



CITY COUNCIL AGENDA FORM

Meeting Date: July 11, 2022
Prepared by: David Merryman
Department: FIRE Department

Agenda item: [REDACTED]
Reviewed by: _____

AGENDA ITEM DESCRIPTION:

Discussion possible action relating to authorizing the purchase of new Fire report management soft ware ESO

ATTACHMENTS FOR REFERENCE

1. Quote for ESO fire reporting software
2. Sole source letter for ESO for ESO fire reporting
3. End of life letter for fire house (current fire reporting software)

STAFF BRIEFING:

The La Marque Fire department will transition to ESO fire for all fire reports, fire inspections, hydrant maintenance. With ESO fire the program is compatible with our dispatch program allowing all call data from dispatch to be electronically imported to the report management software. This will improve the departments ability to complie reports and stats.

HISTORY: The La Marque Fire department currently utilizes fire house reporting software for all fire reports, fire inspections, hydrant maintenance. The department has been notified that Fire House software will no longer be supported or maintained as of December 31st,2022. The software will no longer compile and complete our state reporting requirements. Fire house has never be compatible with our dispatch software so all call information has to be printed from dispatch and sent to stations for manual input. This creates problems with complying reports and stas due to potential human error.

TARGET IMPLEMENTATION: August 1st , 2022

SIGNIFICANT ACTION DATES: new software must be 100% in service by December 31st,2022



CITY COUNCIL AGENDA FORM

ACTION:

- | | |
|--|---|
| <input type="checkbox"/> Ordinance | <input type="checkbox"/> Resolution |
| <input type="checkbox"/> Special Presentation | <input type="checkbox"/> Proclamation |
| <input type="checkbox"/> Finance Report | <input type="checkbox"/> Public Hearing |
| <input checked="" type="checkbox"/> Other -
Authorization to execute contract | |
| <input checked="" type="checkbox"/> Mark if this item does not conflict with any Resolution, Ordinance or City Charter, policies, procedures | |

Cost Details:

Budgeted	8,320.00
Actual Bid	8,320.00
Estimated Expenditure	8,320.00
Acct. Name(s)	Professional Fees
Line Item #	01-4040-06
Other Funding	N/A

STAFF'S RECOMMENDATION:

Authorize the the purchase of new Fire reporting software

FISCAL IMPACT: current cost of reporting software will increase annually by approximatly 4,500



Quote Date: 05/19/2022
 Customer Name: La Marque Fire/Rescue
 Quote #: Q-68426
 Quote Expiration date: 09/30/2022
 ESO Account Manager: Wade Estes

CUSTOMER CONTACT

Customer La Marque Fire/Rescue
 Name David Merryman
 Email d.merryman@cityoflamarque.org
 Phone (409) 938-9267

BILLING CONTACT

Payor La Marque Fire/Rescue
 Name David Merryman
 Email d.merryman@cityoflamarque.org
 Phone (409) 938-9267
 Address Attn: Chief
 La Marque TX, 77568
 Billing Frequency Annual
 Initial Term 12 months

On Demand Learning

Product	Volume	Price	Discount	Total	Fee Type
On Demand Learning	35 Employees	\$1,295.00	(\$0.00)	\$1,295.00	Recurring

Personnel Management

Product	Volume	Price	Discount	Total	Fee Type
Personnel Management	35 Employees	\$1,495.00	(\$0.00)	\$1,495.00	Recurring
Personnel Management Data Migration	35 Employees	\$200.00	(\$200.00)	\$0.00	One-time

Fire

Product	Volume	Price	Discount	Total	Fee Type
ESO Hydrants	2 Stations	\$720.00	(\$0.00)	\$720.00	Recurring
ESO Properties	2 Stations	\$890.00	(\$0.00)	\$890.00	Recurring
ESO Inspections	2 Stations	\$1,040.00	(\$0.00)	\$1,040.00	Recurring
ESO Fire Incidents	2 Stations	\$2,290.00	(\$0.00)	\$2,290.00	Recurring
Fire Incidents CAD Integration	3500 Incidents	\$1,995.00	(\$1,995.00)	\$0.00	Recurring
Fire Setup & Online Training	3 Sessions	\$1,785.00	(\$1,785.00)	\$0.00	One-time
IFC 2018 - National Codeset	2 Stations	\$590.00	(\$0.00)	\$590.00	One-time
Fire Incidents NFIRS Data Import	3500 Incidents	\$2,995.00	(\$2,995.00)	\$0.00	One-time
Properties/Inspections Data Import	2 Stations	\$1,190.00	(\$1,190.00)	\$0.00	One-time

Total Recurring Fees	\$	9,725.00
Total One-Time Fees	\$	6,760.00
Discounts	\$	(8,165.00)
TOTAL FEES	\$	8,320.00

*Additional fees may be applied by Customer's billing or CAD vendor for certain integrations or interfaces, and Customer is encouraged to discuss this with the applicable vendor.



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Quote Expiration date: 09/30/2022
ESO Account Manager: Wade Estes

Fire

Product	Description
Fire Setup & Online Training	Setup and Webinar Training Session for ESO Fire.
Fire Incidents CAD Integration	Allows for integration of CAD data into the FIRE application. Ongoing maintenance included. Additional fees from your CAD vendor may apply.
ESO Fire Incidents	Includes Auto EHR-import or Auto-CAD import, federal NFIRS data reporting, software updates and upgrades.
ESO Inspections	Includes the ability to manage multiple code sets, using those to developed customized Check-lists for inspections. The application allows you to schedule, manage, execute and finalize inspections as well as reschedule any required follow up inspections.
ESO Properties	Includes CAMEO integration, Pre-Plan view. Stores property and occupant history (presence of chemicals and tanks, Incidents, and previous inspections).
IFC 2018 - National Codeset	Complete set of IFC 2018 codes to be used within the Inspections application.
Fire Incidents NFIRS Data Import	Data migration from previous RMS platform.
Properties/Inspections Data Import	Data migration of Properties data and inspection reports into ESOs Properties and Inspections applications from a previously used RMS.
ESO Hydrants	Inventory and document testing and status of hydrants.

Personnel Management

Product	Description
Personnel Management Data Migration	Migration of Information in Personnel Management that includes Demographics, Training Classes, Certifications, and Drivers License information.
Personnel Management	Includes tracking of Training classes, certifications, credentials, immunization records. Integrated with ESO EHR and Ad Hoc Reporting.

On Demand Learning

Product	Description
On Demand Learning	Unlimited, online training for all ESO products.



Quote Date: 05/19/2022
Customer Name: La Marque Fire/Rescue
Quote #: Q-68426
Quote Expiration date: 09/30/2022
ESO Account Manager: Wade Estes

TERMS AND CONDITIONS:

1. If the Customer indicated above has an ESO Master Subscription and License Agreement (MSLA) dated on or after February 20, 2017, then that MSLA will govern this Quote. **Otherwise, Customer intends and agrees that this Quote adopts and incorporates the terms and conditions of the MSLA and associated HIPAA business associate agreement hosted at the following web address, and that the products and services ordered above are subject thereto:**

<https://www.eso.com/legal-terms/>

2. The Effective Date of this Quote shall be the final date of signature.

3. Customer shall be responsible for the payment of all Fees listed herein. If Customer has elected to use a Third Party Payor (as indicated above as Payor) and such party has executed an appropriate agreement with ESO, ESO shall accept payment of Fees from such Third Party Payor.

La Marque Fire/Rescue

Signature: _____

Print Name: _____

Title: _____

Date: _____

For Fire, Personnel Management, On Demand Learning, the following payment terms apply:
Fees are invoiced at the Billing Frequency 15 days after the Effective Date, with recurring fees due on the anniversary.



February 2, 2022

To Whom It May Concern:

ESO Solutions, Inc. ("ESO") is the owner and sole authorized provider of ESO's "ESO Fire" NFIRS reporting software, "ESO Scheduling" employee online scheduling software and ESO's Electronic Health Record product ("EHR"), and their associated modules, interfaces, and integrations.

As La Marque Fire/Rescue desires to transfer software services from the Firehouse Software suite (which ESO also owns, and exclusively markets and sells) to the ESO Fire software suite, no other organization can offer the level of cooperation and shared incentives as ESO in this endeavor. ESO offers unparalleled control over said products and their development as compared to any third-party supplier with no direct control over the Firehouse Software. Further, ESO Fire may only be purchased directly from ESO Solutions; consequently, ESO is the sole provider of maintenance and support for ESO Fire. ESO Fire has numerous advantages, such as cloud hosting and an optimized end-user experience.

ESO does not license its rights to any of the above-named ESO products to any third party, and only ESO can support, maintain, upgrade, and host data for ESO Fire, ESO Scheduling and EHR. ESO does, however, work with billing partners, prime integrators and other third-party payment intermediaries for the benefit of customers.

If you desire additional information, do not hesitate to contact me at 866-766-9471 at any time or visit our website at www.eso.com.

Thank you for your interest in ESO's software products.

Sincerely,

DocuSigned by:

A handwritten signature in black ink, appearing to read 'Allen Johnson', enclosed in a blue DocuSign signature box.

...27C1F87881C94CA...

Allen Johnson

Chief Product Officer

Certificate Of Completion

Envelope Id: A9617D16D1194A109C5383448230F2AB
 Subject: Please DocuSign: ESO - La Marque Fire Rescue - FH to FireSole Source Ltr - 2-2-22.docx
 Source Envelope:
 Document Pages: 1 Signatures: 1
 Certificate Pages: 4 Initials: 0
 AutoNav: Enabled
 Envelope Stamping: Enabled
 Time Zone: (UTC-08:00) Pacific Time (US & Canada)

Status: Completed

Envelope Originator:
 Kelly Boyle
 11500 Alterra Parkway
 Austin, TX 78758
 kelly.boyle@eso.com
 IP Address: 70.112.239.5

Record Tracking

Status: Original
 2/2/2022 1:39:54 PM

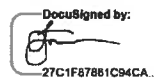
Holder: Kelly Boyle
 kelly.boyle@eso.com

Location: DocuSign

Signer Events

Allen Johnson
 allen.johnson@eso.com
 Security Level: Email, Account Authentication (None)

Signature



Signature Adoption: Drawn on Device
 Using IP Address: 66.68.143.24
 Signed using mobile

Timestamp

Sent: 2/2/2022 1:41:40 PM
 Viewed: 2/2/2022 6:05:40 PM
 Signed: 2/2/2022 6:05:49 PM

Electronic Record and Signature Disclosure:
 Accepted: 4/15/2020 2:31:04 PM
 ID: e0370c1b-2280-4be8-9c98-b7081d79fee3

In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Witness Events

Signature

Timestamp

Notary Events

Signature

Timestamp

Envelope Summary Events

Status

Timestamps

Envelope Sent	Hashed/Encrypted	2/2/2022 1:41:40 PM
Certified Delivered	Security Checked	2/2/2022 6:05:40 PM
Signing Complete	Security Checked	2/2/2022 6:05:49 PM
Completed	Security Checked	2/2/2022 6:05:49 PM

Payment Events

Status

Timestamps

Electronic Record and Signature Disclosure

CONSUMER DISCLOSURE

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How to contact ESO Solutions:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

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To let us know of a change in your e-mail address where we should send notices and disclosures electronically to you, you must send an email message to us at peter.quadrino@esosolutions.com and in the body of such request you must state: your previous e-mail address, your new e-mail address. We do not require any other information from you to change your email address..

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Required hardware and software

Operating Systems:	Windows® 2000, Windows® XP, Windows Vista®; Mac OS® X
Browsers:	Final release versions of Internet Explorer® 6.0 or above (Windows only); Mozilla Firefox 2.0 or above (Windows and Mac); Safari™ 3.0 or above (Mac only)
PDF Reader:	Acrobat® or similar software may be required to view and print PDF files
Screen Resolution:	800 x 600 minimum

Enabled Security
Settings:

Allow per session cookies

** These minimum requirements are subject to change. If these requirements change, you will be asked to re-accept the disclosure. Pre-release (e.g. beta) versions of operating systems and browsers are not supported.

Acknowledging your access and consent to receive materials electronically

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please verify that you were able to read this electronic disclosure and that you also were able to print on paper or electronically save this page for your future reference and access or that you were able to e-mail this disclosure and consent to an address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format on the terms and conditions described above, please let us know by clicking the 'I agree' button below.

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Brennan Briggs

From: Wade Estes <Wade.Estes@eso.com>
Sent: Tuesday, February 1, 2022 3:50 PM
To: Brennan Briggs
Subject: FW: ANNOUNCEMENT: FIREHOUSE End-of-life

[External Email] This message originated from outside your organization.

Brennan, official end of life announcement is below if this helps at all

Hello Brennan,

It's official. [FIREHOUSE Software will be retired on December 31, 2022!](#)

While many of you have begun the move from FIREHOUSE Software to the new ESO Fire RMS platform, we suspect you have many questions regarding this decision and what it means for you. Last week, we held a virtual [Town Hall](#) where we went into more detail about this process. You can watch the [recording here](#). For those that want the cliff notes, I hope this email provides some clarity.

When will you stop supporting FIREHOUSE? When will it no longer be useable?

We will be sunsetting all FIREHOUSE products and customer support on December 31, 2022. FIREHOUSE installed on local servers and devices will not receive customer support in 2023. Agencies should plan to upgrade to ESO Fire RMS well before December 31, 2022.

Why did you decide to sunset FIREHOUSE?

#1 It's a growing security risk.

Microsoft stopped providing security updates for FoxPro – the native code base for FIREHOUSE Software that was developed in 1984. The last version (FoxPro 9.0) stopped receiving standard support and security updates in 2015. This means that Microsoft is not providing bug fixes to the language, nor do they ensure that FoxPro applications, like FIREHOUSE, continue running.

#2 It doesn't meet NFIRS submission rules.

Earlier this year, the USFA changed data validation enforcement that affects your submission files to the NFIRS. This has caused NFIRS reports generated from FIREHOUSE to be rejected because they did not meet data validation requirements. This is an ongoing issue due to FIREHOUSE custom fields.

Why should I stop using local servers and devices?

ESO Fire RMS is cloud-based software, which means your data is accessible anywhere there's internet in a highly secure environment. You'll receive automatic software updates, so you'll always have the latest security updates and features. Plus, your department can access rich data insights to make quality and performance improvements not possible with FIREHOUSE.

How do we start the migration process?

Meet with your Account Manager, Wade Estes. They will work with you to better understand what modules you use and rely on to match a product that meets your department's needs. Once you've completed the necessary paperwork, ESO's Onboarding Team will meet with you to explain how to extract records from your database.

How will this impact pricing?

Wade will work with you to better understand what you use and how you are using it to help match a product and price for your size of agency and needs. You will not be charged to transfer your FIREHOUSE data.

What about our data?

First, no one is coming to take your servers or computers. You can maintain your data on-site. If you decide to move to ESO Fire RMS, ESO's Onboarding Team will coach you through the migration process – from preparing your data to importing to each ESO Fire RMS module.

We also recommend that you [watch this on-demand webinar](#) and attend [November's Fireside Chat](#) on data migration.

Who should I talk to about all of this?

Wade, copied here (wade.estes@eso.com), will work with you to find the right solution and the right price for your agency.

What's next?

We encourage you to start your upgrade to ESO Fire RMS sooner than later. We don't have access to your data so the sooner we talk, the sooner you can begin the process and prevent last-minute delays. Any transition does require training and configuration to match your organization.

If you have not seen Fire RMS in the last 90 days, we invite you to [see the product again](#). Many features have been added within the last year.

As always, don't hesitate to reply with any questions or concerns. We are more than happy to help you make the most informed decision that is right for your agency.

Have a great week,

Bill Gardner, CFO, CFE, EMT-P

Senior Director of Fire Products | ESO
Fire Chief (Ret.)



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