



Request # WCP2002

CITY OF PITTSBURGH  
REQUEST FOR  
WAIVER OF COMPETITIVE PROCESS

Contract Title: ESO FIREHOUSE

Contract Description: FIRE RECORDS MANAGEMENT SOFTWARE

Contract Duration: 3 (3 years unless otherwise approved) \_\_\_\_\_

Department/Director: PUBLIC SAFETY / WENDELL HISSRICH

Request for exemption is based on (please attach documentation hereto):

- Emergency services contract.
- Sole source service contract. (see below if seeking this option)
- Contract requires compliance with terms and conditions of a court order, government grant or governmental order.
- Contract for expert witness or consultant associated with anticipated or pending litigation.
- Intergovernmental agreement.

Signed by: Wendell Hissrich Date: 2.20.20  
Department Director

Waiver Request is hereby:  Granted  Denied

Law: \_\_\_\_\_ Date: \_\_\_\_\_

OMB Procurement: Jennifer Chynoweth Date: 2/27/20

Additional comments:

continuation of services as well

After completion, please email this form, along with a letter from the vendor/manufacturer stating why they are a sole source provider (if requesting that waiver option above) to [procurement@pittsburghpa.gov](mailto:procurement@pittsburghpa.gov)



February 24, 2020

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 and integrations.

As Pittsburgh Fire Bureau 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.

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](http://www.eso.com).

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

Sincerely,

A handwritten signature in black ink, appearing to read 'Robert Munden', written over a horizontal line.

Robert Munden  
General Counsel & Secretary



Sales Order For: Pittsburgh Bureau of Fire  
 Sales Order Number: Q019929  
 Effective Date\*: 11/11/2019  
 ESO Account Manager: Jeff Jacobson

Contact and Billing Details			
<b>Sold to:</b> Brian Kokkila	<b>Contact:</b> Brian Kokkila	<b>Address:</b> 200 Ross St, 5th Floor	
<b>Bill To:</b> Pittsburgh Bureau of Fire	<b>Phone:</b> (412) 225-2865	Pittsburgh, Pennsylvania 15219	
<b>Email:</b> brian.kokkila@pittsburghpa.gov	<b>Email:</b> brian.kokkila@pittsburghpa.gov	United States	

Subscription and/or License Terms			
<b>Initial Term (Months):</b> 12	<b>Billing Frequency:</b> Annual	<b>Customer ID:</b> 201712-16655	
<b>Renewal Term (Months):</b> 12	<b>Billing Method:</b> Email	<b>Total Recurring Fees:</b> \$87,243.25	
	<b>Terms:</b> Net 30	<b>Total One-Time Fees:</b> \$2,762.50	

Product Name	Product Description	Quantity	Total Price/ Discounts
ESO EHR (BLS Version)	BLS ePCR software. Fee Type: Recurring	25000 /Incidents	\$34,190.00
ESO EHR (BLS Version) - Discount	Fee Type: Recurring		(\$10,257.00)
Fire Bundle - Career - 1st Station	Includes ESO Fire Incidents, Properties & Inspections. Fee Type: Recurring	1 /Stations	\$2,145.00
Fire Bundle - Career - 1st Station - Discount	Fee Type: Recurring		(\$ 643.50)
Personnel Management - Fire Bundle	Includes tracking of Training classes, certifications, credentials, immunization records. Discounted as a part of the Fire Bundle. Fee Type: Recurring	700 /Employees	\$6,500.00
Personnel Management - Fire Bundle - Discount	Fee Type: Recurring		(\$2,275.00)
CAD Integration	Allows for integration of CAD data into the FIRE application. Ongoing maintenance included. Additional fees from your CAD vendor may apply. Fee Type: Recurring	1 /Incidents	\$1,495.00
CAD Integration Discount	Fee Type: Recurring		(\$ 448.50)
Fire Bundle - Career - Additional Stations	Includes ESO Fire Incidents, Properties & Inspections. Fee Type: Recurring	29 /Stations	\$41,905.00
Fire Bundle - Career - Additional Stations - Discount	Fee Type: Recurring		(\$12,571.50)
IFC 2015 Codes - 1st Station	Complete set of IFC 2015 codes to be used within the Inspections application. Fee Type: One-Time	1 /Stations	\$ 495.00
IFC 2015 Codes - 1st Station - Discount	Fee Type: Recurring		(\$ 74.25)
IFC 2015 Codes - Additional Stations	Complete set of IFC 2015 codes to be used within the Inspections application. Fee Type: One-Time	29 /Stations	\$2,755.00
IFC 2015 Codes - Additional Stations - Discount	Fee Type: Recurring		(\$ 413.25)
NFIRS Data Import - one time	Data migration from previous RMS platform. Fee Type: One-Time	100000 /Calls	\$11,995.00

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<i>NFIRS Data Import - one time Discount</i>	Fee Type: Recurring		(\$11,995.00)
Properties/Inspections Data Import - 1st station	Data migration of Properties data and inspection reports into ESO's Properties & Inspections applications from a previously used RMS. Fee Type: One-Time	1 /Stations	\$ 995.00
<i>Properties/Inspections Data Import - 1st station - Discount</i>	Fee Type: Recurring		(\$ 995.00)
Properties/Inspections Data Import - Additional Stations	Additional Station count for Data Migration for Properties And Inspections. Fee Type: One-Time	29 /Stations	\$5,655.00
<i>Properties/Inspections Data Import - Additional Stations - Discount</i>	Fee Type: Recurring		(\$5,655.00)
Fire Training	Daily rate Fee Type: One-Time	4 /Day	\$3,980.00
<i>Fire Training Discount</i>	Fee Type: Recurring		(\$3,980.00)
Fire Training Travel Costs	One-time fee - covers all travel costs associated with on-site training option. Fee Type: One-Time	1500 /Travel Cost	\$1,500.00
<i>Fire Training Travel Costs Discount</i>	Fee Type: Recurring		(\$1,500.00)
Assets-Checklist Bundle	Web-based asset management and apparatus checklist for Fire and EMS. Fee Type: Recurring	60 /Vehicles	\$9,795.00
<i>Assets-Checklist Bundle - Discount</i>	Fee Type: Recurring		(\$2,938.50)
Asset Management and Checklist - Training and Implementation	Training and configuration to include; group admin training, agency specific web-based sessions, online training and pre-recorded end user training. Fee Type: One-Time	60 /Vehicles	\$1,995.00
<i>Asset Management and Checklist - Training and Implementation</i>	Fee Type: Recurring		(\$1,995.00)
ESO Scheduling Plus	Online scheduling, messaging and detailed reporting, plus web-based time clock, attendance tracking, time off management and payroll output files. Fee Type: Recurring	700 /Employees	\$36,995.00
<i>ESO Scheduling Plus - Discount</i>	Fee Type: Recurring		(\$16,647.75)

List Price: \$162,395.00

Discounts: (\$72,389.25)

Tax: \$0.00

Total: \$90,005.75

**SAAS - TERMS AND CONDITIONS:**

1. If the Customer indicated below has an ESO Master Subscription and License Agreement ("MSLA") dated on or after February 20, 2017, then that MSLA will govern this Sales Order. Otherwise, Customer intends and agrees that this Sales Order 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:  
<http://bit.ly/ESOCContract>
2. The Effective Date of this Sales Order shall be the earlier of: i) the date of the signature below or ii) the "Effective Date" identified in the header of this Sales Order.
3. Except in the event Customer has selected a Third-Party Payer, the fees above shall be invoiced as follows:

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- a. Training and Training Travel fees, if any, shall be invoiced on or about the Effective Date.
- b. During the first year, 100% of the remaining fees shall be invoiced fifteen days after the Effective Date. ("Subscription Date")
- c. During the second year and any renewal years thereafter, 100% of the recurring fees shall be due on the anniversary of the Subscription Date.

Customer: Pittsburgh Bureau of  
Fire

\_\_\_\_\_  
[Signature]

\_\_\_\_\_  
[Print Name]

\_\_\_\_\_  
[Title]

\_\_\_\_\_  
[Date]

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Fill in Contact Info Below

Contact	Name	Email	Phone
Primary Business Contact			
Invoicing Contact			
Legal Contact			
Software Administrator Contact			
Privacy/HIPAA Contact			
Tax Exempt?	YES OR NO	If YES, return Exempt Certificate with Agreement	
Purchase Order Required?	YES OR NO	If YES, return PO with Agreement	

Please email the signed sales order to [legal@esosolutions.com](mailto:legal@esosolutions.com) and your sales representative.

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## Pittsburgh Bureau of Fire Payment Addendum Project Plan with P&I as the priority Est 60-day rollout.

### Phase 1: \$13,400.00 invoiced at signing

- Set up the agency in ESO Suite.
- Customer will need to fill out to the ESO workbook. ESO has the queries to pull most of the data of the work book out of FH. Just need access or the customer can do this.
- Client would have to finish the work book with missing data and get it submitted.
- Submit the work book, Austin team will set up the Agency
- After setting up the agency in ESO environment.
  1. Obtain access to DB and run the extractor tool against DB.
    - a. The tool itself should not take more than a few hours to run at worst case scenario
    - b. Tools errors out trouble shooting steps would be required and that could take a few days.
  2. Customer review file that was produced from extractor tool about occupancy data.  
This process can happen multiple times before the data is up on ESO suite.
  3. Once approval is given from the Client, the tool is run once more, and data is extracted.
  4. Data is submitted via SFTP and the data is brought into a DEMO environment to P&I.
  5. Customer review file that was produced from extractor tool about occupancy data -In the demo environment
  6. Once approval is given from the Client. The data is moved to Production.
  7. If ESO Suite access and everything is set up Client can start using P&I After limited training
  8. Client will need to add city ordinances to P&I that are missing.
  9. Code sets need to be added.
  10. Client needs to make check list to be used in the field.

#### Setting up NFIRS/EHR CAD

If all above is in place NFIRS & EHR is ready to go minus CAD FEEDS

ESO CAD takes about 30 days to be set up and can be part of setting up the initial configuration if client desires.

## Phase 2: NFIRS/EHR EST 90-day rollout

### \$25,535.25 invoiced at beginning of Phase2

To initiate the implementation process, the ESO Client Services administrator will contact the agency's project manager ("introductory call") to schedule an introductory conference call. At this time, ESO will send the project manager a project planning worksheet on which s/he can identify the key players from the organization who will participate in the project implementation and the ongoing administration of the software, including, but not limited to, agency administrators. At that time, ESO also will send the project manager a document that highlights areas that the agency will need to consider during the transition to ESO Fire. These may include the need to re-define certain terminology as well as outline new procedures for the organization's day-to-day operations. The agency will receive a detailed list of these areas during project implementation.

Following the introductory call, a planning session will be held to devise a high-level timeline for implementation of EHR and ESO Fire Suite. This will be followed by a more formal kickoff call allowing ESO and agency stakeholders to make contact on a larger scale. The purpose of the call is to enable the agency and ESO implementation team members to introduce themselves and begin to discuss project deliverables, task ownership, and tentative timelines, including possible online and onsite training dates. During the call, ESO and the agency will discuss CAD and interfaces as well as identify vendor contacts that will assist with those interfaces.

The outcome of the planning session will be a project timeline that sets forth project milestones and timeframes for:

- a) Documentation return
- b) ESO FIRE/EHR system setup by ESO
- c) Interface programming and testing, if applicable, including:
  - o CAD integration via CAD Monitor
- d) Online administrative training, 2 sessions.
- e) Completion of ESO FIRE/EHR system setup
- f) End user training
- g) End user practice
- h) Post-implementation follow-up

Now, ESO and the agency's project lead can discuss the scheduling (frequency, attendees etc.) of additional meetings and other means to report progress.

#### ***Milestone 2: Information Gathering and System Setup***

##### **Deliverables:**

- Agency Account and Build Out in ESO Suite
- Agency Setup Preparation
- Documentation of interfaces to Fire Incidents (CAD Monitor, data extract, etc.)



These activities begin after project kickoff and last for approximately two weeks. (The milestone timeframe may vary depending on how quickly the agency returns the completed setup file after project kickoff, and how quickly the agency completes its portions of the system setup after the initial setup done by ESO.

During this time, ESO will work with PBF on the following:

- a) Interface programming and testing, if applicable, including:
  - o CAD Integration via CAD Monitor
- b) Setup of ESO data extract

## Phase 3: AIC EST 90-day rollout

### \$25,535.25 invoiced at beginning of Phase 3

ESO's Checklists and Asset Management Software uses a seven-phase process to complete the installation and support of the software.

#### ***Knowledge Transfer***

ESO places a special emphasis on the 'train the trainer concept' by identifying the need for "power users" to receive more advanced, or detailed, training. These power users are expected to learn the product well enough to educate future employees and provide refresher training if necessary. Training of power users may take place either in person or online, as requested by the Customer and up to the amount of training sessions that Customer has allotted per Customer's arrangements with ESO.

Further, once the system is placed into production, ESO offers customer support, regional learning opportunities, and a host of materials available for training. We do not train our agencies and leave – we support our agencies and their end users through the lifetime of the contract. Customer support is included within your contract.

#### ***Milestone 1: Project Initiation including planning, Information Gathering and List Conversion***

Deliverables:

- Agency Setup Worksheet
- Introductory Kickoff Conference Call
- Test Bed Vehicles Worksheets
- Implementation timeline
- Setup Tenant
- Q&A Call

To initiate the implementation process, the ESO Client Services administrator will send the agency's project manager an agency setup worksheet on which s/he can identify the key players from the

organization who will participate in the project implementation, assist in project roll-out (the roll-out team) and the ongoing administration of the software, including, but not limited to, agency administrators. This sheet will also contain other information for setting up the tenant including complete personnel lists and location names and information. In addition to this initial request, an Implementation Kickoff Call will be scheduled.

During the Kickoff Call, the stages of the implementation process will be explained, and an initial timeline will be presented. The ESO Implementation Coordinator ("IC") will explain the "test bed" vehicle process - testing and tweaking to be completed by customer based on a set of vehicles representing the various types of vehicles in the fleet. The timing of the build-outs and training sessions and the composition of the trainings will also be explained. A projected go-live date will also be confirmed. At the conclusion of the call, the IC will send the project manager the Vehicles Worksheet to be used for building out the lists for the Test Bed vehicles. Instructions will also be sent along with a link to an instructional video demonstrating the proper way to fill out the worksheets. The agreed upon timeline, will also be sent to the project manager as a document at this time.

Once the Test Bed Vehicles Worksheets have been returned, the IC will arrange a Q&A Call with the project manager. During this call, the IC will go over the Vehicles worksheets resolving any discrepancies with standard protocol, making sure that proper checklist frequencies, agency procedures, management, placement and categorization of assets will be attained with the proposed build. The IC and project manager will agree on any changes either during this call or on a follow up call within two to three days.

The initial tenant will be setup during this phase with logins for all organizational key players. All necessary organizational information will be brought into the system including locations and their accompanying information.

The project initiation phase will begin within fifteen (15) days of the effective contract date and will last between fourteen (14) and thirty (30) days.

#### ***Milestone 2: "Test Bed" Apparatus Build***

##### **Deliverables:**

- Test Bed vehicles built out in the system
- Vehicle Review Call

This phase will take place directly after the final Test Bed Vehicles Worksheets have been agreed upon between the IC and the project manager. There may be communications sent to project manager from IC during this time to flesh out additional details as they come up during the build. Once the build is complete, the project manager will get a notification from the IC. The IC will setup a very brief call with the project manager to confirm the test bed vehicle builds. At the conclusion of this call, the project manager will receive an email with links to upcoming overview training webinars in which to register.

### ***Milestone 3: Online Administrative Training (overview)***

Deliverable:

- Online Training (Overview training session)

This activity typically occurs within one week of the completed build-out of the test-bed vehicles. ESO offers one to two ESO Checklist and Asset Management Overview training sessions a week. These trainings are between two and two and a half hours long.

- Overview training is intended for the system administrators to familiarize them with the overall product navigation and workflows:
  - Dashboards
  - Master Pages
  - Workflows:
    - Dashboard-based
    - Quick Menu based
- ESO utilizes Zoom for online training. We also record all trainings for future use and referral by the agency.

### ***Milestone 4: Test Bed vehicle testing***

Deliverable:

- Completed and Tested: Test Bed vehicles and checks

Once training is complete, IC will be notified that Overview training is complete and a testing start date (initial trial roll-out) will be agreed upon. The IC will then enable the system to prompt checks as of the testing start date.

The project manager will coordinate with the roll-out team and commence regular checks on the test bed vehicles as of the testing start date. Typically, ESO recommends a testing period of between one and two weeks, getting through at least one regular cycle of checks (daily checks and weekly inventories, typically). There will be iterative conversations between the IC and the project manager during this period to resolve problems found with the checks, typical tweaking and checklist and workflow optimization.

At the end of this period, the project manager will sign off on the final test bed builds.

### ***Milestone 5: Departmental Apparatus, Personnel and Assets Build***

Deliverables:

- Entire Agency's vehicles built out in system
- Personnel imported into system
- Agency assets imported and deployed

Using the test bed vehicles as templates, the implementation team will now build out the rest of the organization's vehicles and checklists. If there are vehicles that do not have a template, the customer will use additional vehicle worksheets to build these vehicles and deliver them to the IC. The IC and project manager will coordinate during this phase to ensure agency-wide vehicle build-out is complete.

The IC will also be importing all personnel into the system at this point. The IC will wait until this stage for personnel in-put to prevent early access to the software by untrained users. Generic logins for all users will also be created.

The IC will also be sending asset templates to the project manager during this phase. Asset templates are used for mass creation of like assets (SCBA bottles, radios, etc.), each with their own unique asset fields (make, model, date in service, etc.). Once the project manager gets the asset templates filled out, they will be sent back to the IC for mass creation and deployment.

Depending on the complexity and number of vehicles and assets, this phase will take anywhere from one week to two months to complete.

***Milestone 6: Online Administrative Training (admin)***

Deliverable:

- Online Training (Administrator training session)

This activity typically occurs within one week of the departmental build-out. ESO offers one to two ESO Checklist and Asset Management Administrator training sessions a week. These training sessions are typically two and a half hours long.

- Administrator training is intended for the system administrators to finish teaching them all aspects of the software, concentrating for the most part on administrative tasks:
  - Management and Setup:
    - Personnel
    - Permissions
    - Workgroups
    - Distribution Groups
    - Notifications
  - Department level tasks:
    - Department-wide checks
    - Forms
    - Reporting
  - A deeper dive on Master Pages
    - Build – how to build your own vehicles, equipment and facility checks moving forward
- ESO utilizes Zoom for online training. We also record all trainings for future use and referral by the agency

***Milestone 7: System Go-live and Post-implementation Support***

Deliverables:

How to User and Admin Video access  
Live System  
Ongoing Support/Ongoing Training

After the Administrator training is complete, the IC will be notified. The IC will confirm launch date with the project manager and the IC and project manager will confirm with each other readiness for launch (everything built out, users trained, etc.) and confirm go live date.

Around one week to a couple days prior to Go-Live date, IC will schedule a pre go-live call. Any outstanding issues will be addressed including knowledge gaps and last-minute questions.

## Phase 4: ESO Scheduling EST 120-Day rollout \$25,535.25 invoiced at beginning of Phase 4

### Deliverables:

- Introductory Kickoff Conference Call
- Agency Key Players Worksheet
- ESO Considerations
- High level timeline (outcome of planning session) for SCHEDULING
- Formal Kickoff Conference Call
- Access to Basecamp Project Management
- Meeting Notes & Timeline
- Project Management Expectations

To initiate the implementation process, the ESO Client Services administrator will contact the agency's project manager ("introductory call") to schedule a kickoff conference call. At this time, ESO will send the project manager a project planning worksheet on which s/he can identify the key players from the organization who will participate in the project implementation and the ongoing administration of the software, including, but not limited to, agency administrators. At that time, ESO also will send the project manager a login to the Basecamp project management tool that highlights areas that the agency will need to consider during the transition to ESO Scheduling as well as serve as a communication repository during the implementation period.

Following the introductory call, a more formal kickoff call will allow ESO and agency stakeholders to make contact on a larger scale. The purpose of the call is to enable the agency and ESO implementation team members to introduce themselves and begin to discuss project deliverables, task ownership, and tentative timelines, including possible online and onsite training dates. During the call, ESO and the agency will discuss payroll interfaces as well as identify vendor contacts that will assist with those interfaces.

After the call, ESO will send the agency's project implementation team an email summarizing the call and will develop a project timeline that sets forth project milestones and timeframes for:

- Documentation/questionnaire return
- ESO Scheduling system setup by ESO
- Interface programming and testing, if applicable
- Online administrative training
- End user training
- Post-implementation follow-up

At this time, ESO and the agency's project lead can discuss the scheduling (frequency, attendees etc.) of additional meetings and other means to report progress.

***SCHEDULING Milestone 2: Information Gathering and System Setup***

**Deliverables:** Agency Account and Build Out in ESO Scheduling / Agency Setup Preparation

These activities begin after project kickoff and last for approximately one to two weeks. (The milestone timeframe may vary depending on how quickly the agency returns the completed setup file after project kickoff, and how quickly the agency completes its portions of the system setup after the initial setup done by ESO.)

During this time, ESO creates an agency account for the agency in the ESO Scheduling and begins to build out the system with the information provided on the agency's SCHEDULING setup file, including personnel, scheduling a payroll configuration and the like.

***SCHEDULING Milestone 3: Training – Session 1***

**Deliverable:** Online/Onsite Training

This activity typically occurs within one week after ESO receives the completed setup file from the agency.

Either online or onsite administrative training is intended for system administrators and takes place relatively early in the implementation process. Training objectives and activities include:

- Introduction to ESO Scheduling
- A brief overview of imported data
- Configuration of imported qualifications and certifications
- Employee profile management
- Build out several schedule template examples based on Customer's employee work schedule – trainees should have the most current master work schedule template on-hand for this training
- Train on creating a schedule period based on schedule templates
- Training on configuration of work groups and permission groups

This training is generally three hours in duration and should be attended by anyone who will be participating in the administration of the ESO Scheduling system and who has a good understanding of the department's processes. ESO utilizes GoToMeeting for online training and the maximum number of attendees is 25.

***SCHEDULING Milestone 4: Training – Session 2***

**Deliverable:** Online/Onsite Training

This activity typically occurs within one to two weeks after ESO receives the completed setup file from the agency.

Either online or onsite administrative training is intended for system administrators and takes place relatively early in the implementation process. Training objectives and activities include:

- Schedule period creation, publish, deletion and restore

- Day to day schedule management
  - Review various schedule views
  - Handle sick-call outs
  - Fill open shifts
  - Create standby/detail/special events
  - Manage time-off requests
  - Manage shift pickup requests
  - Manage trade/swap requests
  - Code and adjust time
  - Employee access/self-service tools
  - Review system admin tools and dashboard management

This training is generally three hours in duration and should be attended by anyone who will be participating in the day to day management of the ESO Scheduling system and who has a good understanding of the department's processes. ESO utilizes GoToMeeting for online training and the maximum number of attendees is 25.

#### ***SCHEDULING Milestone 5: Payroll Implementation***

**Deliverable:** Implementation of Payroll Interfaces/Import Files

This process occurs throughout the implementation phase. After discovery related to payroll integration needs, a plan is drafted by ESO and the Customer that defines the outcome of integration, steps needed to achieve the outcome, and a timeline for completion. The timeline will depend on the third-party payroll software vendor's availability and completion of any custom work. Ideally, a solid plan for integration is in place prior to Training Session 3 taking place.

#### ***SCHEDULING Milestone 6: Training – Session 3***

**Deliverable:** Online/Onsite Training

This activity typically occurs within 2 to 4 weeks after ESO receives the completed setup file from the agency. Either online or onsite administrative training is intended for system administrators and takes place relatively early in the implementation process. Training objectives and activities include:

- Review of payroll specific codes: pay codes, department codes, job codes and other related items
- Additional content may include the following dependent on the type of integration required:
  - Employee timecard management
  - Time-off bank automation
  - Payroll closeout and import file download
  - Payroll reports

***SCHEDULING Milestone 7: System Testing***

**Deliverable: System Testing Assistance**

This activity occurs throughout the duration of the implementation of ESO Scheduling. This includes validating schedule templates, ensuring proper access to tools for various permission groups, validating payroll data and integration to payroll system, etc.

***SCHEDULING Milestone 8: End User Training***

**Deliverables: Training materials to support training of end users**

**Power users/system administrators are to train Self Service end users via in-service, or other method, using materials provided by ESO. This training includes:**

- Logging into ESO Scheduling
- Viewing schedules
- Submitting time-off, trade and pickup requests
- Syncing calendar to phone's calendar app or other calendar
- Reviewing time-card (depending on type of payroll integration)

***SCHEDULING Milestone 9: System Go-Live and Post Implementation Support***

**Deliverables: Live System, Ongoing Support Ongoing Training**