first due

City of Pittsburgh
RFP#2024-041

Fire Records Management System

First Due Response

www.firstdue.com

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Contact Information

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Introduction

Dear Pittsburgh Fire Department Team,

First Due is humbled and excited for the opportunity to respond to your Request For Proposal for a Fire Records Management System.

We believe First Due (Locality Media Inc) is best positioned to assist you in reaching those goals. First Due is a leader in Fire and EMS software solutions, re-imagining how agencies run their entire operation. We founded First Due because of a line-of-duty death, with a mission to ensure first responders have the information they need when responding to an incident.

As we worked with agencies across the country, we noticed some massive challenges facing the fire service:

- **There is no true singe platform that does it all** – across Pre-Planning, Prevention Response, Incident Reporting, Assets & Inventory, Scheduling, Personnel, Training, Events & Activites and more.
- **Most of the current vendors are built on old technology**, not allowing customization or access to data on any device. Technology is being sunset or stalled, leaving critical use-case gaps for fire agencies.
- **There is lack of innovation and support.** The current vendors in the space are not innovating fast enough to keep up with the growing demans of Fire/EMS agencies.
- **Current solutions are not responder focused.** Even if you collect and maintian great data and pre-plans – they are rarely used out in the field at the time of response.
- **Mutual aid and cross-agency incidents are challenging**, offering little interoperability.

The impact of these problems are extensive

- Inefficiencies due to duplicate data entry and lack of automation
- More man hours accomplishing less work
- Higher true IT cost or total cost of ownership
- Increased risk to the community and staff, negatively impacting ISO and accreditation.
- No true visibility into your operation

First Due is changing that. We provide a single, modern, cloud-based application that allows agencies to run their entire operation in one place.
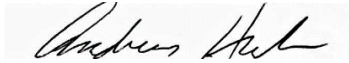
First Due is a private, profitiable business growing annual recurring revenue by greater than 100% in each of the last four years. This hypergrowth is a result of the deep functionality within our end-to-end software suite for Fire & EMS agencies.

First Due can be the last full RMS software solution your agency will need. First Due would be honored to work with the Pittsburgh Fire Department Team.

Thank you for your consideration.

Best,

Andreas Huber
CEO
First Due

Executive Summary

First Due is passionate about ensuring public safety agencies around North America can take a giant leap forward in how information is used to plan for incidents, increase survivability, and de-risk communities. Formed in 2016, we are proud to have more than 1,500 customers and more than 200 employees.

By delivering a platform for collaboration and sharing, we bridge the deadly information gap end-to-end, always keeping in mind the way First Responders and Emergency Managers work today. Our end-to-end, cloud-based solution provides a complete, one-stop resource for the modern fire and EMS service.

Our RFP response covers several aspects of our services, including:

- A best-of-breed **Pre-Incident Planning platform** to collect data and create amazing pre-plans in the field, and even automatically create pre-plans on every structure by programmatically connecting to third-party data sources.
- A **Hydrant Management** system, allowing users to view hydrants on pre-plan and response maps, including hydrant lists, hydrant types and ArcGIS hydrant layers.
- A comprehensive **Inspections** module, including functionality for field inspections, virtual inspections, scheduling systems, pre-incident planning, and violation management tools.
- An **Investigations** module allowing users to organize and analyze documentation, while keeping information secure and separated from other modules.
- A complete **Incident Reporting platform** with automated NFIRS and NFORS reporting.
- An **ePCR specific Incident Reporting** platform allowing for patient incident documentation that will meet state compliance requirements,
- A fully integrated **Personnel Management** module that allows users and administrators to store, manage and access employee records, including demographic data, certifications, and employment information.
- A **Scheduling** module allowing agencies to easily schedule personnel with simple drag & drop functionality. Users have both individual and agency wide tools, covering individual shifts, a team wide shift board, trades, and time off requests.
- A **Training Records** module, allowing users to be assigned training, record completions, view training logs and manage certifications.
- **Asset and Inventory** Management with real-time insight and statistics into apparatus & equipment health, usage, and compliance.

First Due History

First Due has been in business since 2016. We are a leader in Fire and EMS software solutions, re-imagining how agencies run their entire operation. We founded First Due because of a line-of-duty death, with a mission to ensure first responders have the information they need when responding to an incident.

Our company is a remote-first company, with an office located in Garden City, NY. We have over 200 employees, primarily located in North America. We have experience working in every state in the United States of America, as well as Canada.

We now serve more than 1,500 clients throughout North America. These client's range in size from small local agencies to multi district agencies. This includes customers such as Camden County, New Haven, Springfield, Weymouth, and Lynn.

First Due Platform

First Due is a **fully integrated Fire Records Management System**. Our modules are designed to integrate with one another and share data and information seamlessly. This ensures that when data is entered in one module, it can be easily shared with another (i.e. Pre-Plans and Inspections).

First Due is a multi-tenant, cloud-based platform, accessed via secure login. Customer data is segregated at the database level and requires login to access. Customers can customize and configure their individual account without impacting updates and versions. All customers are always on the latest version of First Due.

Login is accessed via browser or mobile applications on iOS and Android. All modules in First Due are on a single platform, which means the customer can extract all data in the system from a single user interface. Customer access information is available via list views and reporting dashboards. First Due can also push data to a data warehouse for customer backup / reporting purposes.

Future of First Due Platform

As a modern, Agile-driven organization, we are continually adding new features to First Due. We are a future-focused solution looking at the best solutions to solve tomorrow's problems and build on future opportunities, including enhanced automation, AI, and integrations. We always use best practices when developing and defining our features and implement these organizational wide for all aspects related to Change Control.

We work with you to continually optimize your First Due instance throughout the life of your contract. It's our ongoing goal to ensure that the platform is working for your agency - whether it's tweaking workflows to fit your needs, reestablishing SOPs to streamline your organization, training new groups of probationary firefighters, bringing everyone together for refresher courses, and more. You and your Client Success Manager will partner to ensure that your First Due instance is constantly being optimized to match what is most important for your agency, and feature updates will be built into our software development process.

First Due delivers more than 18 new releases per year in its software development cadence and releases meaningful updates of new features every three to four weeks. These updates of the modules under contract are included as part of our Software as a Service (SaaS) agreement.

Qualifications & Experience

Company Qualifications

First Due has been in business since 2016. We are privately owned, with our Co-Founders Andreas Huber & Rami El-Choufani holding the roles of CEO and COO respectively.

The First Due team has extensive experience developing, implementing, and supporting software and technology projects for government agencies. **We now have over 1,500 customers and have been responsible for managing and integrating all our customers' First Due software.**

The First Due team has extensive experience developing, implementing, and supporting software and technology projects, including the First Due system. As a team, we have implemented our Fire Records Management software for agencies throughout North America with requirements of varying complexity.

We are a SOC1 and SOC2 certified organization, and our staff has several professional licenses and certifications. Across the team, we have experience with but not limited to:

- Project and program management
- Extensive experience with migrating data from legacy systems
- Integration with cloud and on-premises applications
- Integration with CADs, including Hexagon, Central Square, Motorola and more
- Complex customization and workflow
- GIS and geospatial data
- Data analytics and reporting
- All areas of emergency software
- Building cloud and native applications
- SaaS customer success best practices including onsite and remote training.
- Security, encryption and redundancy practice and protocols
- HIPAA compliance and policies

Our staff have worked and had influential roles at Oracle, Computer Associates, ESO, ImageTrend, Vector, Emergency Reporting and more. We bring extensive technical expertise from both general technology and fire software perspectives.

Company Experience

The First Due team has extensive experience developing, implementing, and supporting software and technology projects for government agencies. As a team, we have implemented our software for agencies across the country with requirements of varying complexity – including large-scale deployments. Some notable customers include: Seattle, Baton Rouge, Scranton, Harrisburg, Reading, York Area and the United States Marine Corps.

For the past several years, First Due has been working with the Seattle Fire Department to deploy our Pre-Plan, Response, and Fire Prevention modules to meet their exact specifications. This complex deployment required us to migrate, integrate, and eventually replace several different Records Management platforms previously used by the agency.

In contrast to Seattle, First Due also has a powerful reputation for deployment of multi-agency, cross-county jurisdictions. With support from the Northern Virginia Emergency Response System and the Northern Virginia Hospital Alliance, First Due has successfully deployed across 15 counties and cities, covering more than 2.6 million people.

In recent years, we have also developed our EMS+ and ePCR suite of modules. This suite is a fully fledged solution, providing a wide range of functionality.

One example of an ePCR customer is Huntsville Fire & Rescue, located in Alabama. In 2021 Huntsville partnered with us to implement our RMS and ePCR systems within their city. This implementation included several similar products besides ePCR, including Assets & Inventory and Personnel Management. This deployment required us to migrate, integrate and eventually replace their existing ePCR system as well as several integrated RMS systems.

First Due has included our Customer Success stories document with our response.

Integration Experience

First Due has a tremendous amount of experience integrating with hundreds of products, from CAD providers to payroll systems, assessors, and CAD platforms.

 First Due provides Implementation's through our in-house team, ensuring that this team can manage all Implementation tasks and processes. This team collectively has over 100 years of experience providing software integration and migration services to clients.

First Due has experience working with well over a dozen different CAD providers. **We are Central Square's preferred RMS partner, and have done over 200 integrations with Central Square CAD's**

Further information can be found in our **exhibits section**, where we have provided additional information on First Due's integration experience.

References

Reference No. 1

Vendor Name: Seattle Fire Department
Contact Individual: Karen
Phone No: 1 (206) 386-1451
Email Address: karen.grove@seattle.gov
Dates: June 2020 - Current
Information: Seattle has our full suite of NFIRS, Response and Pre-Planning products.

Reference No. 2

Vendor Name: Baton Rouge Fire Department
Contact Individual: Clint Sanchez
Phone No: 1 (225) 505-3834
Email Address: csanchez@brla.gov
Dates: June 2022 - Current
Information:

Reference No. 3

Vendor Name: Bloomington Fire Department
Contact Individual: Kenneth Hinkle
Phone No: 1 (812) 332-9763
Email Address: hinklek@bloomington.in.gov
Dates: August 2020 - Current
Information: Bloomington is using First Due's full suite of products, including Assets, Pre-Plans, Roster Management, Events, Hydrants, Investigations, Inspections, NFIRS, Responder, Scheduling, Training Records, and more.

Reference No. 4

Vendor Name: Scranton Fire Department
Contact Individual: John Judge
Phone No: 1 (570) 348-4132
Email Address: jjudge@scranptonpa.gov
Dates: January 2023 - Current
Information: Scranton FD is using First Due's Incident Reporting, Personnel, Scheduling, Training and Events modules.

Additional References:

Reference No. 5

Vendor Name: Harrisburg Fire Bureau
Contact Individual: Michael Souder
Phone No: 1 (717) 255-6464
Email Address: msouder@harrisburgpa.gov
Dates: November 2022 - Current

Reference No. 6

Vendor Name: Reading Fire Department
Contact Individual: Kirk Litzenberger
Phone No: 1 (610) 655-6080
Email Address: karen.grove@seattle.gov
Dates: October 2019 – Current

Project Team

Key Team Roles

Company Leadership

Andreas Huber, Co-Founder, CEO

Andreas has eight years of experience providing innovative technology solutions to the public sector. Today, he is proud to lead the First Due team with the first solution to bridge the deadly information gap our first responders face. By arming agencies with the data and information they need, better and faster decisions are made.

Rami El-choufani, Co-Founder, Head of Product

Rami has extensive enterprise SaaS sales and development experience. He studied and worked as a Mechanical Engineer before transitioning to software in 2010. Rami leads Operations and Product at First Due as COO. Rami is responsible for planning, directing, and coordinating the operations of First Due. This involves developing and implementing Sales & Marketing strategies, mapping future Product Development to the Business Mission and Goals and supporting customer implementation.

Chin Kuo, CTO

Chin is an experienced technical entrepreneur, innovator, product manager, team builder, and mentor. At First Due, he has recruited, built, and now manages the company's SaaS, mobile, and open data software development and support team.

Toby Ritt, Vice President of Sales

Toby is First Due's Vice President of Sales, building pipeline and product to best serve agencies across North America. He leads First Due's sales function. Toby has more than 15 years of experience in fire, EMS and RMS sales, most recently as the VP of Sales and Business Development at ImageTrend.

Implementation and Solutions Leadership

Karen Maloney, Vice President of Client Solutions

Karen has over 20 years of experience providing customer success, management, and services to various industries. Karen joined First Due last year to head up our Professional Services team. This consists of all Implementation and Technical services teams, of which we have over 50 employees.

Justin Dillard, Lead Solutions Consultant

Justin started in the fire service before transitioning to technology. He has more than 14 years of experience in selling and designing records management systems. Justin works with Sales and Product teams to develop product enhancements to positively impact end users. He has worked with thousands of fire departments and ambulance services in North America.

Client Solutions and Operations Team

Dre Mihaylo, Account Executive - Primary Point of Contact (Contract, Pre Go-Live)

Dre Mihaylo, Account Executive, has over 10 years of experience providing customers with high quality solutions, including several years of experience working in the fire, EMS and RMS industries. Her experience with First Due has played an instrumental role in our growth and improvement of product.

Jamie Schwab, Customer Success Manager – Primary Point of Contact (Implementation & Go-Live)

Jamie Schwab, Customer Success Manager, has been working directly with Fire Departments and software services for fire / EMS for over 7 years. This includes 4 years working with the Saint Michael's College Fire and Rescue team. Jamie will work directly with your teams to ensure First Due is in sync with your needs every step of the way.

The collective experience of the team above is over 75+ years providing software solutions, as well as working in the Fire / EMS industry.

Additional Team Members

Your **Implementation Manager** leads the work to get you started with First Due. Your First Due Implementation Manager starts their relationship with you by gathering information from your Account Executive, your Client Success Manager, and your team directly. They'll bring their extensive project management, tech, and public safety experience to understand where to begin and how to build out your instance of First Due.

Your **Trainer's** only job is to get agencies like yours up to speed on First Due. All our trainers are both product and instruction experts who take both the classroom and written/multimedia approaches to training to ensure your team's success. You'll have the opportunity to attend local First Due command summit events; led by your regional First Due trainer, all agencies in an area get together to check out the latest from First Due, exchange strategies, and create a unified approach to mutual and automatic aid.

Your Implementation Manager and Trainer will be named upon contract sign.

General experience Implementation Managers have includes: All of our Implementation managers have previous experience working in Software, or directly in Fire & EMS with companies such as ImageTrend, as well as serving as Firefighters and EMS personnel. First Due utilizes resource matrix to assign projects based on requirements and skillset. For a project of this nature, we ensure that an implementation manager would be utilized that have experience working with other similar sized agencies.

First Due has included its Implementation Methodology document with its response. Further covering the roles on the team, and the experience these individuals have.

Project Approach & Plan

Methodology / Approach

First Due's implementation approach is framed around the client. We start with extensive discovery to identify needs, requirements, concerns, and deadlines. This helps us to then mold our Implementation Plan to best accommodate and deliver their needs.

The following are the phases of our Implementation process:

- **Discovery:** First Due holds Discovery sessions for each module we're implementing with both Systems Administrators and End Users to understand every need of the client. This Discovery helps us better plan for implementation.
- **Data Migration**: Data is split into two prioritized categories. Our first focus and priority are basic information needed to configure an account so users can begin to onboard and provide feedback. The second tier is data that needs to be migrated but that is not critical to the Optimization of the account. This split approach enables Clients more time to Optimize their account with us.
- **Configuration:** Configuration begins the moment we can onboard the client to their account. During this process, we help the client prioritize, review, and test each component of their respected module.
- **Testing:** First Due begins the Acceptance Testing phase as early in the deployment as possible. By providing clients with access to components of the platform once they're ready, it maximizes the feedback period.
- **Go Live:** First Due's Client Success team will assist in planning and executing a seamless Go-Live for each module's release.

We work closely with all agencies to determine a realistic timeline for deployment to meet the department's expectations; to support this timeline we have a dedicated team that will oversee the project. Our volume of projects fluctuates frequently, and our team is adequately prepared to support a volume level higher than we currently carry.

Project Management

All Implementation work is conducted through First Due's Project Management portal, which enables both the client and First Due to manage tasks throughout the entire relationship. In addition to Project Management, this application also handles and consolidates Issues, Tickets, Knowledge Base articles and communication during the Implementation phase.

Your project team will be with you during your implementation and will mark all problems or issues in our project management tool, with regular meetings being held with you to track progress and remediate potential problems as they occur.

We'll start your implementation with thorough discovery and planning activities, designed to make sure everyone understands what will happen and when it will occur. We'll review the materials and milestones needed to make your First Due go-live a success. We will work together to map out the key components of your First Due instance, identify your stakeholders, and create project timelines and deliverable maps.

During Discovery and Planning, we'll also identify any product or service gaps and the steps we'll take together to make sure these gaps are addressed. Following Discovery, our team will work with you to configure all the parts of the First Due application necessary for your go-live and beyond. These virtual configuration sessions will generally occur weekly.

During data migration, First Due will migrate applicable data from your existing systems utilizing data migration best practices. Once your agency is initially configured, we will work with you to identify a pilot testing group made up of your team members to begin using First Due in the field. This is an iterative process in which we listen to feedback from you and your team and can adjust your instance of First Due as needed. Once this is complete, we will complete final implementation tasks and go live.

Data Migration

First Due understands the importance of data migration to our customers and has extensive experience working to migrate historical records into the platform. First Due will use best efforts to migrate applicable data from Customer's existing systems utilizing data migration best practices. This includes:

- Data Migration Planning Session
- Assistance/Guidance in extracting data from existing system/s
- Mapping extracted data to First Due import workbooks
- Importing of Data into First Due

The Data Migration scope of this Statement of Work will be to import legacy data from Customer existing systems for the Purchased Products to be operational. This includes operational data and historic records. Note that there are times when certain data is not seen as valuable to migrate to First Due. First Due and Customer will agree during the planning phase on what data needs to be migrated and priorities around data migration.

Methods

The First Due team uses multiple methods to migrate data from your legacy system/s. The Data Migration and Implementation teams work closely with you to ensure a successful migration. Methods include:

- Firehouse Migration Tool
- UI Import tools
- Import workbooks
- Implementation Product Specialists (low volume configuration items)

Data Types

Below is a **generic** list of components that can be brought over from other systems. **This list may change depending on the modules that have been purchased and the system that Pittsburgh is migrating from.**

Occupancies/Pre-Plan
Occupancy Attributes
Occupancy Attribute Lists Data
Fire Zones
Hazardous Material
Chemical Name
Contacts
Occupancy Attachments
Pre-Plan Map Markers
Inspections
Historic Inspections
Inspection Types
Contacts
Checklist
Violations
Code Sets

Attachments
Inspections
Inspection Types
Historic Data
Investigations
Investigation Types
Assets
Station List
Inventory List
Equipment List
Apparatus List
Personnel
Personnel List
Certifications
Emergency Contacts
Employment History

Accrual data
Incident Documentation
Historical Fire Documentation
NFIRS Attachments
Historical ePCRs
Hydrants
Hydrants List
Training
Training Classes
Training Topics
Training Objectives
Training Standards
Events & Activities
Event List

Integrations

First Due has a flexible API and multiple integration methods to push and pull data to/from any system. We have experience integrating with hundreds of products, from CAD providers to payroll systems to assessors. If we do not have a standard out-of-the box integration for the solution you need, our implementation team will work with your agency to scope out exactly what data needs to be integrated and collaborate on the best, easiest, and most efficient integration method.

There are several mechanisms to integrate with First Due, including but not limited to:

- XML/JSON/CSV connectors to push or pull data via SFTP
- Executable based connectors installed on client side to pull data on a frequency
- Email or notification-based integration
- Out-of-the box connectors to multiple cloud and on-premise applications
- REST API operating over https and using JSON.

First Due will provide import templates and guidance around migrating existing data and import into the application. If required, First Due can work with your team to normalize data to ensure data integrity. First Due works with customers in all modules to convert as much data as possible from legacy RMS systems.

However, prior to Implementation, First Due will need to conduct a Discovery session to further review these implementation requirements and better understand the level of effort required for each. As previously mentioned, our implementation team will work with your agency to scope out exactly what data needs to be integrated and collaborate on the best, easiest, and most efficient integration method.

Testing

First Due employs an optimization-focused testing model during implementation. Post-Discovery and Configuration, we begin the optimization phase. In this phase, we have a near-complete account where carefully selected user groups can use the solution live. This is akin to user acceptance testing, but more iterative and with a dynamic feedback loop. We generally hold a more formal user acceptance testing after all data migration and before your instance goes live. We utilize Dev, Test, and Prod environments, each utilized throughout the software development, testing, and deployment process.

Our Product Development team utilizes a slightly different model for feature development. We follow agile project management and test phases include:

- Functional Testing
- Usability Testing
- Performance Testing

- Reliability Testing
- Fit and Finish
- Regression Testing
- Device-Specific Testing
- User Acceptance Testing

First Due's product development team includes Project Management, Implementation and Product Development. These teams are supported by the Test team, who will be responsible for testing each module as it is implemented.

Security measures and controls are included in the overall SDLC. This includes the seperation of all environments, and measures put in place to protect the usage and data in each environment. Initial code changes are tested in staging evnironment and moved to production after QA confirmation.

Implementation Schedule

First Due's dedicated Implementation team will develop a City of Pittsburgh specific schedule during prior to the Discovery process. This will occur shortly after contract execution.

First Due is an agile organization and will conduct the Implementation work in sprint schedules. The work will be conducted during normal business hours, and will be done remotely by our Implementation team.

First Due will assign several resources to your team. This includes; Implementation Manager, Trainer, Client Success Manager, Implementation Specialists(s) and other customer success and services resources.

First Due utilizes a resource matrix to assign projects based on requirements and skillset. For a project of this nature, we ensure that an implementation manager would be utilized that has experience working some of our largest customers, such as: Seattle, New Orleans, Camden County, El Paso, Arlington County, Fairfax County, and the United State Marine Corps.

First Due has provided our Implementation Methodology documentation with our response. This document covers the recommended skills and information related to all personnel that will be assigned to your project.

Sample Schedule

First Due has provided a sample schedule below. This schedule will be modified after a full Discovery process has been completed with the City. It will also be modified to meet or exceed the timeline requirements the City of Pittsburgh has outlined in this RFP.

SAMPLE Project Plan Overview
City of Pittsburgh RFP

Stage	Time (est.)	Task	Task Type
Discovery & Planning	1-3 weeks	Discovery Questionnaire	Customer Task
		Initial Import Workbooks	Customer Task
		Discovery and Project Kickoff	Meeting
		Data Migration Discovery	Meeting
		Data Migration Begins (occurs throughout implementation)	Joint Task
		GIS Discovery and Working Session	Meeting
Integrations	2-3 weeks	CAD Planning and Discovery	Meeting
		CAD Integration/Optimization	Joint Task
		(Additional Integration with City Tools)	Joint Task
Configuration & Optimization	2-4 weeks	Incident Reporting (NFIRS) - Prep Work	Customer Task
		Incident Reporting (NFIRS) - Configuration	Meeting
		Incident Reporting (NFIRS) - UAT work	Customer Task
		Incident Reporting (NFIRS) - Optimization	Meeting
		Incident Reporting (NFIRS) - Module Sign-Off	Milestone
	2-4 week	Incident Reporting (ePCR) - Prep Work	Customer Task
		Incident Reporting (ePCR)) - Configuration	Meeting
		Incident Reporting (ePCR) - UAT work	Customer Task
		Incident Reporting (ePCR) - Optimization	Meeting
		Incident Reporting (ePCR) - Module Sign-Off	Milestone
	2-3 weeks	Fire Prevention - Inspections - Prep Work	Customer Task
		Fire Prevention - Inspections - Configuration	Meeting
		Fire Prevention - Inspections - UAT work	Customer Task
		Fire Prevention - Inspections - Optimization	Meeting
		Fire Prevention - Inspections - Module Sign-Off	Milestone
	1-3 weeks	Fire Prevention - Investigations - Prep Work	Customer Task
		Fire Prevention - Investigations - Configuration	Meeting
		Fire Prevention - Investigations - UAT work	Customer Task
		Fire Prevention - Investigations - Optimization	Meeting
		Fire Prevention - Investigations - Module Sign-Off	Milestone
	1-3 weeks	Assets & Inventory - Prep Work	Customer Task
		Assets & Inventory - Configuration	Meeting
		Assets & Inventory - UAT work	Customer Task
		Assets & Inventory - Optimization	Meeting
		Assets & Inventory - Module Sign-Off	Milestone
	2-3 weeks	Scheduling - Prep Work	Customer Task
		Scheduling - Configuration	Meeting
		Scheduling - UAT work	Customer Task
		Scheduling - Optimization	Meeting
		Scheduling - Module Sign-Off	Milestone
	2-3 weeks	Pre-Plans - Prep Work	Customer Task
		Pre-Plans - Configuration	Meeting
		Pre-Plans - UAT Work	Customer Task
		Pre-Plans - Optimization	Meeting
		Pre-Plans - Module Sign-Off	Milestone
	1-2 week	Personnel Management- Prep Work	Customer Task
		Personnel Management - Configuration	Meeting
		Personnel Management - UAT work	Customer Task
		Personnel Management - Optimization	Meeting
		Personnel Management - Module Sign-Off	Milestone
	1-3 week	Exposure Tracking - Prep Work	Customer Task
		Exposure Tracking - Configuration	Meeting
		Exposure Tracking - UAT work	Customer Task
		Exposure Tracking - Optimization	Meeting
		Exposure Tracking - Module Sign-Off	Milestone
		Hydrant Management - Prep Work	Customer Task
		Hydrant Management - Configuration	Meeting

	2-3 week	Hydrant Management - UAT work	Customer Task
		Hydrant Management - Optimization	Meeting
		Hydrant Management- Module Sign-Off	Milestone
	1-3 week	Training Records - Prep Work	Customer Task
		Training Records - Configuration	Meeting
		Training Records - UAT work	Customer Task
		Training Records - Optimization	Meeting
		Training Records - Module Sign-Off	Milestone
	1-2 week	Reporting - Prep Work	Customer Task
		Reporting - Configuration	Meeting
		Reporting - UAT work	Customer Task
		Reporting - Optimization	Meeting
Data Migration & Testing	3-6 weeks	Final Data Migration Planning	Meeting
		Go-live Planning	Meeting
		System Review Planning	Meeting
		Final Data Migration Complete	First Due Task
		System Acceptance	Customer Task
		System Optimization	Meeting
		System Sign-off	Milestone
		Training & Education	Onsite
		Go-Live	Milestone
Post Go-Live	2-4 weeks	Post Go-live Catch-up	Meeting
		Introduction to Support & CSM	Meeting
		Transition to Support & CSM	Milestone

Please note: The modules listed in Configuration & Optimization may be Implemented simultaneously, this will be further defined during the Discovery & Planning stage.

Training

First Due believes training is essential to a successful rollout. We offer customized training content, online sessions and on-site training depending on the customer's needs. First Due's Head of Training will help plan and execute the training for each module. As part of the implementation, each Agency will receive training as outlined below:

- Administrator training during implementation check-in call
- Online training during project kick-off
- Online train-the-trainer sessions during optimization stage
- Access to online training videos documents, and content
- Additional training over and above this is available for an extra charge.

Our robust training program ensures users at all levels are comfortable using First Due. During your training, you'll learn how to:

- Access the system, both via web and mobile platforms.
- Successfully document pre - incident plan information
- Properly document hazardous materials requirements, quantities, and storage locations.
- Create and use inspection and permits.
- Schedule time-related activities.
- Track time-related activities.
- Create and use the invoicing feature.
- Configure and manage the reports module.
- Configure and manage users and roles
- And more

Once initial training is completed, First Due offeres continous training opportunities through regularly webinars that are held several times a week. We can also set up additional more comprehensive training sessions upon request.

Onsite Training (Listed in your Quote)

On site Training is offered in 3 and 5-day options. Customers can choose between having 1 or 2 trainers assigned. **The provided price in your quote covers a 3 day onsite training with 1 trainer.**

The First Due Training staff will coordinate directly with your department to customize the training curriculum that best suits your department's needs. This general includes:

- Training sessions provide a full 8-hour session every day(s).
- At least, 1 Trainer assigned.
- Departments have a choice between a Train the Trainer / Super user programs or Training end users directly.

Below, you can find an example schedule of a typical onsite training day:

Multi Day Full Platform set up:

Day 1		Day 2		Day 3	
0800-0830	Introductions and Log Ins	0800-0900	Pre Plans	0800-0900	Inspection Set up
0830-0900	Profile Management	0900-0915	Break	0900-0915	Break
0900-0915	Break	0915-1015	NFIRS Set up	0915-1015	Inspections
0915-1015	Roles and Permissions	1015-1030	Break	1015-1030	Break
1015-1030	Break	1030-1130	NFIRS	1030-1130	Inspections cont.
1030-1130	Personnel Set up	1130-1200	Training	1130-1200	Q&A and follow up
1130-1200	Call Shifts/ Shift Board	1200-1300	Lunch	1200-1300	Lunch
1200-1300	Lunch	1300-1330	Training Cont.	1300-1400	Assets
1300-1330	Personnel Cont.	1130-1345	Break	1400-1415	Break
1330-1345	Break	1345-1445	ePCR Set up	1415-1515	Assets Cont.
1345-1415	Activities	1445-1500	Break	1515-1530	Break
1415-1430	Break	1500-1600	ePCR	1530-1600	Reports
1430-1530	Responder				
1530-1600	Hydrants				

Post Go-Live Training

Additional knowledge can be gained through First Due's regularly provided webinars, which can add to users' knowledge and understanding.

System Information

First Due is a First Due is a multi-tenant cloud software platform. It is hosted by AWS and the Database is PostgreSQL. The system is built on PHP, JavaScript, HTML5 and CSS3.

No hardware or software is required to operate our system. The only requirement is that users have a modern browser on their desktop, laptop, or mobile device.

Customer data is segregated at the database level via client codes. Clients are only able to access data owned by their own client code. Customers can customize and configure their individual account without impacting updates and versions.

AWS is responsible for hosting and storing the data for our proposed system. However, AWS does not have access to any customer data, nor will it use this data for any analytical purposes. Only Customer will have access to their data and can request it at any time.

First Due encrypts all data at-rest and in transit. We use a wide range of tools to monitor our system, as well as partner with AWS to use tools within their own system. This includes using intrusion tools like fail2ban, anti-virus and firewall tools, vulnerability scanning tools such as intrusion.io / intruder.io, and performing in house testing and reviews.

First Due also leverages the virtual and secure network environment of our cloud partner, AWS. We host our system inside a virtual private cloud, protected by the accompanying firewalls AWS uses. When a device is connected to our application, the data is encrypted and secured over HTTPS. It then passes through AWS's internet gateway. This gateway is protected by deny-by-default security groups and firewalls to ensure that only deliberately allowed traffic can pass through. Further, all VPC network flow logs, DNS logs and other AWS console events are continuously monitored by AWS guard duty. These processes are based on several frameworks and have been reviewed as part of our Soc2 Type II audit.

Lastly, First Due's Development and Product Teams have comprehensive requirements for HIPAA and HITRUST compliance in place. This is top of mind when both developing our product, as well as when we implement it for our customers. We also have a partnership with Stripe to manage payment requirements, and they are PCI-DSS compliant.

First Due's system architecture and AWS hosting diagrams are listed below.

Architecture
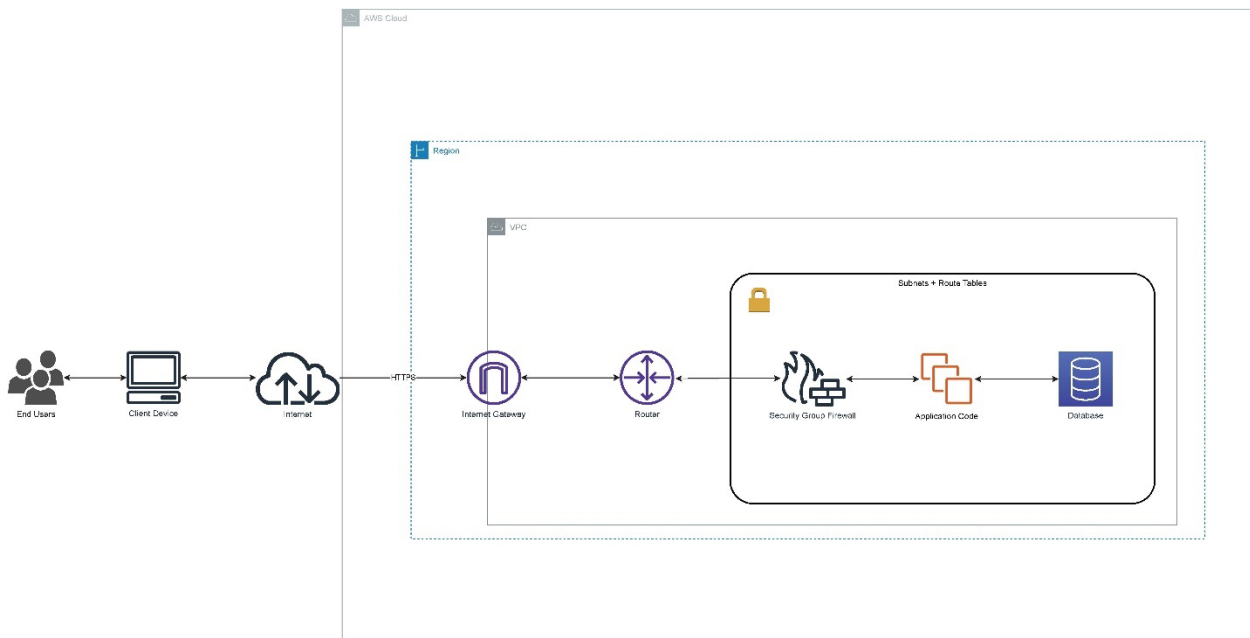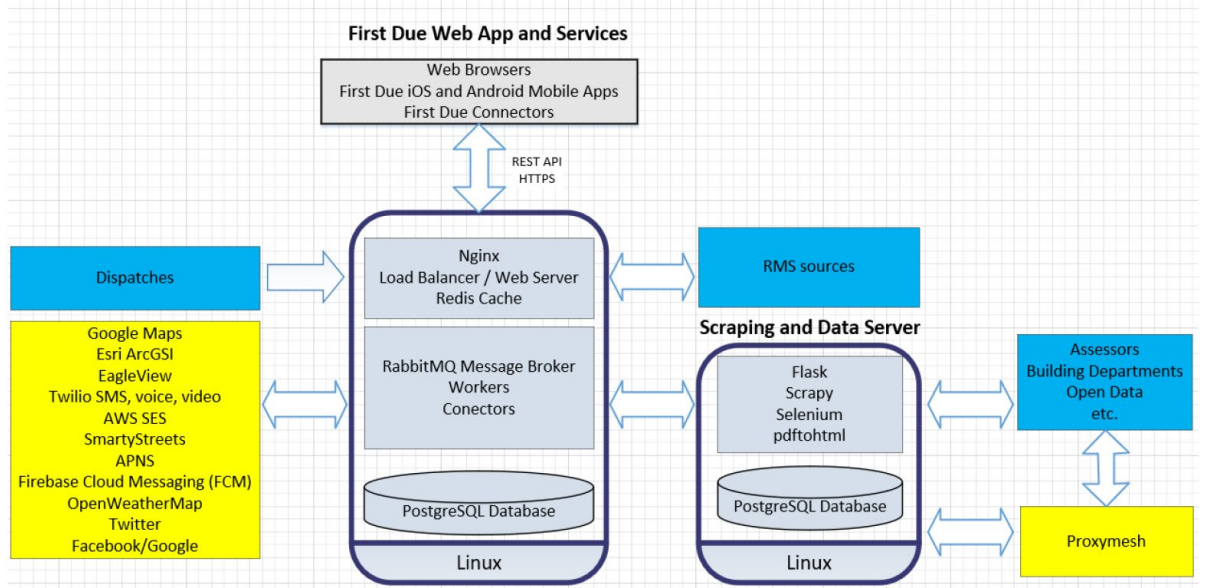
Please also see our "Architecture & Security" documentation provided with our bid in the Exhibits section.

System Information

Our system can connect to any ArcGIS software you currenly use. Our system is designed to implement this data/base map layer into our own. All the data our customers collect can be automatically shared with GIS and vice versa. Additionally, with single sign-on capabilites, you can access ArcGIS layers within First Due so GIS can share data easily with your crew in the field and everyone can be working from the same set of information across different departments.

All data within the ArcGIS environment that you have integrated with your CAD and Mobile CAD can also be integrated with First Due's Pre-Planning and Fire Prevention modules.

First Due acquires and displays GIS REST services from public resources or protected GIS sources, either ArcGIS Online hosted or on-premises-hosted via login credentials and endpoint authentication. First Due can also push data into a GIS feature service via login credentials. First Due is an ESRI partner.

Additional Information

Customer Support

First Due's Help Desk line is a toll-free number that can be accessed at any time. Additionally, requests can be made via email or through our online Knowledge Base system. Customers have access to First Due support 24/7/365 via the Knowledge Base and ticket center. All support is provided remotely by our team.

Once a support request or ticket is received, First Due triages items by the colors Red, Yellow and Green. Red or Critical items are viewed as issues that impact our client's ability to respond to an emergency. Response to these issues is immediate with resolution within hours. Yellow relates to Urgent items that are investigated immediately and are typically resolved within a day. Green problems are typically lower-level user issues such as Password resets, and other account-based questions. These are typically responded to and resolved within a day.

All requirements in our SLA are tracked using Issue Type and Resolution timing.

Account Management

First Due approaches user support as a responsibility of the entire organization, with a large team fully focused on technical support. First Due's support team is trained to address severity and scope immediately upon notification of a problem and route it accordingly. This unique support philosophy cuts out unnecessary back and forth to route issues directly to the specific individuals who can ensure prompt resolution, including company and product executives when necessary.

Your Account Executive understands your biggest goals and concerns and will serve as your first advocate to help make sure that your work with First Due is moving in the right direction. Your Client Success Manager (CSM) joins your team when you come aboard with First Due. Every First Due CSM is a current part-time or former firefighter, EMT, or PIO with on-the-job experience working in public safety. You will always have a dedicated CSM for your agency – someone who knows you on a first-name basis, who knows the ins and outs of your agency, and is on speed dial for you. Your CSM is your advocate for what is most important to you as First Due continues to develop new features to serve you.

Required escalations and backup contact information will be provided prior to the beginning of Implementation.

Warranty

First Due's products do not have warranties, per se. Warranties typically cover repairs or replacements for hardware or software malfunctions during a specified period. In the SaaS context, customers are not purchasing a product but rather subscribing to a service, and the terms of service are outlined in the agreement between the customer and the SaaS provider, which is First Due.

In this case, First Due will outline the level of support offered in our Service Level Agreement (SLA) or Terms of Service. First Due's SLA is tracked using Issue Type and Resolution timing.

Application Maintenance

First Due delivers more than 18 new releases per year in its software development cadence and releases meaningful updates of new features every three to four weeks. These updates of the modules under contract are included as part of our Software as a Service (SaaS) agreement. The County will automatically receive updates to the solution as easily as contemporary cell phone apps are updated today. Users are also notified of all releases via email.

Enhancements and updates are announced ahead of time by the Client Success team or in our monthly Release Notes. For web-based modules, no work is required from the client. The update will be pushed to the module in the background, and you will be prompted to update it at the log-in screen. For app-based features, updates are available in the App store as needed. These are pushed out the same way other mobile applications and are often done automatically.

If updates are required per Federal or State requirements or changes, First Due's team will work with our customers to ensure that they are made well ahead of any required dates to make changes.

Additionally, our SaaS subscription costs include annual licensing, hosting, support, and upgrade costs. **We do not charge maintenance fees.**

Exhibits

Exhibits

Included with our response we have provided the following exhibits:

- Solutions Guide
- Implementation Methodology
- Architecture & Security Guide
- Customer Success Stories
- Customer Support Documentation
- ODBC and Exporter FAQ
- CAD Integration