithm that can only be decrypted with the provided key.

TLS is the successor of SSL, providing more security and reliability. The encryption process and connection establishment with TLS-enabled servers is more secure.

Sign-up and login credentials are stored in an internal and unexposed database. All the stored credentials from the stage are encrypted. On a login attempt, the password provided by the user is compared to the encrypted one that is stored in the database.

The portal API internally communicates with the database which is isolated from the outer network. The portal compares the credentials provided by the user with the encrypted credentials in the database.

EPR recommends a minimum of 5 Mbps. EPR meets and exceeds the international standard for data security ISO 27001 and ISO 27799. EPR hosts all data in Amazon Web Service at the enterprise level utilizing the always on multi-site active-active feature. This allows for continuous backup and automatic replication across zones.

Implementation and Customer Support

Service level commitments: Our AWS implementation is multi-tenant with .net tools for interfaces, while development environments vary by project from Angular10, Microsoft Visual Studio to Microsoft SQL Management Studio. Developers use the GitHub system as configuration management and source control infrastructure platform. Access to GitHub is done with credentials and in accordance to relevant projects. Upon closure of the release, it is packed and stored in a secured server, passed to quality assurance to be tested in a dedicated test environment. Upon successful completion of tests, the release is officially launched. Source code on GitHub is backed up on a regular basis. End-to-end development lifecycle is backed up and secured by GitHub as the main working tool. During implementation and validation various techniques are being used:

- Manual code review, done by the Senior developer in each field: Server, Android, iOS, DevOps (Scripts)
- Ensuring successful pass of builds including automatic tests on sets of images (comparing the results to expected results)
- Verification (QA) team:
 - Run progression and regression tests according to requirements and implementation
 - Run load and performance tests
 - Check client/server secured connectivity tests (user and password authentication, certificate-based authentication and authorization)

Customer support model: We provide 24/7 customer support for all customers.

Post implementation support model: Any post-implementation related issues that arise after launch/go-live, we provide necessary support 24/7 to all customers.

System warranties: FireWorks, LMSWorks and MedicWorks ePCR are cloud-based software services and warranties are related to uptime, which is 99%

Ongoing maintenance and updates: Any platform maintenance and updates are performed at the cloud/server level and are performed at low peak operating times to have minimal impact on users.

Support staff maintaining the system: Servers and uptime are managed by EPR Systems support staff 24/7.

System's high performance and availability profile:

The third parties embedded solutions include:

- AWS platform and tools, providing cloud infrastructure
- Google maps, providing data geo-coding
- Waze, provide turn-by-turn navigation
- ClearImage Driver License Reader, providing driver license bar code data
- TrafficLand, providing traffic light camera pictures
- Elavon, providing on-line credit card clearing

Additionally, extremal interfaces are supported, to seam line the workflow, including:

- CAD data integration with multiple CAD providers
- Scheduling systems, importing rosters and crew's positions with multiple providers
- State and national NEMSIS 3.5.0 EMS data validation
- EMS billing providers
- Integration to medical devices, importing vital signs, events EKG graphs and pictures. We support integrations with Stryker physio, ZOLL and Philips, including importing live data while the device is connected to the patient
- Data points export to ARCGIS

Our AWS implementation is multi-tenant, with .net tools for interfaces, while development environments vary by project, from Angular10, Microsoft Visual Studio to Microsoft SQL Management Studio.

Developers use the Github system as configuration management and source control infrastructure platform.

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End-to-end development lifecycle is backed up and secured by Github as the main working tool. During implementation and validation various techniques being used:

- Manual code review, done by the Senior developer in each field: Server.

Severity Level 2	Significant impact to Mission critical CRCOG business process(s) – A major problem impedes the ability to perform mission critical business function(s) due to major functionality not working. A temporary work-around that is acceptable to CRCOG is available.
Severity Level 3	Not able to accomplish all functions - Minor function(s) not working causing non-critical work to back up.
Severity Level 4	Inconvenience – The System is causing a minor disruption in the way tasks are performed, but does not stop workflow. Able to accomplish all functions, but not as efficiently as normal. May include cosmetic issues - especially in constituent facing applications.

Table 4: Service Level Standards Measure	Metric	Standard
Availability	System is available for use	99.95%
Performance	System response time	400 percent of response time during User Acceptance Testing
Problem Management	Severity Level 1 Problem Resolved	100% resolved within 1 business day
Severity Level 2 Problem Resolved		100% resolved within 2 business days
Severity Level 3 Problem Resolved		80% resolved within 5 business days. 100% resolved within 15 business days.
Severity Level 4 Problem Resolved		80% resolved within 30 business days. 100% resolved within 60 business days.
Vendor Help Desk	Help Desk call wait time, during hours of support	At least 90% of Help Desk calls are answered in 2 minutes or less (a call pick-up system may be used). At least 90% of Help Desk emails are answered in 15 minutes or less.
Help Desk call busy signal		Less than 5% of calls, get a busy signal

Support calls for Severity Level 1 and Level 2	Support call Severity Level 1 and Level 2 callback time less than 30 minutes
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Project Work Plan

Our ability to fulfill the needs of CRCOG’s agencies is based on open communication between the CRCOG staff and the EPR team. Since we customize every customer’s platform and training, it’s important for us to understand the needs and requirements for the right data that compiles actionable reports for CRCOG. The manner in which we conduct ourselves from the moment we first demo our products to ongoing support follow this general model:

- We gather specific customer requirements for data usage, integrations, reporting as well as understanding the staffing and usage requirements of the agency.
- Based on our assessments, we work with our customers to design the best outcome for transition to the new platform that includes legacy data migration, integrations, customizations and training.
- We work closely with our customer’s designated personnel to perform the prior items so there is as little disruption in data collection or response by firefighters and administrative personnel.
- Once the customer’s platform is set up and ready for use, we conduct a series of testing prior to going live and putting the platform into service.
- The most critical part is adoption of the new environment. Since we’ve identified early on the key personnel who will be using the platform—from firefighters and EMS staff to IT and administration—we design a custom training program that suits each customer’s needs.
- Over the partnership, we make ourselves available for any adjustments, additional customizations or issues related to the integration and adoption of the new platform.
- As the software is being actively used, we provide ongoing support and customizations as needed by each customer’s staff.

Our goal is to make the transition to a new software platform as effortless as possible on our customer’s part. We know that learning a new RMS platform—or any software/tool for that matter—adds a layer of complexity to an already complex and stressful role as a responder. We know because we are in the fire service as well. So, we are always ready to accommodate any of the needs of our agencies to make sure that our platform works well for their team and saves them time and provides them access to the information they need to make important decisions that save lives.

In addition to providing a robust RMS with scheduling, EPR is committed to optimizing CRCOG’s agency needs and delivering optimal training and support to ensure smooth onboarding. With extensive experience in the fire industry, we have learned first-hand what is required to obtain great results for our customers. While we understand that every implementation is unique, we follow the below best practices as a roadmap to ensure a successful deployment.

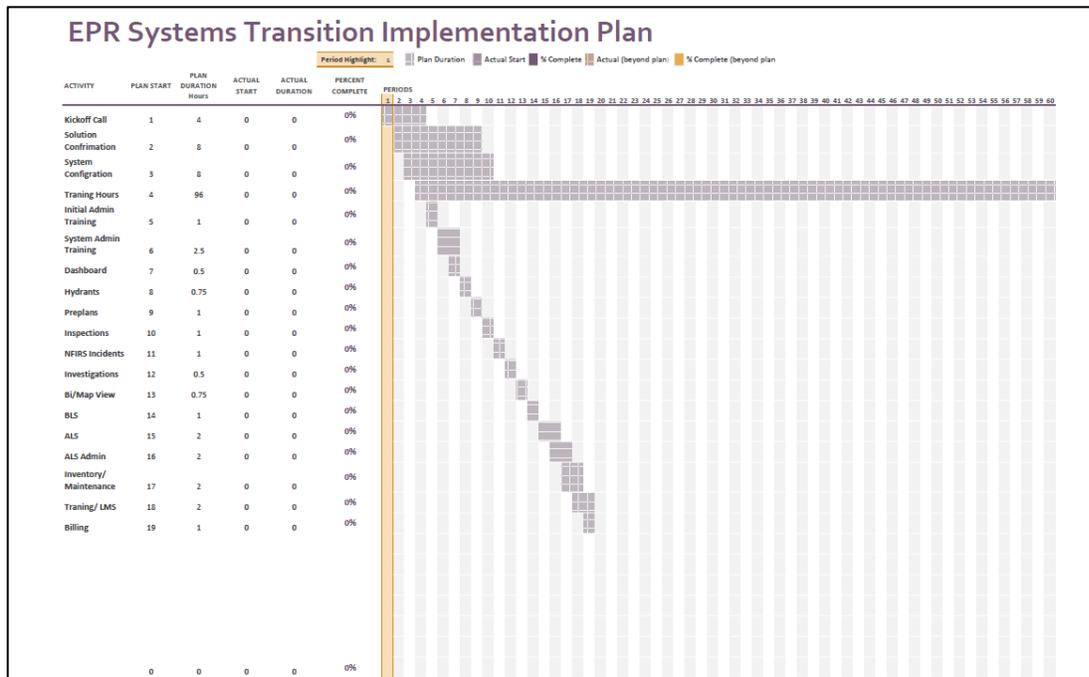
Roadmap Overview:



Initially, we want to thoroughly understand your agency, staff and RMS needs to ensure a successful implementation. We will establish expectations, identify aspects of CROCOG’s implementation that may require special considerations, address any questions about the training process and schedule important dates. To ensure that the EPR’s software setup and configurations meet the needs of CROCOG, your meeting attendees should include:

- Your key management staff that will be involved in setup decisions.
- EPR representatives will include your dedicated sales executive, VP of Implementation, Chief training Officer, Data Migration Specialist and Director of Business Development.
- We will cover a wide variety of items on this initial kickoff call including, but not limited to:
 - We want to fully understand your needs of the software to help us better serve you moving forward
 - Identify who will be the EPR RMS Administrator
 - Identify any other management users that will need to be involved during the training process so we can add them into our Client Management System
 - Discuss data integration to establish a workable schedule for delivery
 - Establish a target “go-live” date

EPR customizes every implementation to every agency based on their specific needs. Below is a sample Gantt chart for reference.



EPR's team in collaboration with CRCOG's agency staff will perform a gap analysis to identify any opportunity to improve the Records Management System, workflows, state and federal reporting requirements and any potential financial improvements.

EPR will work closely with CRCOG's agency and administrative staff to conduct thorough analysis based on the outcomes desired by the department. Many of our staff are active duty or retired firefighters and fire officers who can ask the right questions and understand the reality of running a fire and rescue agency. We will be able to ask objective, experienced-based questions to make sure CRCOG is able to achieve the best analysis of gaps and opportunities for improvement.

The gap analysis will review existing records, understand the goals of the agency from personnel to reporting to achieving budgets and performance criteria. Our goal is to help you get a 360° view of how your agency functions so we can customize your RMS platform and provide ideas on improving processes in how you leverage the RMS software.

All this work is oriented to your agency's personality, needs and the way you need to work in your community. We take into consideration any customization, legacy processes that were developed over years of understanding best practices and how the community needs to be served. We customize our platform to suit our customer's agencies and we'll do the same for CRCOG's fire and EMS agencies.

Proponent Experience and References

EPR customers similar in scope to the needs of CRCOG:

- **Customer #1—Green Bay Metro Fire, Green Bay, WI:** The EPR contract included all FireWorks fire modules, ePCR and Inventory/Maintenance/Work Orders. We implemented the solution and performed a full data conversion. Your contact is Deputy Ryan Gibbons, and his email is ryan.gibbons@greenbaywi.gov.
- **Customer #2—Columbia County, GA:** The contract included all FireWorks modules, LMS and ePCR. We completed a full data conversion and implementation. Your contact is Austin Reid, and his email is areid@columbiaCRCOGga.gov.
- **Customer #3—Polk County Fire and Rescue, Bartow, FL:** The EPR contract included all FireWorks modules and ePCR. The ePCR platform implementation and data conversion was completed in thirty (30) days. Your contact is Chief Jennifer Huff, and you can email her at jenniferhuff@polk-CRCOG.net.

EPR customer references include:

- Green Bay Metro Fire: Deputy Ryan Gibbons, ryan.gibbons@greenbaywi.gov 920-448-3291
- Polk County Fire and Rescue: Chief Jennifer Huff jenniferhuff@polk-CRCOG.net 863-519-7308
- Bayou Cane Fire Department: Chief Ken Himel khimel@bcfire.org 985-580-7230
- Forsyth County Fire Department: Deputy Gary Styers styersgl@forsyth.cc 336-703-2552
- Beverly Fire Department: Chief Peter O'Connor poconnor@beverlyma.gov 978-922-2424

Fee Proposal

Attached as separate document

Insurance

Attached as separate document