Docusign Envelope ID: 456F4E2D-32E3-47B7-A30C-606FED9D70DB

City of Jacksonville, Florida

Procurement Award Form (PAF)

Part 1 – Form Type: JPAC 126.204 (a) New Award, Renewals, Waive Technical Defects, Price Increases, NTE Increases.

Goods and/or Services: Fire Prevention and Inspection System and ePCR System

Requested Action and Justification:

Recommend approval of award to the highest responsive and responsible bidder, First Due, in the amount of $633,883.69 for RFP-17083-25 Fire Prevention and Inspection System and Electronic Patient Care Reporting System (ePCRS).

The negotiated revised proposal of $633,883.69 reflects a reduction from $677,498.90, representing a 6.43% decrease totaling $43,615.21. The total contract price includes a five-year maintenance subscription.

The project will be funded with an initial payment of $140,294.76, with the annual maintenance subscription paid on a yearly renewal basis.

The period of service will begin upon contract execution and continue until the project is successfully completed, followed by a five-year maintenance subscription.

Contract execution will be completed through the Office of General Counsel.

Supplier:	First Due	**Basis of Award:**	Highest Evaluated	**BID Opening Date:**	10/24/2025

POA #:	TBD	**PO #:**	TBD	**Change Order #:**	N/A
Solicitation #:	RFP-NONCON 17083-25 25	**Contract #:**	TBD	**Contract ADM #:**	N/A
Term:	5 years	**Options:**	0	**Options Used:**	N/A

Federally Funded:	No	**JSEB Rec:**	Encouragement
Licenses Verified:	N/A	**JSEB %:**	0
Bonds Required:	No	**Bonds Waived Pursuant To:**	N/A

Fund:	53106	**Center:**	113002	**Acct:**	565220	**Proj:**	010787	**Activity:**	00000000	$ 133,883.69
Fund:	53106	**Center:**	113002	**Acct:**	564270	**Proj:**	010787	**Activity:**	00000000	$ 500,000.00
Fund:		**Center:**		**Acct:**		**Proj:**		**Activity:**		$

New NTE/GMP:	$ 633,883.69	**Contingent Amt:**	$ 0.00	**DMP/ODPO Amt:**	$ 0.00

Using Agency/BU:	TSOD:OFFICE OF THE DIRECTOR			
Concurrence:	Signed by: Misra, Vimal 6A020A219953444...	**Title:**	ASST INFO TECH OFFICER - APPLICATIONS DEV PROJECT MANAGER	7/17/2026
Concurrence:	Signed by: Eckley, Neal E2017DBB4B0C4D5...	**Title:**	ASST INFO TECH OFFICER-TECHNOLOGY SOLUTIONS FINANCE MANAGER	7/17/2026
Concurrence:	Kendrick, Wanyonyi F3E522F095434F5...	**Title:**	DIRECTOR OF TECHNOLOGY SOLUTIONS	7/17/2026
Concurrence:		**Title:**		

Procurement Analyst/Buyer:	Signed by: Simpson, Sandy 309A0368E9B74A5...	**Chief of Procurement:**	Signed by: B10F1D517352456...	7/21/2026
Name:	Simpson, Sandy	**Name:**	Dustin L. Freeman	

Part 2 – JPAC Action: All award actions subject to lawfully appropriated funds.		**Part 3 – Final Awarding Authority Action:**	
Members who approve:		**Action:**	
Members who disapprove:		**Signature:**	
Date:		**Date:**	

Docusign Envelope ID: 456F4E2D-32E3-47B7-A30C-606FED9D70DB

PAF Instructions
Part 1 (using agency)

Form Type: This form will be used for both Administrative Awards and JPAC Requests. Select type from dropdown options.

Goods and/or Services: Enter a brief description of the types of goods and services included in the request.

Requested Action and Justification: Enter a brief description of the requested action or authority being sought. i.e.; *Request permission to award the lowest, responsive responsible bidder for an ITB or award the highest ranked supplier for an RFP.* This block should also be used for additional information such as additional 4th account strings, or other information essential for contract execution.

Supplier: Enter awarded supplier name**.** If multiple, include in "Requested Action and Justification" box.

Basis of Award: Select from Lowest Price Technical Acceptable (LPTA), Highest Price Technical Acceptable (HPTA) or N/A.

Bid Opening Date: The date bids were unsealed by Procurement.

POA #: This is your 1Cloud generated Agreement number. Select Type, Enter Number.

PO #: Enter the PO number or agreement release number.

Change Order #: Provide the applicable change order number represented by this request.

Solicitation #: Select Prefix type, Enter Number, and Year.

Contract #: This number should be the same as your POA number (unless procured prior to 2020)

Contract Amendment #: Provide the applicable amendment number represented by this request.

Term: Select the Period of Performance or Term for the initial period.

Options: Period of time for each renewal or option.

Options Used: Prior to this request, enter how many options were already used.

Federally Funded: Select yes or no from dropdown if Federal Funds will be used.

JSEB Rec: Select Encouragement or JSEB Set Aside Option.

JESB %: If JSEB Participation, enter the percentage.

Bonds Waived Pursuant to: Select option from Drop down.

Funding Sources: Fund/Center/Account/Project/Activity, all fields are required even if zeros.

New NTE/GMP: Enter the new total not to exceed amount. Note, this should match the contract maximum indebtedness, if applicable**.**

Contingent Amount: If your agency requests an allowance for unforeseen additional expenses, then specify the amount of your requested increase and new NTE that represents the contingency allowance. This is over and above any quote.

DMP/ODPO Account: Enter the Direct Materials Purchase/Owner Direct Purchase Order Account. Used mainly for CIP (Capital Improvement/Construction) Projects

Using Agency/BU: Select one from the dropdown list.

Concurrence: Using Agency internal routing requirements for Electronic Signatures (follow Proc Manual for threshold requirements)

Title: Title of person electronically signing form.

Attachments: Included any supplemental information to the Procurement Award Form. i.e.; *Scope of work, previous awards*.

**Any field where there is no data available, or no entry is required, either leave it blank or enter N/A. Any fields where there is known data, include for informational purposes. Any changes to an original award should contain the data that is being changed and any other relevant data required for JPAC review and approval.*

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FORM 1 – PRICE SHEET

Form 1
Price Sheet

NAME OF CONTRACTOR: Locality Media, LLC dba First Due, a wholly owned subsidiary of First Due Holdings, Inc.

For a Hosted/SAAS solution, the Vendor shall provide a detailed breakdown for a minimum of two environments (UAT and Production) for each of the following:

• **All associated hardware costs**	**$ 0 / NA**
• **All associated software and licensing costs**	**$114,544.76**
• **All associated training costs**	**$ 6,000.00**
• **All associated implementation costs (itemize and/or identify personnel involved and if they work on a per hour basis)**	**$19,750.00**
• **All miscellaneous costs not listed above**	**$0/ NA**
Subtotal	**$140,294.76**

• **Maintenance Year 1**	**$ NA**
• **Maintenance Year 2**	**$117,981.10**
• **Maintenance Year 3**	**$121,520.54**
• **Maintenance Year 4**	**$125,166.15**
• **Maintenance Year 5**	**$128,921.14**
Subtotal	**$493,588.93**
Total	**$633,883.69**

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Additional:

The above proposal has made the following adjustments:

1. **Removal, of unnecessary integrations included in the original proposal**
2. **Addition, of SSO and a supplemental list of detail modules provided**
3. **Removal, or Permitting and Invoicing from V2**
4. **Confirmed, reduction of Implementation costs from $25,000 to $19,750**
5. **Confirmed, adjusted annual escalation from 5% to 3%**
6. **Confirmed, travel costs associated to 3-days of onsite training is included**
7. **Acknowledged, Hardware Device pricing was inadvertently missed in our original RFP response, and device pricing is not included in the above detailed pricing.**

The price set for each item is a 'firm fixed' price and inclusive of ALL costs to include, but not limited to, overhead, labor, supervision, materials, supplies, equipment, tools, travel, transportation, lodging, handling, assessments, fees, and taxes.

(Continued on next page)

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Form 1 (Continued)

Please outline all variable costs that are not already broken out above. Please be certain that any custom programming charges are fully outlined and described in detail.

The line item for All associated software and licensing costs ($**114,544.76** listed in the first section of the previous page are inclusive of maintenance in year 1. As such, it is listed as $0 next to "Maintenance Year 1".

Annual subscription cost outlined above includes the following:

- Responder
- Occupancy + Preplans
- Hydrant Management, Basic
- Inspections
- Community Connect
- ITM Reporting
- Incident Reporting (Fire Documentation) w/ AI
- Incident Reporting (ePCR) w/AI
- HDE Hospital Integration
- CAD Integration
- Scheduling Integration
- SSO Integration
- ODBC Connector
- Personnel Management
- Daily Roster

Please outline any add-on costs which are not included. Please be certain that any charges are fully outlined and described in detail.

- Invoicing, Permitting/Plan Reviewing, Payment Portal Modules - $30K annually to add both Invoicing and Permitting/Plan Reviewing modules. Payment Portal (integrated service provided by Stripe) is $500.00 per year, merchant fees can be negotiated at time of contract if JFRD is interested.
- Kno2 Hospital Connection Fee + Premium Plus Annual Subscription - $250.00 per hospital network connection, includes the ability to send data to hospitals, query patient information from the hospital and receive outcome data back, if possible. Three tiers offered, price range between $23k-$75K annually. Kno2 differs from Data Health Exchange in that it sends entire ePCR, not just specific fields.
- EMS Data Bundle Advanced Analytics - $20K per year

If there are costs per license level distinctions by users, please break out per user role / license type below.

No cost per user to any listed features/modules above.

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I certify that the information in this form is true and accurate.

Failure to sign this form will result in disqualification of this Response.

Contractor's Signature: _____

Title: **Enterprise Sales Director**

Date: **7 / 1 4 / 2 6**

Docusign Envelope ID: 456F4E2D-32E3-47B7-A30C-606FED9D70DB

Proposal for Jacksonville Fire & Rescue (FL) - 7/6/26

ID: quot_PKDMI24S9Z4v5

Prepared by: Dre Mihaylo

From

Locality Media, LLC dba First Due
390 NE 191st St
Ste 17328
Miami, FL 33179, US

Bill To

Jacksonville Fire & Rescue (FL)
515 N Julia St
Jacksonville, FL 32202, United States

$140,294.76

Contract Period	Sep 30, 2026 - Sep 29, 2027
Contract Length	12 Months
Quote Expiration	Sep 1, 2026
Payment Terms	Net 30
Annual Subscription:	$114,544.76

Offering	Date

Sep 30, 2026 - Sep 29, 2027
12 Months

Responder (Subscription)
Web Responder dashboard and Responder iOS/Android App with notifications, statusing and routing.

Occupancy Management & Pre-Incident Planning (Subscription)
Manage Occupancies, Pre-Incident Mapping, ArcGIS Maps, Fire Systems, Hazardous Material, and Contacts.

Hydrant Management - Basic (Subscription)
Manage Hydrants including hydrants visible on pre-plan & response map, hydrant list, hydrant types, hydrant uploads, ArcGIS hydrant layers, and hydrant setup

Inspections (Subscription)
Field Inspections, Configurable Checklists, Violation Management, Virtual Inspections, Inspections Scheduler, and Integrated Pre-Incident Planning.

Community Connect (Subscription)
Online portal for residents and businesses to input critical occupant and property data that can be made available to Emergency Response Agencies during an incident.

ITM Reporting (Subscription)
Allows AHJs to track, manage, and report on fire and life safety system inspections, testing, and maintenance. This includes a portal for service providers to upload ITM reports, allowing native interoperability with other First Due products.

Incident Reporting - Fire Incident Documentation (Subscription)
Fire Incident Documentation enabling ongoing State and Federal compliance with NFIRS and NERIS data standards.

AI Enhanced Documentation: Fire Reporting (Subscription)
AI powered transcription and documentation solution to assist with completing NFIRS/NERIS reports.

Incident Reporting - ePCR (Subscription)
ePCR Incident Documentation, State Compliance with automated submission.

AI Enhanced Documentation: ePCR (Subscription)
AI powered transcription and documentation solution to assist with completing EMS patient care reports.

HDE Connection w/ ESO Subscription (Subscription)
Enables ePCRs to be sent securely to ESO's HDE

CAD Integration (Subscription)
Receive CAD Data to support First Due Responder and Incident Reporting modules via sFTP, XML, or API.

Scheduling Integration w/ Third Party (Other) (Subscription)
Custom Scheduling Integration

SSO Integration (Subscription)
Connection to supported SSO platform (Microsoft Azure, Microsoft Active Directory Federated Services, Okta or IAMS).

ODBC Connector - Daily (Subscription)
ODBC connection to First Due data views for purposes of data analysis and extraction. (Daily)

Sep 30, 2026 - Sep 29, 2027
12 Months

Personnel Management (Subscription)
Store, manage and access Employee Records including demographic data, certifications and employment information.

Daily Roster (Subscription)

DRAFT

Docusign Envelope ID: 456F4E2D-32E3-47B7-A30C-606FED9D70DB

Offering	Date
Manage daily shiftboard with drag and drop functionality, pre-defined assignments and rotations. Note: This does not include any outbound communication to users outside of email notifications. Does not include any advanced Scheduling features.	

Sep 30, 2026

Implementation and Configuration Services (Onetime)
Services related to configuring and customizing the First Due Platform as described in the Statement of Work.

Essentials Onsite Training Package (Onetime)
Up to 3 Day Onsite Training with 1 certified First Due Instructor

One-Time Fees Subtotal	**$25,750.00**
Subscription Fees Subtotal	**$114,544.76**
Total	**$140,294.76**

TERMS AND CONDITIONS

Governing Terms and Conditions: This Quote, together with the attached statement of work, service descriptions, exhibits, or schedules (collectively, the "Quote Documents"), is subject to and governed by the First Due Terms and Conditions, available at: https://www.firstdue.com/generalterms. The First Due Terms and Conditions are incorporated into this Quote by reference and, together with this Quote and the Quote Documents, constitute the agreement between First Due and Customer governing the Services described herein. By executing this Quote, or by issuing a purchase order or other written acceptance that references this Quote, Customer agrees to be bound by the First Due Terms and Conditions.

Acceptance. This Quote shall become binding upon the earliest of: (a) Customer's execution of this Quote; (b) Customer's issuance of a purchase order or similar ordering document referencing this Quote; or (c) Customer's access to or use of the Services described in this Quote.

ITM Fee. The service provider uploading the report will be charged **$20.00** per report submission.

DRAFT

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City of Jacksonville, Florida

Procurement Award Form (PAF)

Part 1 – Form Type: JPAC 126.204 (a) New Award, Renewals, Waive Technical Defects, Price Increases, NTE Increases.

Goods and/or Services: Fire Prevention & Inspection System and Patient Care Reporting System

Requested Action and Justification:

Request approval to enter into contract negotiations with First Due as the top-ranked firm following formal demonstrations. The results of negotiations and subsequent award will be presented to JPAC.

Final Ranking:
1. First Due: 184.38
2. ERP Systems USA, Inc.: 163.87
3. ImageTrend, LLC: 160.54

Supplier:	First Due	**Basis of Award:**	Highest Evaluated	**BID Opening Date:**	10/24/2025

POA #:	TBD	**PO #:**	TBD	**Change Order #:**	N/A
Solicitation #:	RFP-NONCON 17083 25	**Contract #:**	TBD	**Contract ADM #:**	N/A
Term:	5 years	**Options:**	0	**Options Used:**	N/A

Federally Funded:	No	**JSEB Rec:**	Encouragement
Licenses Verified:	N/A	**JSEB %:**	0
Bonds Required:	No	**Bonds Waived Pursuant To:**	N/A

Fund:	00000	**Center:**	00000	**Acct:**	00000	**Proj:**	000000	**Activity:**	00000000	$ 0.00
Fund:		**Center:**		**Acct:**		**Proj:**		**Activity:**		$
Fund:		**Center:**		**Acct:**		**Proj:**		**Activity:**		$

New NTE/GMP:	$ 0.00	**Contingent Amt:**	$ 0.00	**DMP/ODPO Amt:**	$ 0.00

Using Agency/BU:	TSOD:OFFICE OF THE DIRECTOR			
Concurrence:	Signed by: Mosia, Jeff 89EB38D71ED4E1...	**Title:**	ASST INFO TECH OFFICER - PMO MANAGER	5/15/2026
Concurrence:	Signed by: Nihal Kelee E2017DB4B0C4D5...	**Title:**	ASST INFO TECH OFFICER-TECHNOLOGY SOLUTIONS FINANCE MANAGER	5/18/2026
Concurrence:	Signed by: Kendrick, Wanyonyi F3E522F095434F5...	**Title:**	DIRECTOR OF TECHNOLOGY SOLUTIONS	5/20/2026
Concurrence:		**Title:**		

Procurement Analyst/Buyer:	Signed by: Simpson, Sandy 309A0368E9B74A5...	**Chief of Procurement:**	Signed by: B10F1D517352456...	5/26/2026
Name:	Simpson, Sandy	**Name:**	Dustin L. Freeman	

Part 2 – JPAC Action: All award actions subject to lawfully appropriated funds.		**Part 3 – Final Awarding Authority Action:**	
Members who approve:	3	**Action:**	Approved
Members who disapprove:	0	**Signature:**	Signed by: kelli O'Leary 92A2898FE95E4AC...
Date:	5/28/2026	**Date:**	5/28/2026

Signed by:

Docusign Envelope ID: 456F4E2D-32E3-47B7-A30C-606FED9D70DB

PAF Instructions
Part 1 (using agency)

Form Type: This form will be used for both Administrative Awards and JPAC Requests. Select type from dropdown options.

Goods and/or Services: Enter a brief description of the types of goods and services included in the request.

Requested Action and Justification: Enter a brief description of the requested action or authority being sought. i.e.; *Request permission to award the lowest, responsive responsible bidder for an ITB or award the highest ranked supplier for an RFP.* This block should also be used for additional information such as additional 4th account strings, or other information essential for contract execution.

Supplier: Enter awarded supplier name**.** If multiple, include in "Requested Action and Justification" box.

Basis of Award: Select from Lowest Price Technical Acceptable (LPTA), Highest Price Technical Acceptable (HPTA) or N/A.

Bid Opening Date: The date bids were unsealed by Procurement.

POA #: This is your 1Cloud generated Agreement number. Select Type, Enter Number.

PO #: Enter the PO number or agreement release number.

Change Order #: Provide the applicable change order number represented by this request.

Solicitation #: Select Prefix type, Enter Number, and Year.

Contract #: This number should be the same as your POA number (unless procured prior to 2020)

Contract Amendment #: Provide the applicable amendment number represented by this request.

Term: Select the Period of Performance or Term for the initial period.

Options: Period of time for each renewal or option.

Options Used: Prior to this request, enter how many options were already used.

Federally Funded: Select yes or no from dropdown if Federal Funds will be used.

JSEB Rec: Select Encouragement or JSEB Set Aside Option.

JESB %: If JSEB Participation, enter the percentage.

Bonds Waived Pursuant to: Select option from Drop down.

Funding Sources: Fund/Center/Account/Project/Activity, all fields are required even if zeros.

New NTE/GMP: Enter the new total not to exceed amount. Note, this should match the contract maximum indebtedness, if applicable**.**

Contingent Amount: If your agency requests an allowance for unforeseen additional expenses, then specify the amount of your requested increase and new NTE that represents the contingency allowance. This is over and above any quote.

DMP/ODPO Account: Enter the Direct Materials Purchase/Owner Direct Purchase Order Account. Used mainly for CIP (Capital Improvement/Construction) Projects

Using Agency/BU: Select one from the dropdown list.

Concurrence: Using Agency internal routing requirements for Electronic Signatures (follow Proc Manual for threshold requirements)

Title: Title of person electronically signing form.

Attachments: Included any supplemental information to the Procurement Award Form. i.e.; *Scope of work, previous awards*.

**Any field where there is no data available, or no entry is required, either leave it blank or enter N/A. Any fields where there is known data, include for informational purposes. Any changes to an original award should contain the data that is being changed and any other relevant data required for JPAC review and approval.*

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Scoring Matrix Summary

Fire Prevention & Inspection System and Electronic Patient Care Reporting System

		First Due	EPR Systems USA, Inc.	ImageTrend	SGS Technologie
Solicitation:	RFP-17083-25				
Close Date:	Ocotber 24, 2025				
Invited Suppliers:	232				
Responded:	4				
Analyst:	Sandy Simpson				
Total Points - Written Evaluation:		87.38	80.67	76.34	N/A
Total Points - Formal Demonstrations:		97.00	83.20	84.20	N/A
Total Combined Points:		184.38	163.87	160.54	N/A
Final Ranking Order:		**1**	**2**	**3**	**N/A**

Docusign Envelope ID: 456F4E2D-32E3-47B7-A30C-606FED9D70DB

City of Jacksonville, Florida

Procurement Award Form (PAF)

Part 1 – Form Type: JPAC Award Request: Renewals, Extensions, and Unit Price Increases

Goods and/or Services: Fire Prevention & Inspection System and Patient Care Reporting System

Requested Action and Justification:

Request approval to proceed with on-site demonstrations with the three (3) highest scoring responsive and responsible firms for RFP-17083-25 Fire Prevention & Inspection System and Electronic Patient Care Reporting System listed below.

1. First Due: 87.38
2. ERP Systems USA, Inc.: 80.67
3. ImageTrend, LLC: 76.34

Request approval to reject SGS Technologie for not meeting the Minimum Supplier Qualifications.

Supplier:	Multiple	**Basis of Award:**	Highest Evaluated	**BID Opening Date:**	10/24/2025

POA #:	TBD	**PO #:**	TBD	**Change Order #:**	N/A
Solicitation #:	RFP-NONCON 17083 25	**Contract #:**	TBD	**Contract ADM #:**	N/A
Term:	5 years	**Options:**	0	**Options Used:**	N/A

Federally Funded:	No	**JSEB Rec:**	Encouragement
Licenses Verified:	N/A	**JSEB %:**	0
Bonds Required:	No	**Bonds Waived Pursuant To:**	N/A

Fund:	00000	**Center:**	00000	**Acct:**	00000	**Proj:**	000000	**Activity:**	00000000	$	0.00
Fund:		**Center:**		**Acct:**		**Proj:**		**Activity:**		$	
Fund:		**Center:**		**Acct:**		**Proj:**		**Activity:**		$	

New NTE/GMP:	$ 0.00	**Contingent Amt:**	$ 0.00	**DMP/ODPO Amt:**	$ 0.00

Using Agency/BU:	TSOD:OFFICE OF THE DIRECTOR		
Concurrence:	Signed by: Nihad Kekec E2017D8B4B0C49B...	**Title:**	ASST INFO TECH OFFICER-TECHNOLOGY SOLUTIONS FINANCE MANAGER 1/22/2026
Concurrence:	Signed by: Kendrick, Wanyonyi F3E522F095434F5...	**Title:**	DIRECTOR OF TECHNOLOGY SOLUTIONS 1/22/2026
Concurrence:		**Title:**	
Concurrence:		**Title:**	

Procurement Analyst/Buyer:	Signed by: Simpson, Sandy 309A0368E9B74A5...	**Chief of Procurement:**	Signed by: 1/27/2026
Name:	Simpson, Sandy	**Name:**	Dustin L. Freeman B10F1D517352456...

Part 2 – JPAC Action: All award actions subject to lawfully appropriated funds.		**Part 3 – Final Awarding Authority Action:**	
Members who approve:	3	**Action:**	Approved
Members who disapprove:	0	**Signature:**	Signed by: kelli O'Leary 92A2898FE95E4AC... Signed by:
Date:	1/29/2026	**Date:**	1/29/2026

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Fire Prevention & Inspection System and Electronic Patient Care Rep

RFP - Non-Construction 17083-25,2

Total Points	50 Points	25 Points	5 Points	20 Points
Suppliers	**Functional & Technical Requirements**	**Implementation & Training:**	**Vendor Experience & References**	**Cost**
First Due, Inc.				
Damian Bell	40.00	23.00	2.00	20.00
Christel Burgos	46.00	25.00	5.00	20.00
James Marx	40.00	20.00	4.00	20.00
Vimal Misra	41.00	24.00	3.00	20.00
Daniel Guthrie	33.90	25.00	5.00	20.00
Average	40.18	23.40	3.80	20.00
EPR Systems USA, Inc.				
Damian Bell	40.00	25.00	3.00	4.37
Christel Burgos	50.00	25.00	5.00	4.37
James Marx	50.00	25.00	5.00	4.37
Vimal Misra	46.00	24.00	4.50	4.37
Daniel Guthrie	49.00	25.00	5.00	4.37
Average	4.43	24.80	4.50	4.37
ImageTrend, LLC				
Damian Bell	45.00	20.00	5.00	7.56
Christel Burgos	43.88	20.00	5.00	7.56
James Marx	40.00	20.00	5.00	7.56
Vimal Misra	42.00	24.00	5.00	7.56
Daniel Guthrie	39.00	25.00	5.00	7.56
Average	41.98	2.06	5.00	7.56

Docusign Envelope ID: 456F4E2D-32E3-47B7-A30C-606FED9D70DB

orting System

OVERALL	Rank
Total Points (100 max)	
85.00	
96.00	
84.00	
88.00	
83.90	
87.38	**1**
72.37	
84.37	
84.37	
78.87	
83.37	
80.67	**2**
77.56	
76.44	
72.56	
78.56	
76.56	
76.34	**3**

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Demonstrations - Fire Prevention & Inspection System and RFP - Non-Construction 1

Total Points	5 Points	35 Points	30 Points
Suppliers	**Presentation**	**System Functionality**	**Overall Ease of Use**
First Due, Inc.			
Damian Bell	5.00	35.00	25.00
Christel Burgos	3.00	35.00	30.00
James Marx	5.00	33.00	28.00
Vimal Misra	5.00	34.00	29.00
Daniel Guthrie	5.00	35.00	30.00
Average	**4.60**	**34.40**	**28.40**
EPR Systems USA, Inc.			
Damian Bell	4.00	30.00	25.00
Christel Burgos	5.00	25.00	20.00
James Marx	4.00	27.00	25.00
Vimal Misra	5.00	33.00	27.00
Daniel Guthrie	5.00	30.00	25.00
Average	**4.60**	**29.00**	**24.40**
ImageTrend, LLC			
Damian Bell	3.00	30.00	20.00
Christel Burgos	3.00	30.00	25.00
James Marx	5.00	30.00	30.00
Vimal Misra	5.00	30.00	25.00
Daniel Guthrie	5.00	30.00	25.00
Average	**4.20**	**30.00**	**25.00**

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l Electronic Patient Care Reporting System

L7083-25

10 Points	20 Points	OVERALL	Rank
Report Creation	System Configuration	Total Points (100 max)	
10.00	20.00	95.00	
8.00	20.00	96.00	
10.00	20.00	96.00	
10.00	20.00	98.00	
10.00	20.00	100.00	
9.60	**20.00**	**97.00**	**1**
10.00	18.00	87.00	
5.00	10.00	65.00	
7.00	18.00	81.00	
9.00	19.00	93.00	
10.00	20.00	90.00	
8.20	**17.00**	**83.20**	**3**
8.00	15.00	76.00	
6.00	15.00	79.00	
8.00	18.00	91.00	
8.00	17.00	85.00	
10.00	20.00	90.00	
8.00	**17.00**	**84.20**	**2**

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Fire Prevention & Inspection System and Electror

RFP-17083-25

	Evaluation Score	Demonstration Score
FIRST DUE, INC.	87.38	97.00
EPR SYSTEMS USA, INC	80.67	83.20
IMAGE TREND, LLC	76.34	84.20

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nic Patient Care Reporting System

Total Combined Score (200 Maximum)	Final Rank
184.38	**1**
163.87	2
160.54	3

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first due

Locality Media, LLC dba First Due, a wholly owned subsidiary of First Due Holdings, Inc.;

Fire Prevention & Inspection System and Electronic Patient Care Reporting System, RFP-17083-25

October 22, 2025

Address: 390 NE 191st St STE 17328, Miami, FL 33179

Phone: (813) 394-9311

www.firstdue.com

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October 22, 2025

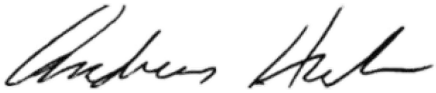
Re: Fire Prevention & Inspection System and Electronic Patient Care Reporting System; RFP-17083-25

Response Terms Acknowledgement

First Due acknowledges that (i) the Response is based on the terms set forth in the RFQ and all amendments thereto posted on City's website as of the date of the Response, and (ii) that First Due is responsible for monitoring City's website for subsequent amendments and for either maintaining, amending, or withdrawing the Response prior to the Response Due Date based on those subsequent amendments.

Thank you for your consideration.

Regards,



Andreas Huber, CEO

Legal Name of Proponent: Locality Media, LLC dba First Due, a wholly owned subsidiary of First Due Holdings, Inc.;

FEIN: 81-1388062

Address: 390 NE 191st St STE 17328, Miami, FL 33179

For additional correspondence, please contact:

Amber Wade
Account Executive
(813) 394-9311
amber@firstdue.com

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Executive Summary

Dear Selection Committee:

First Due is pleased to submit our proposal to provide the Jacksonville Fire and Rescue Department (JFRD) with a comprehensive, integrated Fire Records Management System that seamlessly combines Fire Prevention & Inspection capabilities with Electronic Patient Care Reporting in a single, cloud-based platform.

A Unified Solution for Fire Prevention and Rescue Operations

First Due's fully integrated platform directly addresses JFRD's need to replace both the current FPI and ePCR systems with a technologically advanced solution that supports the operational demands of one of the busiest fire departments in the United States. Our system is purpose-built to handle the scale and complexity of an agency responding to over 147,000 EMS calls annually while managing 48,000 inspectable buildings and 40,000-45,000 businesses across 918 square miles.

Addressing Fire Prevention Division Needs

For the Fire Prevention Division, First Due delivers a robust and customizable inspection system that provides enhanced efficiency through built-in workflows and mobile capabilities. Our Inspections module enables field personnel to update inspection information in real-time via mobile devices, standardizes the inspection process, and allows for rapid follow-up inspections to reduce customer wait times. The system includes configurable checklists, violation management, virtual inspections capabilities, integrated pre-incident planning, comprehensive alerts, and advanced reporting and querying capabilities. Fire Inspections are not siloed in our solution. They can also be leveraged by operational crews, at the time of dispatch, for full occupancy data transparency.

Our Fire Prevention solution also includes integrated Permitting/Plan Reviewing capabilities to streamline the permit/plan review issuance process, and a Fire Investigations module to organize, analyze, and document investigations while maintaining secure case information that integrates seamlessly with other system modules. If applicable, the City of Jacksonville will also be able to consolidate their invoicing and payment needs under our Invoicing and Payment module offerings. Your city’s fee schedule can be built into our configurable invoicing module and we partner with Stripe to offer easy payment at the time of invoicing and inspection completion. Furthermore, our team can integrate with building division software via API endpoints. This capability allows Fire Marshals the ability to streamline their occupancy management and avoid duplicate entry. Examples of integrations (Energov, Accela, OpenGov, etc.) Most cities also have the legislative ability to allow third party vendor

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inspections for complicated fire systems. We also have an ITM (Inspect, Test, Maintain) portal for third party inspections and the advantage of adding our ITM portal to the Inspection module is: all occupancy data is held in 1 centralized place within First Due.

Addressing Rescue Division Needs

For the Rescue Division, First Due provides a precise and customizable ePCR system that ensures efficient creation of complete patient care records in the field. Our solution includes full NEMSIS compliance with automated state submission capabilities, seamless CAD integration to receive dispatch data and apparatus response times automatically, and integration with cardiac monitor results. The system supports comprehensive documentation of fire incidents, hazardous materials responses, urban search and rescue incidents, training records, and mutual aid incidents.

First Due supports billing exports in all industry-standard formats and offers direct integration with hospitals via the HDE Connection and/or Kno2 network for both unstructured and structured data exchange. Our AI-Enhanced Documentation feature allows responders to capture, transcribe, and review spoken observations, significantly reducing documentation time.

Depending on Jacksonville’s reporting needs, First Due can either give your agency an ODBC connection and/or our Advanced Analytic tool for deeper analysis of trends, time stamps, call types, etc. Our QA/QI feature will also allow Jacksonville to seamlessly communicate areas of improvement/feedback between crews and EMS administrators.

Other integrations offered applicable to ePCR: SSO, Pulsara, Julota (Community Health Paramedicine), Third party scheduling integrations, and we offer multiple API endpoints for future integration discussions.

NFIRS/NERIS Compliance and Integration

First Due is both NFIRS 5.0 and NERIS v1 certified. We have been involved with the USFA since NERIS's inception and can transition JFRD to NERIS on the day you choose. Our integrated approach means NFIRS/NERIS data is collected at the time of the ePCR, eliminating double documentation. After completion of the ePCR, data is automatically segregated into the correct run forms and exported in near real-time to the NERIS database at USFA.

Enterprise-Grade Infrastructure and Security

First Due's cloud-based platform is hosted on AWS with enterprise-grade security including SOC 2 Type II certification, end-to-end encryption, role-based access controls, and regular security audits. Our infrastructure provides high availability through redundant servers with automated failover and real-time data replication, ensuring system reliability for JFRD's 24/7 operations.

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Scalability for Growth

Our platform is designed to scale with JFRD's projected growth. As the department continues to expand and implements the new system, First Due can easily accommodate the estimated additional 60,000 Fire Prevention reports annually, plus continued growth in rescue operations, without any degradation in system performance.

Comprehensive Implementation and Support

First Due's implementation approach includes comprehensive training, system configuration, data conversion from existing systems, and ongoing support throughout the five-year maintenance subscription period. Our dedicated implementation team has extensive experience supporting enterprise-level deployments in agencies of similar size and complexity. Every First Due customer is assigned a Customer Service Manager who serves as your primary point of contact, with many of our team members being current or former firefighters and EMTs with on-the-job experience in public safety.

Proven Partnership Experience

First Due has experience integrating with over a dozen different CAD systems, including major providers such as Motorola (PremierOne), Central Square, and Hexagon, ensuring seamless integration with dispatch systems. We have completed numerous successful integrations and deployments with agencies serving populations comparable to Jacksonville's 950,000 residents.

First Due is committed to providing JFRD with a solution that not only meets but exceeds the requirements outlined in this RFP. We look forward to the opportunity to demonstrate how our integrated platform will enhance efficiency, improve data accuracy, and support the critical missions of both the Fire Prevention and Rescue Divisions.

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About First Due

First Due was founded in 2016 with a singular focus: to modernize and streamline public safety operations through innovative technology solutions. First Due's mission is to prevent first responder injury or death by providing Fire and EMS agencies with transformative, end-to-end software solutions that empower them to run safer, smarter, and more effective operations.

First Due has been recognized by government and technology leaders as pioneers in public safety innovation. We are the fastest growing end-to-end software solution for Fire and EMS.

- Inc. 500: #1 Fire & EMS (2025); Inc. 5000 (2022, 2023, 2024)
- The 54th Fastest Growing Software Company in the United States (2025)
- Fast Company: Honoree for Next Big Thing in Tech (2024)
- GovTech 100: Honoree (2025)
- AICPA/SOC: SOC 2 Type II Compliant

Our company is a remote-first company, with an office in Miami, FL. We have more than 250 employees, primarily located in North America, serving 2,700+ clients.

First Due Products and Services

First Due offers a comprehensive, cloud-based platform purpose-built for Fire service and EMS operations. Because First Due is a Software-as-a-Service (SaaS) solution, it is compatible with all of the City of Jacksonville's local technology standards.

Our solution was developed in-house by our team of fire service technology experts and active firefighters to address the specific needs of modern fire departments now and into the future. The core integrated platform includes the following key modules:

Response & Situational Awareness

- Real-time incident mapping with hydrant locations and pre-plan data
- Mobile alerting system compatible with all major device platforms
- Turn-by-turn routing for responders with traffic integration
- Custom response plans based on incident type and location

Personnel Management

- Complete firefighter profiles with qualifications, certifications, and contact information
- Scheduling system for both career and volunteer/paid-on-call staff
- Training record management with automatic expiration notifications
- Time tracking for incidents, training, and administrative activities

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Operations Management

- Digital inspection tools with customizable templates
- Pre-incident planning with hazard identification
- Inventory and asset tracking for equipment, apparatus, and PPE
- Public education event management and burn permit system

Records Management & Reporting

- NFIRS and NERIS-compliant incident reporting
- EMS reporting
- Customizable analytics dashboard
- Comprehensive reporting capabilities for operational metrics
- Full audit trail for inspection and investigation records

Administrative Tools

- Payroll integration capabilities with major systems
- Document management for SOPs, policies, and training materials
- Expense tracking and purchase order management
- Secure role-based access control system

All modules within our platform were developed internally by First Due and share a common architecture, ensuring seamless integration between components and consistent user experience. Our development roadmap is guided by direct feedback from our fire service customers, ensuring our solution continues to evolve with the changing needs of modern emergency service departments.

First Due is Different

First Due's cloud-native platform, designed specifically for Fire and EMS agencies, integrates your critical workforce management functions into a single, unified system that eliminates data silos and reduces administrative burden. With proven success serving fire departments of all sizes across North America, First Due offers Stamford a robust, scalable solution backed by our commitment to continuous innovation and exceptional customer support. First Due stands apart from traditional Scheduling & Timekeeping Solutions in several crucial ways:

Modern Cloud-Native Architecture

- True cloud-native platform built from the ground up, not a legacy system retrofitted for the cloud.
- Continuous deployment enabling rapid feature updates and enhancements.
- Superior performance and reliability compared to older client-server architectures.

Superior User Experience

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- Industry-leading mobile-first interface designed for field operations.
- Intuitive design requires minimal training.
- Single unified platform versus multiple disconnected modules
- Modern, consumer-grade user interface matches the experience of popular consumer apps.

Advanced Data Analytics

- Real-time data processing and analytics
- Built-in reporting and dashboard tools
- Ability to export all data from the system to be used in other systems.

Progressive Innovation

- One of the fastest growing public safety companies in North America
- Regular platform updates based on user feedback.
- Early adoption of emerging technologies and standards
- Proactive development across our entire end-to-end fire operations system, including the addition of advanced analytics, artificial intelligence and automation features.

Implementation Excellence

- Proven track record of successful deployments (over 2,700 customers)
- Dedicated implementation team with public safety experience
- Structured data migration methodology
- Comprehensive change management support

Financial Stability

We have continually grown year-over-year since our founding in 2016. In this time we have continually re-invested in our business, developing new modules and products every year. Our goal is to meet the needs of state-wide agencies, enterprise agencies, and local departments throughout North America. Our focus on developing first responder and fire personnel focused software is the result of the deep functionality within our end-to-end software for Fire, EMS and Police agencies.

Our financial stability is shown by:

- Sustained Annual Recurring Revenue growth since inception
- Diversified customer revenue across multiple sectors
- No history of bankruptcy or financial restructuring

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Commitment to the City of Jacksonville's Success

First Due is committed to a long, mutually successful partnership with the City of Jacksonville. Through our proposed approach and services, the City of Jacksonville can expect:

- **Minimal Disruption**: Phased implementation approach maintains operational continuity
- **Rapid ROI**: Immediate efficiency gains through automation and optimization
- **A Long-term Partnership**: Ongoing enhancement and adaptation as needs evolve
- **Expert Support**: Dedicated team understanding law enforcement and corrections department operations

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Implementation and Training Plan

First Due proposes a 25-week accelerated implementation delivering Fire Prevention (Inspections) and ePCR modules. Our approach emphasizes parallel workstream execution, early technical foundation work, and coordinated go-live in Week 20-21, providing operational readiness in less than six months.

Timeline: 25 weeks | Go-Live: Week 20-21 | Completion: Week 25

Implementation Phases

Discovery & Planning (Weeks 1-5)

Contract execution triggers immediate account provisioning and discovery questionnaires. Jacksonville receives system access within the first week. Foundation data (Stations, Ranks, Personnel, Apparatus, Dispatch Units, Incident Types) imports during Weeks 1-4, establishing the structural foundation for all modules. Project Kickoff (Weeks 1-3) establishes communication protocols, confirms scope, and aligns stakeholder expectations for the accelerated timeline.

Technical Services (Weeks 3-17)

CAD Integration (Weeks 3-12): Discovery sessions document Jacksonville's CAD environment. 40-business-day integration period covers connection establishment, data mapping, and comprehensive testing across all incident types and apparatus configurations.

Data Migration (Weeks 3-17): Parallel imports preserve historical records while establishing operational datasets. Critical imports include RMS Occupancies (Weeks 7-11), Historical Inspections & Contacts (Weeks 11-17), Certifications (Weeks 7-13), NEMSIS Records (Weeks 7-10), and GIS Boundaries (Weeks 7-9).

Parallel Module Implementation (Weeks 4-23)

ePCR Track (Weeks 4-13): Discovery (Weeks 4-5) captures clinical protocols and NEMSIS requirements. Configuration (Weeks 5-9) builds treatment protocols, medication formulary, and state reporting integration. Optimization (Weeks 9-13) enables field provider UAT across all incident types before formal sign-off.

Inspections Track (Weeks 11-19): Discovery (Weeks 11-12) documents inspection workflows and violation structures. Configuration (Weeks 12-16) establishes inspection types, scheduling automation, and invoice generation. Optimization (Weeks 16-19) provides Fire Prevention staff comprehensive UAT before module acceptance.

Go-Live Strategy (Weeks 20-21): Coordinated dual-module launch consolidates training and change management. Enhanced support monitoring ensures smooth operational transition across both Fire Prevention and EMS operations.

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Post Go-Live Support (Weeks 21-23): 10 business days of dedicated support with priority Product Specialist access for both modules ensures rapid issue resolution during critical adoption period.

Training (Weeks 19-20)

Three-day intensive Super User Training covering both modules prepares Jacksonville's internal champions. Training occurs immediately before go-live ensuring knowledge retention. Supplementary resources include Administrator Training throughout implementation, live First Due Academy webinars, and 24/7 on-demand training library.

Customer Success Transition (Weeks 24-25)

Formal transition to dedicated Customer Success Manager establishes ongoing engagement cadence and confirms deliverable completion. Jacksonville maintains 24/7 support access: online portal, email (support@firstdue.com), and phone ((516) 874-5818) with standard hours Monday-Friday 9AM-6PM ET and after-hours coverage for critical incidents.

Standard Training

As part of the implementation, Jacksonville will receive training as outlined below. Our standard training is offered remotely.

- Designated training environment
- Administrator training during implementation check-in call
- Online training during project kick-off
- Online train-the-trainer sessions during optimization stage, and again during go-live to ensure that a multi-agency deployment such as that for Jacksonville can continue to train their employees once First Due is already live.
- 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 training, users 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.

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- Configure and manage users and roles
- And more

We can set up additional comprehensive training sessions upon request. All First Due training sessions are recorded and provided to you post training.

Section 4 – Description of Service Deliverables

4.1 FPI - Inspections

Inspections – Requirements (INS)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
INS 1	The solution must provide the ability for authorized personnel to configure inspection status types. For example: Completed, On Hold, Failed, Passed, Passed with Conditions, Open, Scheduled, Canceled, In Progress, etc.	C	1
First Due Comment	The above mentioned statuses exist within the First Due platform. First Due can deliver on the requirement to create custom statuses outside of the existing statuses.		
INS 2	The solution must provide the ability to *automatically* assign inspection status.	Y	1
First Due Comment	First Due allows inspections to be scheduled automatically based upon a time frame. As an example if the inspection is an annual inspection it will be automatically scheduled one year from the initial inspection regardless of inspection status.		
INS 3	The solution must provide the ability to *manually* assign inspection status.	Y	1
INS 4	The solution must provide the ability for authorized personnel to manage and grant access to users to view inspection status.	Y	1
First Due Comment	View and edit rights can be granted based on role/permission and/or whether the person is assigned to the inspection. First Due can deliver on the requirement to base view/edit rights on inspection status.		
INS 5	The solution must provide the ability for authorized personnel to configure fee calculations based on Inspection Type and fee structure.	Y	1
First Due Comment	All fee schedule information can be configured by the customer as needed. Changes can be made by the customer and any time or when a fee changes.		
Request Inspections			
INS 6	The solution must provide the ability for external users (i.e., a building owner, a business owner, the public, etc..) to request an inspection.	Y	1
First Due Comment	Through Community Connect and the Business Portal insepections can be requested. All requested inspections are placed in queue to be scheduled by the Fire Department.		

Inspections – Requirements (INS)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
INS 7	The solution must provide the ability for residential owners to request a free safety fire inspection and/or free smoke detector installation.	Y	2
First Due Comment	Community Connect allows any resident to request a home inspection or smoke detector. This sets up a queue of request that the Fire Marshal can maintain and assign.		
INS 8	The solution must be able to distinguish between work/tasks related to a residential address and work/tasks related to a business address.	Y	1
First Due Comment	Within First Due occupancy types would easily differentiate between types of occupancies.		
INS 9	The solution must provide the ability to identify, capture, track, search & query, etc. all requests and ensuing work resulting at a residential address such as safety fire inspections, smoke detector installation, etc. Notes: a) Most data related to a residential address will originate from whatever Customer Relationship Management (CRM) system the City is using at the time of implementation. Example: Homeowner requests free installation of smoke detector. b) Data related to a business address can also originate from whatever CRM system the City is using at the time of implementation. Example: A member of the public complains about a fire safety code violation at a local business.	C/T	1
First Due Comment	First Due has features and modules where the public can request actions from the agency/department, such as request safety fire inspections and smoke detector installations. If Jacksonville prefers to utilize an outside system to interaction and receive requests from the public, First Due offers several integration methods to receive or send/receive data to outside systems, such as a public request for action (inspection, smoke alarm installation, etc.).		
Self-Inspections			
INS 10	The solution must allow residential and business or building owners to request a self-inspection checklist.	N	2
INS 11	The solution must allow self-inspections to be reviewed by the JFRD Fire Inspections Division when inspection is conducted.	N	2
INS 12	The solution must provide a place for the user to record the results of a self-inspection.	N	2
Scheduling Inspections			

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Inspections – Requirements (INS)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
INS 13	The solution must provide the ability for authorized personnel to manually request and schedule inspections.	Y	1
First Due Comment	First Due allows authorized users to manually schedule inspections as needed.		
INS 14	The solution must provide the ability to automatically schedule inspections. For example: After the first annual inspection is completed, the solution must automatically create/schedule the next annual inspection (One year after the first annual inspection).	Y	1
First Due Comment	Based on the type of inspection being completed the automatic scheduling of inspections can take place. As noted above an annual inspection would be scheduled after the first inspection. There may be other properties that require inspections every 6 months. The frequency of the automatic scheduling is up to the customer.		
INS 15	The solution must provide the ability to schedule and pass inspections on the same day.	Y	1
INS 16	The solution must provide the ability to automatically email the business or building owner when an inspection has been scheduled.	Y	3
First Due Comment	This would be a manual function.		
INS 17	The solution must display scheduled inspections on a public-facing view (portal) that can be accessed by the applicable business or building owner.	N	3
INS 18	The solution must provide the ability to search and view inspectors' schedules by various parameters such as: date range for inspector, address, occupancy type, zone, permit number, zip code, etc.	Y	1
First Due Comment	The First Due Inspection List page allows for authorized users to filter by any of the above parameters to find specific inspections.		
INS 19	The solution must provide the ability to search for and view scheduled inspections by a variety of parameters, including but not limited to, date range, address, occupancy type, zone, permit number, zip code, etc.	Y	1
Assigning & Routing Inspections			
INS 20	The solution must provide the ability for authorized users to assign and reassign inspectors to conduct inspections by applicable parameters such as: • due date • address • occupancy type	Y	1

Inspections – Requirements (INS)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
	• zone / district • zip code • neighborhood Note: Currently, JFRD inspectors are assigned inspections by zone (there are three zones – SE, N, and W).		
First Due Comment	First Due has many customers that schedule inspections by inspection zone. Reassigning them can be done in bulk using the Inspection Organizer. If an inspector retires it is easy to move all previously assigned inspections to the new inspector without having to touch each inspection individually.		
INS 21	The solution must provide the ability for authorized users to assign inspectors to: • a zone • an occupancy type • a specialty Note: Specialty Inspectors like HAZMAT, Daycare, or Assisted Living are located in all zones.	Y	1
INS 22	The solution must provide routing options for inspectors based on driving distance from location (i.e. GIS maps).	Y	3
INS 23	The solution must provide multiple routing options for inspectors based on distance, time, order, or type of inspection. Routing options must be displayed on a map.	N	3
First Due Comment	First Due can display the filtered/selected inspection locations in a map view for the inspector to determine best routing to each location.		
INS 24	The solution must provide a mechanism that allows inspectors to document every site visit regardless of disposition (vacant, locked, refusal, etc.).	Y	1
Inspection Checklists			
INS 25	The solution must provide the ability to configure and view *generic* checklists containing the items that are to be inspected during the inspection. Note: *Generic* checklists will be created for each Occupancy Type.	Y	1
First Due Comment	Within First Due the checklist are done by inspection type. Each occupancy type would have an inspection type to accomplish the goal of checklist by occupancy type.		

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Inspections – Requirements (INS)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
INS 26	The solution must provide the ability for authorized personnel (such as the system administrator) to post Self-Inspection Forms online (user portal) so that customers can see the items that will be inspected during an inspection.	N	3
INS 27	The solution must provide the ability to view inspection checklists and pre-plans.	Y	1
First Due Comment	First Due allows for pre-plans to be updated while an inspection is being completed. As an example the inspector notices that the alarm panel reset code has changed. He or she can update that information on the preplan so that the responders will immediately have that data for the next response.		
INS 28	The solution must provide specified codes in the drop down boxes for each item on the Inspection Checklists. Checklist must be substantiated by the Fire Code Requirement (New & Existing).	Y	1
INS 29	During the inspection, the solution must allow the inspector to select items in the inspection checklist and indicate Pass or Fail for each item on the checklist.	Y	1
First Due Comment	First Due allows the system administrators to create answers for their checklist questions. Pass, Fail are standard available out of the box.		
Inspection Comments			
INS 30	The solution must provide the ability for other personnel (in addition to the fire inspectors) to add comments to an inspection.	Y	3
Inspections – Requirements (INS)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
INS 31	The solution must provide the ability for inspectors to see all comments associated with their inspections. For example: Inspectors can see comments added by plans examiners or field personnel.	Y	1
	The solution must allow inspectors to select from a set of standard comments (canned) to include in inspection results. Comments can be associated with individual items inspected and/or the overall inspection.		
INS 32	The solution must allow inspectors to enter free form comments to include in inspection results. Comments can be associated with individual items inspected and/or the overall inspection.	Y	1

Inspections – Requirements (INS)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
INS 33	The solution must allow inspectors to enter free form comments to include in inspection results. Comments can be associated with individual items inspected and/or the overall inspection.	Y	1
Pass/Fail Inspections			
INS 34	During the inspection, when an item fails, the solution must provide functionality for the inspector to easily access, search, and copy from the NFPA 1 and 101 manual and paste the results into the applicable inspection item.	Y	
INS 35	The solution must allow the inspector to Pass/Fail individual inspection items as well as to Pass/Fail the overall inspection.	Y	1
INS 36	The solution must provide the ability to select multiple inspections (batch) to pass or fail simultaneously.	Y	1
INS 37	The solution must allow inspectors to document violations corrected on site.	Y	3
INS 38	The solution must provide the ability for the Inspector to capture pertinent inspection data.	Y	1
INS 39	The solution must provide the ability for JFRD authorized personnel to view Building Site Plans within the system.	Y	1
INS 40	The solution must allow inspectors to manually record in the system the number of inspected square feet. This is necessary when the number of inspected square feet is different from the total square footage of the parcel.	Y	2
INS 41	The solution must allow users/inspectors to select and retrieve business owner information from a master list of stored businesses.	Y	1
INS 42	The solution must provide the ability to access inspection information using a map.	Y	1
INS 43	The solution must allow the inspector to search and select the applicable violation code/description from the NFPA (National Fire Protection Association) manuals, the ICC (International Building Code), and the Jacksonville, FL City Ordinance Code Title XII Fire Prevention Code Chapter 420 - General Provisions.	Y	2
INS 44	The solution must provide easy access to commonly selected codes. For example: Solution is configured such that commonly use NFPA common codes appear at the beginning of the selection list or dropdown box.	Y	1

Inspections – Requirements (INS)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
INS 45	The solution must provide the ability for the System Administrator to add and change codes in the drop down lists and generic Inspection Checklists from the NFPA 1 and 101 manual.	Y	1
INS 46	The solution must provide the ability to attach documents (supporting documentation such as pictures) to an address, business or building owner, residential property, Public Education & Fire Safety and Prevention event, inspection report, violation, or citation.	Y	1
INS 47	The solution must allow users to attach pictures, documents, inspection reports, etc. to citations, warnings, and inspections.	Y	1
INS 48	The solution must allow the inspector to digitally attach Access Papers to the inspection record. Prior to the inspection, the inspector must obtain the customer's signature on Access Papers. Access Papers are signed by the customer granting the inspector access to the customer's property.	Y	1
INS 49	The solution must provide the ability to upload supporting documentation such as: pictures, pre-inspection documents, etc.	Y	1
INS 50	Prior to the billing process, the solution must allow the inspector to modify an inspection record without changing the completion date. The modification date and the reason for the modification must be captured.	Y	1
INS 51	The solution must provide the ability to enter and track inspection results (e.g. pass/fail, free-form comments, etc.)	Y	1
INS 52	If there has been a fire at a location, the solution must allow users/inspectors to capture information about the fire, in the system. Examples of information to be captured include, but are not limited to: • date of fire • type of fire • CCR#	Y	1
INS 53	The solution must provide the ability for the fire inspection invoice to be generated at the inspection site.	Y	1
INS 54	The solution must provide the ability for the customer to pay for the inspection online or at the agency.	Y	1
INS 55	The solution must capture and display all fees paid for an inspection.	Y	1
INS 56	The solution must provide the ability to search or report on inspection activity.	Y	1
INS 57	The solution must provide the ability to search and/or report on assigned inspections by inspector by day or by date range.	Y	1

Inspections – Requirements (INS)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
INS 58	The solution must capture the following for every inspection: • start date & time • end date & time Note: This is required for reporting purposes.	Y	1
INS 59	The solution must provide the ability to view inspection reports, including associated electronic signatures.	Y	1
INS 60	For annual inspections, the solution must provide access to the entire history of previous inspections on the property. Examples of property history include: • initial inspection • free reinspection • violations • all reinspections • citations All activity for the current inspection until the final inspection has passed.	Y	1
INS 61	The solution must provide the ability to maintain 5 years of inspection history and related activity. Examples of content to be tracked include, but are not limited to: 1. Inspections 2. Checklists 3. Inspection reports 4. Violations 5. Citations 6. Pre-plans 7. Fires at the address 8. Requests for training (public education) 9. Fire prevention training data 10. Smoke detector installation 11. Business and building owners by address	Y	1
INS 63	The solution must maintain a: a) history of all previous businesses located at an address b) historical list of all inspections performed on the building	Y	1
INS 64	The solution must prevent the creation of a new inspection while Inspection Status of the building is OPEN.	Y	1
INS 65	When authorized JFRD personnel assign a Building an **Inactive** *Building Status*, the solution must not create annual inspections for that building.	Y	1
INS 66	<u>Archived Data</u> The solution must provide the ability for authorized personnel to easily and quickly access any data that has been archived. Note: Financial data over ten years old can be archived but must be available for queries and investigations. All other inspection-related data can be archived after 5 years but also must be available for queries and	Y	1

Inspections – Requirements (INS)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
	investigations.		
INS 67	The solution must allow the user to enter, track, and report: • weekly • month-to-date and • year-to-date short term and long term goals and objectives, by: • inspector and/or • inspections based on the number of expected inspections and expected revenue.	Y	1
First Due Comment	First Due's comprehensive Ad-hoc reporting tool and advanced analytics can build performance reports, target performance, and Key Performance Indicator (KPI reports via advanced analytics). These reports can be run as needed or scheduled. First Due can also provide an ODBC for performance metrics to be analyzed by other means.	Y	2
INS 68	The solution must provide the ability to inspect and document mobile food trucks in the same manner as a typical building inspection.	Y	1

4.2 FPI - Citations (Warning & Paying)

Citations (Warning & Paying) – Requirements (CIT)			
Number	**Description**	**Response (Y,N,T,C**	**Priority**
CIT 1	The solution must allow authorized users to issue multiple violations on warnings, and/or citation tickets per address and/or per business owner and/or per building owner per year.	Y	1
CIT 2	The solution must allow inspectors to capture electronic signatures, of the following people, on citations: • inspector himself/herself • business owner • building owner • citation recipient • and/or other applicable parties	Y	1
CIT 3	The solution must store the captured electronic signatures and apply them to the applicable document (such as the citation).	Y	1

Citations (Warning & Paying) – Requirements (CIT)			
Number	**Description**	**Response (Y,N,T,C**	**Priority**
CIT 4	Signed documents must be available for viewing online for each inspection, violation, and/or citation.	Y	1
CIT 5	The solution must allow inspectors to search and select violation codes and descriptions from applicable industry standard sources and governing bodies such as the National Fire Protection Association (NFPA), the International Building Code (ICC), Municipal Code, etc.	Y	1
CIT 6	Citations must contain applicable violation code(s) and corresponding description(s). The solution must allow inspectors to copy and paste the following on the citation: • violation codes and descriptions from industry standard sources and governing bodies • information from various sources • other relevant data For example: Copy and paste applicable excerpts from the Statute or the Municipal code onto the citation.	Y	1
CIT 7	The solution must provide the ability to attach supporting documentation, including pictures, to an inspection record (such as a citation).	Y	1
CIT 8	The solution must provide the ability to track the number of violations, warnings, and citations by various parameters such as: address, property owner, paid, unpaid, etc.	Y	1
CIT 9	The solution must provide the ability to search to view all the citations by various parameters such as: • address • RE # • business Owner • building Owner • Property Owner	Y	1
CIT 10	The solution must provide the ability to access citation information using a map.	Y	2
CIT 11	The solution must allow inspectors to select and retrieve business owner information from a master list of stored businesses when issuing citations.	Y	1
CIT 12	The solution must prevent any citation invoices for city-owned properties from being sent to Collections.	Y	3
First Due Comment	First Due can create or prevent the creation of invoicing (via the fee schedule) based on criteria based on occupancy, inspection, or permit fields.		

Citations (Warning & Paying) – Requirements (CIT)			
Number	**Description**	**Response (Y,N,T,C**	**Priority**
CIT 13	The solution must allow inspectors to issue Notices of Violation when items that need to be corrected are identified in city-owned properties. This provides a written record of issues detected. Note: Citations are not issued to city-owned properties.	Y	1
CIT 14	The solution must allow inspectors to create, view, and print citations both on-site and remotely (in the field).	Y	1
CIT 15	The solution must allow inspectors to generate and print *Notices of Violation* while in the office or at the site of the violation. For example: Inspectors need to be able to print a *Stop Work Order/Notice* while at the site of the violation.	Y	1
CIT 16	The solution must provide the ability to view and print violations, warnings, and citations using various parameters such as: • date range • address • RE# • zone • business owner • building owner • property owner • inspector Example: A user could view and/or print all citations issued to a building owner who owns many buildings.	Y	1
CIT 17	The solution must provide the ability for authorized personnel to select and export citation data to Excel. For example: The solution must allow authorized personnel (such as chiefs and/or JFRD finance personnel) to select and export data required to support various business activities resulting from a citation – such as exporting data required for BID Packages or Referral Packages.	Y	1
CIT 18	The solution must maintain a history of the citations that have been issued with the ability to access this information by: • Address • RE# (Real Estate Number) • Business Owner • Building Owner • Property Owner	Y	1
CIT 19	The solution must maintain a history of all the violations that have been issued at an address by business owner or building owner.	Y	1
CIT 20	The solution must provide the ability for the user to search to view all the violations at an address and/or by business owner or building owner.	Y	1

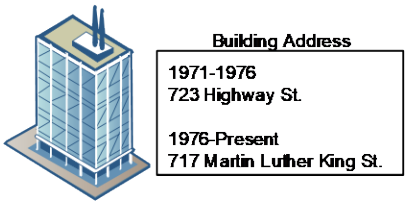
Citations (Warning & Paying) – Requirements (CIT)			
Number	**Description**	**Response (Y,N,T,C**	**Priority**
Citation Statuses			
CIT 21	The solution must allow authorized personnel to configure citation statuses. For example: Active, Delinquent, Paid, etc.	Y	1
CIT 22	The solution must have the functionality to automatically assign citation status.	Y	1
CIT 23	The solution must allow authorized personnel to manually assign citation status.	Y	1
CIT 24	The solution must allow authorized personnel to track and view the status of a citation.	C	1
Citation Comments			
CIT 25	The solution must allow authorized personnel to configure and record standard comments that can be displayed on citations.	Y	1
CIT 26	The solution must allow inspectors to search, select, copy, and paste standard comments on the citation.	Y	1
CIT 27	The solution must allow free form comments to be entered and displayed on the citation.	Y	1
Citation Fees			
CIT 28	The solution must provide the ability for authorized personnel to manage fees, including the ability to: • manage fee structure (i.e. fee amount) • complete fee overrides • generate invoices • collect applicable fees • accept various payments including credit and e-check • void payments • track payment method	Y	1
CIT 29	The solution must: • • allow authorized personnel to configure fee calculations based on *Citation Type* and JFRD's fee structure rules • provide an audit trail with the *Date* and *Time* the fee calculation was changed as well as the *Effective Date* of each change Note: Examples of Citation Types: Warning, Issued, Active, Delinquent, etc.	Y	1
CIT 30	The solution must provide the ability to determine when fees are to be applied based on the business rules (such as Citation Type).	Y	1

Citations (Warning & Paying) – Requirements (CIT)			
Number	**Description**	**Response (Y,N,T,C**	**Priority**
CIT 31	The solution must provide the functionality for authorized users to configure escalation processes due to customer's failure to comply or pay.	Y	1
CIT 32	The solution must allow authorized users to update applicable violation, warning, and citation data (e.g. status, payment due, etc.) resulting from escalation processes (such as magistrate hearings).	Y	1
CIT 33	The solution must calculate fees based on City of Jacksonville Ordinance.	Y	1
CIT 34	The solution must record and display all fees paid for a citation.	Y	1

4.3 FPI - Property Addresses & Building/Business Owners

Property Addresses & Database – Requirements (PRP)			
Number	**Description**	**Response (Y,N,T,C**	**Priority**
PRP 1	The solution must provide a method for loading the 'inspectable" business owners from the existing JFRD Inspection system into the new solution. Note: In 2019, there were about 26,000 "inspectable" businesses in Jacksonville, FL.	Y	1
	During implementation, occupancy data, and all known information regarding the business or occupancy, will be imported in bulk with the assistance of First Due staff. Once imported, the ability to view/add/edit occupancy data will be permission-driven by the department.		
PRP 2	The solution must maintain Business Owner and Building Owner data by the following: • address • occupancy type a. assembly b. business c. daycare d. educational e. institutional f. factory g. storage • mercantile • other a. zone	Y	1

Property Addresses & Database – Requirements (PRP)			
Number	**Description**	**Response (Y,N,T,C**	**Priority**
PRP 3	The solution must provide the ability to verify that Business Owner information is correct. Note: Inspectors use the Tax Collector's Business Licensing (BL) system to validate the EIN (Employer Identification Number) and/or the SSN (Social Security Number). The EIN and/or the SSN will be used on the Inspection Report, Violations, and Citations.	Y	1
	First Due offers methods to validate EIN and/or SSN. First Due requires further clarity on a specific workflow the department envisions.		
PRP 4	The solution must provide the ability to validate business license data in SUNBIZ or in the Tax Collector's Business Licensing system.	C	1
PRP 5	The solution must provide the ability for users to search for new businesses in the FPI database as well as in the Tax Collector's Business Licensing (BL) system by the following parameters: • date range • address • business owner name • occupancy type • etc.	C/T	1
PRP 6	The solution must provide the ability for users to search the following by Occupancy Type as well as by Square Footage: - existing addresses - property owner name - business owner name - building owner name	Y	1
PRP 7	The solution must allow JFRD users to record, update, and track Building Status. The following are the possible values for the *Building Status* field: • actively inspected • vacant • locked • demolished • cease and desist pending correction/compliance • currently under Fire Watch • etc.	Y	1
PRP 8	The solution must allow users to search the database by Building Status.	Y	1

Property Addresses & Database – Requirements (PRP)			
Number	**Description**	**Response (Y,N,T,C**	**Priority**
PRP 9	The solution must provide the ability to maintain history of building addresses. The user must be able to search the solution for a previously listed address and show its current listed address and vice versa. When a user searches the solution for an address, that address information must be displayed. Additionally, if the address was different in the past, that information must also be provided to the user and the user must be able to view all the information. In the example below, the building's address from 1971-1976 was 723 Highway St. In 1976 the street was renamed and the addresses were reassigned so from 1976 to present, the address has been 717 Martin Luther King St.  In 2024, when a user searches the solution for 723 Highway St, all the address activities/information for that address will be displayed/available to view *and* all the address activities/information for 717 Martin Luther King St. will also be displayed/available to view and vice versa. (When a user searches the solution for 717 Martin Luther King St., all the address activities/information for that address will be displayed/available to view and all the address activities/information for 723 Highway St. will also be displayed/available to view). Examples of the activities/information that are available, include, but are not limited to: • permits • citations • inspections • building owner information • business owner information • property owner information	C	1

Property Addresses & Database – Requirements (PRP)			
Number	**Description**	**Response (Y,N,T,C**	**Priority**
PRP 10	The solution must provide the ability to record and track Occupancy Type for each address. Note: The 9 Occupancy Types are: - assembly - business - daycare - educational - institutional - factory - storage - mercantile - other	Y	1
PRP 11	The solution must provide the ability for authorized users to search for properties using parameters “From” and “TO” range of square foot (i.e. From *x* sq ft. To *y* sq ft.)	Y	2
PRP 12	For specialty business owners and residential properties, the solution must provide the ability to automatically create due dates for the next yearly inspection. Note: The solution will not automatically *schedule* next year’s inspection – just identify when the next year’s annual inspection is due.	Y	1
PRP 13	The solution must provide functionality to allow the separation and tracking of property/location into two categories – Residential or Business.	Y	1
Capacity Limit			
PRP 14	The solution must allow authorized users to manually determine a building’s Capacity Limit and record it in the system. <u>Note</u> A building’s Capacity Limit: a) is manually determined on the building’s square footage and Occupancy Type b) identifies the “maximum number of people allowed in the building” c) must be displayed on the premise	Y	1
PRP 15	The solution must provide the ability for authorized users to produce a Capacity Limit sign. The sign must: • contain the building’s Capacity Limit (maximum number of people allowed in the building) • contain the Fire Marshall’s electronic signature • be displayed on the premise	Y	1
First Due Comment	This form can be designed in the Form Builder(s) for Inspections and Permits.		

Docusign Envelope ID: 456F4E2D-32E3-47B7-A30C-606FED9D70DB

Property Addresses & Database – Requirements (PRP)			
Number	**Description**	**Response (Y,N,T,C**	**Priority**
PRP 16	The solution must provide the ability to email the Capacity Limit sign to the customer or provide it to the customer online for the customer to print.	Y	1
GPS			
PRP 17	The solution must provide the ability to capture the GPS location of each property address in the system and map it.	Y	1
PRP 18	Via GIS, the solution must verify that each address is valid. If an address is invalid, the solution must notify the user and allow the user to enter the address again (and again until the address entered is valid). Note: It is important that JFRD is notified of addresses that are not validated by GIS, so they can ensure that these addresses are in JFRD CAD, and subsequently JSO CAD.	Y	1
Residential Properties			
PRP 19	The solution must provide functionality to prevent the loading of residential addresses and residential property owner information into the system. These will be entered one-by-one as inspection requests and smoke detector installations are requested.	Y	2
PRP 20	The solution must provide functionality to prevent scheduling (manually scheduling or automatically scheduling) of yearly inspections to residential property owners.	N	2
	First Due can provide the information necessary to the scheduler that a property is residential. First Due can also provide reports to make transparent residential property with a scheduled yearly inspection. First Due does not outright prevent a department from performing a manually driven action (like creating an inspection) as long as the user has permission to do so.		
PRP 21	The solution must allow internal users to enter residential properties into the solution and to update and track all of the following: • requested and completed inspections • smoke detector installations • requested fire prevention and safety training	Y	2

Property Addresses & Database – Requirements (PRP)			
Number	**Description**	**Response (Y,N,T,C**	**Priority**
PRP 22	The solution must provide the ability for authorized users to enter and update all of the following: • residential property information • business owner and building owner information • addresses • occupancy type • zone	Y	1
PRP 23	The solution must automatically record residential property owners' requests for: • safety inspections (free) • smoke detector installations (free) • public education sessions	Y	2
PRP 24	The solution must allow internal users (JFRD) to schedule the following for residential properties/property owners: • safety inspections (free) • smoke detector installations (free) • public education sessions	Y	1

4.4 FPI - User Portal

User Portal – Requirements (UP)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
UP 1	The solution must provide a way (such as a portal or website) for the public to access specific functionality within the solution such as scheduling an inspection, viewing inspection results, paying fees, etc.	Y	2
UP 2	The solution must allow the City of Jacksonville to configure the "site" (portal or website) to make it more applicable to the City. For example: Incorporating logo/branding information on the site.	Y	2
UP 3	The solution must allow the public to create customer account profiles.	Y	2
UP 4	The solution must allow business & building owners' information to be recorded in the system. The information will include, but is not limited to, the following: a) Employer Identification Number (EIN) b) Business: • Name	Y	1

User Portal – Requirements (UP)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
	• Address • Phone Number • Owner Name/Tenant • Owner Contact Address • Owner Contact Phone Number • Owner Contact Email Address • License Number • Inspection Reports • Citations c) Building Owner • Name • Contact Address • Phone Number • Email Address		
UP 5	The solution must allow the public to modify selected fields in their customer account profiles. For example: Users can update the Address field but the solution must prevent a user from deleting their profile if any activity (such as an inspection request) is associated with it.	Y	2
UP 6	The solution must allow the public to request and/or schedule an inspection via the site.	Y	1
	Public requests can be sent by the site owner or representative via Community Connect, or by a third-party contractor via the business portal.		
UP 7	The solution must allow the public to cancel/reschedule a scheduled inspection via the user portal within 24 hours.	Y	1
UP 8	The solution must provide the ability for scheduled inspections to be displayed on the user portal and for applicable business or building owners to access.	Y	1
User Portal – Requirements (UP)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**

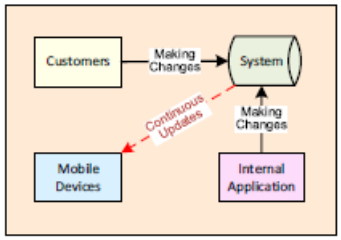
User Portal – Requirements (UP)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
UP 9	The solution must allow users to view and print documents from the user portal/site. Document examples include, but are not limited to: • inspection report • inspection results • violations/warnings • citations • invoices • receipts • inspection process documents • pre-inspection documents • checklists • pre-plans • fire prevention information • fees paid	C	2
First Due Comment	Currently, our system delivers permits and inspection certificates via email rather than through the online portal. The requested functionality for customers to access and print certificates of inspection through a self-service portal is identified as a future enhancement. **Current Process:** • Inspection certificates and permits are automatically generated by the system • Documents are delivered directly to customers via email This ensures customers receive their documentation promptly upon completion of inspections **Planned Enhancement:** The ability for customers to access, view, and print certificates of inspection through the online portal—with automatic validation that no outstanding fees exist—represents a future system enhancement. This self-service functionality would include: • Portal access to historical inspection certificates • Fee balance verification before document access • On-demand printing capabilities **Alternative Current Solution:** While portal-based certificate printing is not currently available, customers can request copies of inspection certificates through departmental staff, who can verify fee status and provide documentation as needed. The email delivery system ensures customers have electronic copies for their records.		

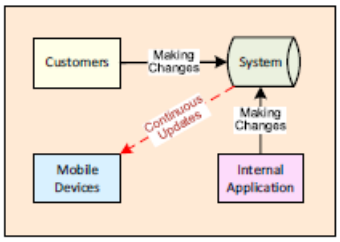
User Portal – Requirements (UP)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
UP 10	The solution must allow users to electronically apply for a Certificate of Use (COU) via the user portal/site. Note: The application must be viewable concurrently by the following COJ groups: • Zoning • Fire Prevention • Building Inspection Division (BID)	Y	1
	First Due offers your department the ability to create any type of permit. These permits can be made available via a portal (Community Connect for occupancy owners/representatives or the Business Portal for contractors) to apply for a permit type, such as a Certificate of Use. The permit can then be viewable by roles and users based on their permission settings.		
UP 11	The solution must allow the public to pay any applicable fees such as payments for permits, inspections, citations, etc. via the user portal.	Y	1
UP 12	The solution must allow the public to pay any applicable fees by check, cash, credit, or debit card via the user portal/site.	Y	1
First Due Comment	First Due supports: • Online payments via integration with Stripe • Manual entry for offline or cash/check transactions • Invoices and receipts generation • Payment tracking tied to the Permits module • Custom pricing rules per permit type, fee waivers, or recurring fees can also be configured.		
UP 13	The solution must provide functionality which allows business owners and building owners to do the following via the user portal: • Create a customer account. • Request Public Education on Fire Safety and Prevention. • Request safety inspections. • Pay for inspections and citations by check, cash, or credit card.	C	2
UP 14	The solution must provide functionality which allows residential property owners to do the following via the user portal: • create a customer account • request public education on Fire Safety and Prevention	C	2

User Portal – Requirements (UP)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
Post Public Information, Request Education, View Training Material, &/or File Complaints			
UP 15	The solution must provide the ability for authorized personnel to post (advertise) public information such as notices, hearings, etc. on the user portal/site.	C	2
First Due Comment	First Due would benefit from additional information in order to discuss our ability to satisfy this requirement.		
UP 16	The solution must provide the ability for the public to contact the Fire Prevention Division, via the user portal, to ask questions, enter complaints, and/or compliments.	C	2
UP 17	The solution must allow the public to submit requests for public education (such as Fire Safety and Prevention education) and/or training via the user portal/site.	C	1
UP 18	The solution must allow the public to view documentation/training material via the user portal/site. For example: View fire prevention & safety information	Y	2
UP 19	The solution must allow documents to be uploaded by contractors, i.e., inspection reports, fire drill logs, and fire watch logs.	Y	2
Customer Surveys			
UP 20	The solution must provide the ability for JFRD to create customer surveys.	Y	2
UP 21	The solution must provide the ability for customers to access and complete JFRD's surveys online.	Y	2
UP 22	The solution must tally survey scores and report survey results online.	N/C	2
Portal/Website Security			
UP 23	The solution must provide Login functionality for the public to create and update User ID and Password.	Y	2
UP 24	The solution must provide self-service password reset capability.	Y	2
UP 25	The solution must provide functions that allow an authorized user (such as the COJ system administrator) to reset system passwords.	Y	2

User Portal – Requirements (UP)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
UP 26	During creation of User ID and Password, the solution must provide security features (such as CAPTCHA) to help protect against site abuse. CAPTCHA is a system intended to distinguish human from machine input, typically as a way of thwarting spam and automated extraction of data from websites.	Y	1
UP 27	The solution must provide the ability to mitigate system abuse issues by allowing authorized personnel to block external user access to applicable system functions. For example: Restricting the ability to add comments, complete a request, etc.	Y	1

4.5 FPI - Mobile Devices

Mobile Devices – Requirements (MOB)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
MOB 1	The solution must provide the ability to manage violation, warning, and citation processes from a mobile device.	Y	1
MOB 2	The solution must allow for the completion of inspection reports in the field using a mobile device.	Y	1
MOB 3	The solution must provide access to the functionality available on the site (portal or website), through mobile devices.	Y	1
MOB 4	The solution must provide the ability for the customer to request, pay, and track an inspection using a mobile device.	Y	1
MOB 5	The solution must provide the ability for the customer to request, pay, and track the status of a citation using a mobile device.	Y	1
MOB 6	When the internal application or the customer makes changes to the system, the solution must continuously update the mobile devices.  	Y	1
Number	**Description**	**Response (Y,N,T,C)**	**Priority**

Mobile Devices – Requirements (MOB)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
MOB 7	When the mobile devices or the customer makes changes to the system, the solution must continuously update the internal application.  	Y	1
MOB 8	If internet access is not available on the mobile device, the solution must provide 'off-line' ability to create Inspection Reports, Violations, Citations, Pre-Plans, and Checklists with SYNC ability to internal application.	Y	1
MOB 9	<u>Mobile App</u> The solution must provide a mobile app for working offline when the internet is not available. The mobile app GUI must be simple, easy to use, allow users to enter inspection data without the internet, and sync later to the internal site. Note: The iPad is the preferred mobile device for inspectors in the field.	Y	1

4.6 FPI - General

General Requirements (GEN)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
GEN 1	The solution must be ADA compliant per Section 508 of the Rehabilitation Act of 1973.	N	1
First Due Comment	First Due is awaiting the results of a VPAT, however, at the time of this response, we are not compliant. We are working towards compliancy.		
GEN 2	The solution must provide a consistent look and feel across all modules.	Y	1

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General Requirements (GEN)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
GEN 3	The solution must provide a fully integrated solution, which avoids redundant data entry.	Y	1
GEN 4	The solution must provide a variety of help features including but not limited to the following: • spell check • grammar check • mail merge • help functionality	Y	1
GEN 5	The solution must allow users to add and/or update words to the spell check dictionary.	Y	2
GEN 6	All free-form fields must allow continuous typing without hard returns (word wrap feature).	Y	1
GEN 7	The solution must allow authorized personnel to manually override a business rule.	Y	1
GEN 8	The solution must provide the ability to integrate with standard Microsoft Office products such as MS Word, MS Excel, MS Access, MS Outlook, and Office 365.	Y	1
GEN 9	The solution must allow JFRD personnel to communicate within the system – an email system within the application. Note: This functionality may also be helpful to auditors.	Y	2
GEN 10	The solution must provide the ability to configure applications, forms, processes, etc.	Y	1
GEN 11	The solution must provide the ability to capture/accept electronic signatures via mobile device.	Y	1
GEN 12	The solution must allow, or prevent the deletion of, supporting documentation.	Y	1
GEN 13	The solution must provide the ability to save and print a system-generated document and the ability to reprint it with its original values. For example: Reprinting citations.	Y	1
GEN 14	The solution must provide the ability to merge records while maintaining any associated history (i.e. transactions). For example: The user discovers that a property was cited for the same issue by two different inspectors. The solution provides the option to merge into one citation record and includes all associated notes and attachments.	Y	1
	We take the merging and deleting of records very seriously, and we ask that agencies work with their First Due Client Success Manager when the		

General Requirements (GEN)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
	need arises to permanently alter an occupancy record or data contained therein, such as the merging of data. First Due has the capability to do so.		
GEN 15	The solution must provide the ability for authorized users to create user-defined fields.	Y	1
GEN 16	The solution must provide the ability to capture data.	Y	1
GEN 17	The solution must prevent the deletion of data (records).	Y	1
GEN 18	The solution must provide the ability to access data from other sources for required validations.	Y	1
GEN 19	The solution must store data in formats that make it easily retrievable. Example: Store *Street Number* in a separate field from *Street Name* so that *Street Name* is searchable.	Y	1
GEN 20	The solution must provide the ability to access the history of all activities pertaining to a property. For example: The solution provides a history of all permits, citations, and inspections on a property.	Y	1
GEN 21	The solution must provide the ability to access all property attributes using a map. For example: Using a map, the user can select a property and view all activities such as outstanding liens, citations, inspections, etc.	Y	1
GEN 22	The solution must provide top down view of a property with mark-up capability. The location of the following must be clearly depicted: • number of stairs • number of exits • location of the breaker box • location of the electrical meter • location of the Fire Department Connection (FDC) • location of sprinkler riser • location of fire alarm panel • location of Knox Box • location of any other fire protection system on site	Y	1

General Requirements (GEN)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
GEN 23	The solution must provide the ability to capture and track all property information and relevant attributes. Some examples of property attributes: • property use/type • inspectio ns permits • citations • property owner requests • owner information • type of occupancy • zoning • GIS data • etc.	Y	1
GEN 24	The solution must provide the ability to capture and track relevant entity attributes. Examples: Building Square Footage, Building Occupancy Type (Assembly, Business, Daycare, Educational, Institutional, Factory, Storage, Other, Mercantile), Building Capacity Limit, etc.	Y	1
GEN 25	The solution must provide drilldown capability to related records. For example: When viewing information about a location, the solution must provide a way to navigate to view additional detailed data for every: - city citation issued to that address and/or - inspection performed at that address and the corresponding results	Y	1
GEN 26	The solution must provide the ability to populate applicable correspondence with a default mailing address based on business rules. For example: Some letters must default to the owner address and some must default to the premise address (i.e. letters to addresses within a specified radius).	Y	1
GEN 27	The solution must provide the ability to establish and track Service Level Agreements (SLAs). For example: Allow an agency to establish a period of time to complete a task and trigger notifications/alerts for overdue tasks per business rules.	Y	1
Contact Information			

General Requirements (GEN)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
GEN 28	The solution must provide the ability to enter and maintain customer contact information. Note: A customer includes a business owner, building owner, and/or a residential property owner. Examples of contact information: • Company Name, Name of Contact, Title, Role • Address, Phone Number, Email Address • Business License Information • Worker's Compensation Information • Etc.	Y	1
GEN 29	The solution must provide the ability to track multiple contacts within the same company. For example: System tracks contact information for business owners and other authorized personnel within the business.	Y	1
GEN 30	The solution must provide the ability to link contact information while avoiding data duplication where possible.	Y	1
GEN 31	The solution must automatically populate contact information as applicable to avoid redundant data entry. For example: When a citation is printed, the solution must print the proper contact information on the citation.	Y	1
GEN 32	The solution must provide the ability to manage contact accessibility to property information including but not limited to data access, system notifications, etc.	Y	2
First Due Comment	First Due is awaiting the results of a VPAT, however, at the time of this response, we are not compliant. We are working towards compliancy.		
Statuses			
GEN 33	The solution must provide the ability to configure and track various types of statuses. For example: • Approved • Completed • In Progress • Etc.	Y	1
GEN 34	The solution must provide the ability to update statuses. For example: Statuses may update automatically based on an action or they may be updated manually.	Y	1

General Requirements (GEN)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
GEN 35	The solution must provide the ability for authorized personnel to manually override field values and/or statuses. For example: Extending an expiration date.	Y	1
GEN 36	The solution must automatically adjust the screen image to the size of the device (e.g., mobile devices and tablets). This is sometimes referred to as “responsive design”.	Y	1
GEN 37	The solution must allow the user to override or manually enter data if auxiliary devices (such as bar code scanners or signature pads) are off- line.	Y	1
GEN 38	The solution must have the ability to recognize local and remote updates in real-time.	Y	1
GEN 39	The solution must alert the user when a transaction does not end successfully.	Y	1
GEN 40	The solution must prevent the deletion of data (records) based on business rules.	Y	1
GEN 41	The solution must allow, or prevent, the deletion of supporting documentation based on business rules.	Y	1
GEN 42	The solution must provide an audit trail of all system transactions. The audit information must be easily retrievable by the system administrator.	Y	1
GEN 43	The solution must date/time stamp all changes to data fields and identify the User ID that made the change (audit trail).	Y	1
GEN 44	The solution must display the last date and time each user logged onto system.	Y	1
GEN 45	The solution must record or capture information about each unauthorized access attempt such as User ID, workstation, date and time.	Y	1
Comments			
GEN 46	The solution must provide the ability to add comments that are only accessible by authorized internal staff or functional area.	Y	1
GEN 47	The solution must provide the ability to add comments that can be viewed by both applicable internal staff and external customers.	Y	1
GEN 48	The solution must allow standard (canned) comments and free-form comments.	Y	1

General Requirements (GEN)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
First Due Comment	This would be dependent on the module being used. Most modules have free form fields for notes. An example would be while completing an inspection.		
GEN 49	The solution must allow authorized personnel to configure standard comments (canned comments).	Y	1
First Due Comment	An example would be while adding a violation to an inspection there can be free form notes or canned comments created by the Fire Department.		
GEN 50	The solution must provide the ability to track all comments (i.e. running comments) for historical purposes. This includes incorporation of a date/timestamp.	Y	1

4.7 FPI - System Administration & Configuration

System Administration & Configuration – Requirements (ADM)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
ADM 1	The solution must provide functionality to allow the system administrator to modify configuration parameters without the need of a programmer or support from the manufacturer (e.g., user-friendly GUIs, configurability, code, etc.).	Y	1
ADM 2	The solution must provide functionality to allow the system administrator to: • create and edit data fields • make fields optional or required • allow the fields to be in free-form format or a drop-down list of options • control the fields viewable on each screen per each user group • manage menu options for users • configure business rules • require signatures for specific transactions	Y	1
ADM 3	The solution must provide functionality to allow the system administrator to update drop-down table values for: • Occupancy Types • Building Status	Y	1
ADM 4	The solution must provide functionality to allow the system administrator to change fees via maintenance tables (for example - update citation fees, inspection fees, etc.).	Y	1

System Administration & Configuration – Requirements (ADM)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
ADM 5	The solution must provide functionality to allow the system administrator to create system: • users • roles	Y	1
ADM 6	The solution must provide functionality to configure role-based security profiles to provide access and protect confidential data.	Y	1
ADM 7	The solution must allow the system administrator to configure the workflow rules and processes.	Y	1
ADM 8	The solution must allow the system administrator to: • Add new zones • Update existing zones	Y	1
ADM 9	The solution must provide the ability for authorized personnel to configure and maintain Traffic and Zoning (TAZ) assignments for inspectors and Inspection Types. <u>Note</u> Inspection Types are: Annual, Annual (Fire Safety), First Reinspection, 2nd or more Reinspections, COU, Fire Watch, Complaint, Locked/Vacant, and Smoke Detector Installation	Y	1
First Due Comment	First Due allows inspections to be scheduled in a variety of ways whether that is by location area, team or type of inspection.	Y	
ADM 10	The solution must provide functionality to allow the system administrator to enter and update Inspector names.	Y	1
First Due Comment	First Due allows the system administrator to enter or remove staff at any time.	Y	

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4.8 FPI - Accounting/Billing

Accounting/Billing – Requirements (ACC)			
Number	**Requirement**	**Response (Y,N,T,C)**	**Priority**
Fees			
ACC 1	The solution must provide the ability to configure fee structures based on current City of Jacksonville fee ordinances.	Y	1
ACC 2	The solution must calculate payments due which includes fee calculations for: • square footage inspected • payment delinquencies (when applicable) • other payment penalties (when applicable)	Y	1
ACC 3	The solution must distinguish when there is not a charge for square footage inspected (i.e. for first reinspection) and calculate the fee appropriately.	Y	1
ACC 4	The solution must: • Track any modifications to the Fee Amount Due (i.e. overrides) such as the user's User ID, original amount, new amount, reason code, reason descriptions, date/timestamp, etc. • Automatically send a report (containing the information above – user's User ID, original amount, new amount, etc.) to a JFRD Finance designee.	C	1
ACC 5	The solution must allow convenience fees to be charged to the customer for credit card processing. This would entail two transactions: • One transaction for the convenience fee charge • Second transaction for the amount due for all items or services purchased (if multiple items are purchased the system must allow for one total charge for all items or services purchased) For example: To pay for five permits at one time, one convenience fee is charged and one transaction is charged for the total of the five permit fees.	C	1

Accounting/Billing – Requirements (ACC)			
Number	**Requirement**	**Response (Y,N,T,C)**	**Priority**
Accounts Receivable			
ACC 6	Accounts Receivable In real-time, the solution must send accounts receivable information to whatever accounts receivable system is being used by the City at the time of implementation (currently Oracle 1Cloud), so that Oracle 1Cloud can create the FPI invoices. Specifically, the new FPI system must send invoice information to the COJ accounting system so the accounting system can create invoices and send them to customers.	Y	1
ACC 7	Accounts Receivable The solution must be able to receive payments received information, from whatever accounts receivable system is being used by the City at the time of implementation (currently Oracle 1Cloud). Specifically, when customers pay invoices for services FPI has provided: • The COJ accounting system is updated to record that payments have been received. • The COJ accounting system sends payment information to the new FPI system. • The new FPI system receives the information.	C	1
First Due Comment	First Due can develop a custom API to connect to CoJ's accounting system and receive payment information.		
ACC 8	Accounts Receivable When the solution receives payments received information, from Oracle 1Cloud containing information regarding FPI payments received, the solution must update the new FPI system with payment receipt information (update the customer's record with payment received information). Specifically: When the new FPI system receives information from the COJ accounting system that payments were received, the new FPI system updates the applicable customer accounts to record that payments were received.	C	1
First Due Comment	First Due can develop a custom API to connect to CoJ's accounting system and receive payment information		
Invoices			
ACC 9	The solution should allow JFRD to: • bill the tenant or the property owner (based on business rules) • send a statement to the other	Y	1

Accounting/Billing – Requirements (ACC)			
Number	**Requirement**	**Response (Y,N,T,C)**	**Priority**
ACC 10	The solution must provide the ability to include line-item details on an invoice.	Y	1
ACC 11	The solution must provide the ability for JFRD to create invoices.	Y	1
ACC 12	The solution must provide the functionality for JFRD to create invoices for miscellaneous JFRD duties (outside of Fire Safety Inspections) such as Property Assessments(also called Pre-Inspections).	Y	1
ACC 13	The solution must produce invoices with a scan line that can be read by the Tax Collector's Office high speed scanning device to record payments received and credit them to the applicable financial account.	C	1
First Due Comment	Subject to further discovery.		
ACC 14	The solution must provide the ability to print or reprint invoices and receipts.	Y	1
ACC 15	The solution must provide the option to mail invoices via US Mail and record that action in the solution.	Y	1
First Due Comment	Invoices can be generated electronically and printed. Mailing would be undertaken by CoJ.First Due may be able to leverage a subcontractor to undertake this, subject to further discussions.		
ACC 16	The solution must provide the ability to *automatically email* invoices.	Y	1
ACC 17	The solution must provide the ability to *email invoices on demand*.	Y	1
ACC 18	The solution must provide the ability for authorized users to void invoices.	Y	1
ACC 19	The solution must provide the ability for both internal users (agencies) and external users (the public) to *search and view invoices* and receipts online.	N	1
First Due Comment	First Due allows for internal users to search and view invoices and receipts online.		
Payments			
ACC 20	The solution must provide the ability for customers to pay a JFRD invoice online with a credit card, debit card, or an e-check.	Y	1

Accounting/Billing – Requirements (ACC)			
Number	**Requirement**	**Response (Y,N,T,C)**	**Priority**
ACC 21	The solution must provide the ability for customers to pay JFRD fees (such as payments for permits, inspections, citations, etc.) with cash, check, or credit card by visiting the Tax Collector's Office (TCO) in Jacksonville, FL.	Y	1
ACC 22	The solution must provide the ability for JFRD to identify how an invoice was paid (e.g. Online with credit card, debit card, or e-check or with a mail-in check).	Y	1
ACC 23	The solution must provide the ability for authorized users to reconcile payments collected and refunded for all transactions.	Y	1
ACC 24	The solution must provide robust system security, data/image storage, and encryption.	Y	1
Payment Documents			
ACC 25	The solution must provide the user with payment confirmation.	Y	1
ACC 26	The solution must provide various fee reporting options including but not limited to outstanding fees, payments, credits, refunds, collections, etc.	Y	1
ACC 27	The solution must provide the ability to generate and print a transaction history of all fees paid by a customer (e.g. contractor, builder, property owner, business owner, etc.).	Y	1
Track & Report			
ACC 28	The solution should track and report delinquent and unpaid accounts.	Y	1
ACC 29	The solution should track and report expected/budgeted revenue and actual revenue collected.	Y	1
Miscellaneous			
ACC 30	The solution must allow for the processing of returned checks including updates to the applicable financial account. For example – steps include: • reverse paid invoices and mark them "unpaid" • to re-bill - Create new invoice with service fee added • track and report service fees collected • report and search for returned checks by date range, by customer (business owner, building owner, etc.), or other applicable parameters.	Y	1

Accounting/Billing – Requirements (ACC)			
Number	**Requirement**	**Response (Y,N,T,C)**	**Priority**
ACC 31	The solution must provide the ability to receive the following from Oracle 1Cloud (via interface) and update the new FPI system accordingly: • Posted payments • Voided invoices • Late fees	C	1
ACC 32	The solution must provide the ability for authorized users to hold workflow tasks per business rules. For example, when: • Payment is due or • Insufficient funds checks are received	Y	1
ACC 33	The solution must allow authorized JFRD personnel to override the *Billing Status*. Note: The Billing Status is driven by the business rules of the Inspection Type.	Y	1
ACC 34	The solution must be able to bill/cite different entities. Example: Property Owners, Tenants, etc. Note: When ordinances change, the solution must be easily changed.	Y	1

4.9 FPI - Interfaces & Links

Interfaces & Links – Requirements (IF)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
Interfaces			

Interfaces & Links – Requirements (IF)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
IF 1	Oracle 1Cloud The solution must provide a real-time, bi-directional interface between Oracle 1Cloud, or whatever the city's financial system is at the time of implementation, and the solution. - FPI system to Oracle 1Cloud The FPI system will provide information to Oracle 1Cloud so that Oracle 1Cloud can create invoices (bills sent to customers for services provided by JFRD – such as inspections, reinspections, etc.). - Oracle 1Cloud to the FPI system Oracle 1Cloud will send the FPI system notification of payments received. The following are key fields that FPI will send to Oracle 1Cloud and Oracle 1Cloud will send to FPI: - Customer Name - Complete Customer Address (Address Line 1, Address Line 2, etc.) - Inspected Square Footage (Quantity) - Unit of Measure = Square Feet - Applicable Unit Price - Inspection Number - Complete Address of Inspection (including Unit #, when applicable) - Date of Inspection	C	1
First Due Comment	Subject to further discovery.		
IF 2	FPI Dashboard The FPI Dashboard was built in-house for FPI and contains selected data from the following four systems: • COJ Property Appraiser • COJ's GIS • Jacksonville Electric Authority • JFRD Prevention & Inspections System (current FPI system) The solution must provide an interface from the FPI Dashboard to the new FPI solution. This information is used by FPI to: • Determine a property's Real Estate (RE) Number, • Identify a property's owner information, • Identify how the property is used, • Identify home daycares • Etc. It is also used to validate addresses and locations, get directions, and determine if a location is consuming power.	C	1
First Due Comment	Subject to further discovery.		

Interfaces & Links – Requirements (IF)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
IF 3	Resource Management System (RMS) to New FPI system The solution must provide an interface from JFRD's Resource Management System (RMS), or whatever Resource Management System is being used at the time of implementation, to the new FPI system to provide employee information and security role (e.g., PIN and password) to the new FPI system. Note: The RMS that is currently being used by JFRD was built in-house.	C	1
First Due Comment	Subject to further discovery.		
IF 4	Electronic Patient Care Reporting System (ePCR) The solution must provide a real-time, bidirectional interface between whatever Electronic Patient Care Reporting System (ePCR) the city is using at the time of implementation and the new solution. - FPI to ePCR The solution will send information to ePCR that will assist first responders such as: • Floor Plan of building (destination) • Picture of the outside of the building at the address provided (helps to locate the destination) - ePCR to FPI The solution will receive information from ePCR such as destination address Note: The current ePCR system (DocuMed Emergency Pro) is being replaced.	C	1
First Due Comment	Subject to further discovery.		

Interfaces & Links – Requirements (IF)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**

IF 5	Customer Relationship Management System (CRM)
	The solution must provide a bidirectional interface between whatever Customer Relationship Management System (CRM) the city is using at the time of implementation and the solution.
	• CRM to FPI system
	Examples of data that the CRM system will send to the new FPI system are:
	  • Residential requests for free safety fire inspections and/or free smoke detector installation
	  • Complaints received from members of the public reporting safety violations at a business
	• FPI System to CRM
	An example of data that the FPI System will send to the CRM system is:
	  • Updates recorded in the FPI system for requests and/or complaints originating from the CRM system
	Note: The current Oracle CRM system (MyJax) is being replaced.
		C	1

IF 6	JaxEPICS (COJ's Building Inspection Division's system) From JaxEPICS to the new FPI system The solution must provide an interface from COJ's Building Inspection Division's system (JaxEPICS) to the new FPI system so that FPI personnel can access plan reviews, site plans, and permitting information. The following information is also obtained from JaxEPICS: - Changes in occupancy - Last set of building plans (most recent) - Permits that have been pulled for the address (such as Fire permits) - Number of exits, building layout, occupancy load - Determine structure has an Occupancy Load sign	C	1
IF 7	GovQA The solution must provide a bidirectional interface from GovQA to the new FPI system to process public records requests.	C	1
Links			
IF 8	The solution must provide the ability to add links to external systems. Links include, but are not limited to, the link requirements defined below.	Y	1

Interfaces & Links – Requirements (IF)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
IF 9	COJ Fire Ordinance - Municipal Code Section 420 The solution must provide a link to the JFRD Fire Ordinance (COJ Fire Ordinances?) so that inspectors can easily locate (search and select) applicable violation codes/descriptions.	Y	1
IF 10	NFIRS The solution must provide a link to the National Fire Incident Reporting System (NFIRS) so that appropriate JFRD personnel can submit incident data to the national system for analysis and trend identification.	Y	1
IF 11	SUNBIZ The solution must provide a link to the state of Florida Licensing System (SUNBIZ) so that inspectors can validate business license data. Note: Inspectors can also use the Tax Collector's Business License system to validate business license data.	C	1
IF 12 Tax Collector's Business Licensing (BL) system	Business License (BL) system The solution must provide a link to the COJ Tax Collector's Business License (BL) system so that inspectors can validate business license data. The BL system is used by inspectors to: • Look up business owner information • Verify the businesses' Employer Identification Numbers (EIN) and Social Security Numbers (SSN) • Verify that business licenses are current Note: SUNBIZ is also used for this same purpose.	C	1
IF 13	Department of Business & Professional Regulation (DBPR) The solution must provide a link to the Department of Business & Professional Regulation (DBPR). The DBPR is a regulatory body tasked with licensing and regulating businesses and professionals in the State of FL. It is the "go-to" division for anything related to professional regulation, license enforcement and compliance. It licenses and regulates businesses and professionals in Florida, including companies and individuals that work in the fire protection industry.	Y	1

Interfaces & Links – Requirements (IF)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
IF 14	State of FL – NFPA 1 and 101 The solution must provide a link (and possible interface) to the State of FL NFPA 1 and 101 manual. Note NFPA 1 = a fire code which provides an integrated approach to fire code regulation and hazard management. NFPA 101 = a consensus standard widely adopted in the US and published by the National Fire Protection Association. These documents contain violations/code descriptions. Inspectors can copy/paste information from the documents into inspection reports, violations, and/or citations.	Y	1
IF 15	Microsoft Edge The solution must provide a link to Microsoft Edge so that JFRD personnel can access the internet.	N	1
First Due Comment	N/A. First Due is a SaaS platform accessed via a browser, such as MS Edge.		
IF 16	MS Outlook The solution must provide a link to Outlook email. This allows inspectors and supervisors to perform Outlook functions to view and send emails, email notifications, and schedule meetings through Outlook's calendar functions.	Y	1
First Due Comment	First Due supports calendar syncing via iCal or similar feeds, which can allow scheduled activities (like inspections or shifts) to be viewed in Outlook. Emails sent from First Due in Inspections can be sent from an outlook email address.		

4.10 FPI - Notifications

Notifications – Requirements (NTY)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
NTY 1	The solution must provide the ability to send alerts and notifications to customers via the user portal.	Y	2
NTY 2	The solution must provide the ability to inform users of an event that has occurred or is about to occur (notification).	Y	2

Notifications – Requirements (NTY)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
NTY 3	The solution must provide the ability for notifications to be sent to both internal and external (public) users. Examples of users include: JFRD Administrator, Inspector Supervisor, Inspector, Financial Administrator, Citizen (Citizen includes property owner and/or tenant) Note: See Exhibit 5.2 for User Profiles/User Classes.	Y	2
NTY 4	The solution must provide the ability for notifications to be sent in multiple methods including email, and/or dashboard, and/or text message, and/or robocall (automated telephone call which delivers a recorded message), etc.	Y	1
NTY 5	The solution must provide the ability for the user to select a method of receiving notifications (e.g., email, text, etc.).	Y	1
NTY 6	The solution must provide the ability to notify JFRD/FPI when a customer applies for a Fire Permit (application for a Fire Permit is done in the JaxEPICs system). The JFRD/FPI employee will select the desired method of receiving the notification.	Y	1
NTY 7	The solution must provide the ability for authorized users (JFRD Fire Safety & Prevention staff) to manage notifications. This includes who will receive the notification and the method of receipt (email, text, dashboard, etc.) For example, a JFRD Administrator may elect to receive an email notification when a Fire Watch Request is submitted.	Y	1
NTY 8	The solution must provide the ability to manage contact accessibility to property information, including but not limited to, data access, system notifications, etc.	Y	1
NTY 9	The solution must provide the ability to send automatic email notifications to respondents (i.e. violators) per business rules. For example: • A respondent receives an email notification when payment is due. • A respondent receives a confirmation email when a payment has been received.	Y	1
NTY 10	The solution must provide the ability to automatically notify respondents (i.e. violators) for invoices not paid after 30-65 days but before the 90 day limit. Note: At 90 days, a collections group is contacted.	Y	1

Notifications – Requirements (NTY)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
NTY 11	The solution must have the ability to provide automatic notifications to the applicable Inspector when the following events occur: • Today's inspections are available for viewing • An inspection/reinspection has been requested • An inspection/reinspection has been cancelled • An inspection/reinspection has been rescheduled • An inspection/reinspection has been reassigned	Y	1
NTY 12	The solution must provide the ability for users to subscribe to alerts and notifications indefinitely as well as for a specified period of time.	C	1
NTY 13	The solution must provide the ability for users to unsubscribe to alerts and notifications (both indefinite and those with an expiration date). Rule: A user cannot unsubscribe from required system alerts or notifications.	Y	1
NTY 14	The solution must provide the ability to automatically generate email notifications and alerts to the applicable recipients per business rules. Example: Email notification is automatically generated & sent to the customer when an invoice is not paid after 30-45 days of issuance but before the 90 day limit. Note: JFRD currently performs Soft-Collections calls for invoices not paid after 30-65 days but before the 90-day limit.	Y	1
NTY 15	The solution must provide the following for the user roles that are configured to receive them: • an Expired Business License Report and • notification when a business closes The report, as well as the notification must, *at least*, contain the following information: • contractor name • status • expiration date • etc.	C	1
Required Notifications per Event			
NTFY 16-30	The table below identifies the system roles that must receive automatic system notification when the corresponding Event occurs. In the table, an "X" means that the Role will receive notification when the corresponding Event occurs. See Exhibit 5.1 - User Profiles/User Classes.	Y	

Required Notification **Event**	**Role**(s) Notified/Alerted Automatically				
	JFRD Admin	Inspector Supervisor	Inspector	Financial Admin	Citizen* (External to JFRD)

Notifications – Requirements (NTY)

Number	Description						Response (Y,N,T,C)	Priority
NTY 16	Fire Safety Inspection scheduled		X		X	X	Y	1
NTY 17	Annual Fire Safety Inspection due		X	X		X	Y	1
NTY 18	Annual Fire Safety Reinspection scheduled		X	X		X	Y	1
NTY 19	Citation issued	X	X	X	X	X	Y	1
NTY 20	Citation paid	X			X	X	Y	1
NTY 21	Inspection Status changes				X	X	Y	1
NTY 22	User Profile changes	X			X	X	Y	1
NTY 23	Document has been attached to inspection		X		X		Y	1
NTY 24	Permit Invoice has been created	X			X	X	Y	1

Notifications – Requirements (NTY)

Number	Description						Response (Y,N,T,C)	Priority
	(continued from previous page)							
	Required Notification **Event**	**Role**(s) Notified/Alerted Automatically						
		JFRD Admin	Inspector Supervisor	Inspector	Financial Admin	Citizen* (External to JFRD)		
NTY 25	Today's inspections are available for viewing		X	X		X	Y	1
NTY 26	Invoice is approaching 90-day limit (configured reminder per business rule, current 30-65 days)				X	X	Y	1
NTY 27	User login is reset (Username and/or Password)					X	Y	1

Notifications – Requirements (NTY)								
Number	**Description**						**Response (Y,N,T,C)**	**Priority**
NTY 28	Fire Watch requested	X	X			X	C	1
NTY 29	Citation issued to city-owned property	X	X		X		Y	1
NTY 30	Invoice is voided	X			X	X	Y	1
	**Citizen* includes Property Owner and/or Tenant							
NTY 31	The solution must provide alerts/notifications to identify citation inter-agency linkage based on business rules. For example: When a citation results in a lien against a property, no permits (such as fire permits) are allowed to be pulled against the property.						Y	1
NTY 32	The solution must provide the ability to configure automatic notification to the appropriate person/group) when identified conditions occur.						Y	1

4.11 FPI – Attachments

Attachments – Requirements (ATT)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
ATT 1	The solution must provide the functionality for authorized personnel to upload electronic plans and drawings to each address/location in the system. Authorized personnel must be able to quickly and easily access these plans and drawings to identify the location of: • Fire Department Connections (FDCs) in the building • Exits, stairwells, and fire pumps Note: The locations of these items will have to have been marked in some way such as “putting a pin” at each location.	Y	1
ATT 2	The solution must provide the ability for authorized users to upload safety equipment reports by address or business owner. Safety equipment reports such as: • Hood systems • Fire extinguishers • Sprinkler systems • Fire alarms	Y	1
ATT 3	The solution must provide the ability to upload attachments/documentation including pictures and media of various sizes and types.	Y	1

Attachments – Requirements (ATT)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
ATT 4	The solution must provide the ability to upload pictures and/or documents by: • Address • Business Owner • Building Owner • Inspection • Violation • Citation and for Public Education and Fire Safety Prevention.	Y	1
ATT 5	The solution must link uploaded information to the applicable source (e.g. citation record, inspection report, business owner record, etc.)	Y	1
ATT 6	The solution must provide the ability for authorized personnel to delete (remove) attachments based on defined business rules.	Y	1
ATT 7	The solution must provide the ability for users to view attachments.	Y	1
ATT 8	The solution must provide the ability to print all attachments or select the desired attachments to print.	Y	1
ATT 9	The solution must display the following information to system users (i.e., mobile device users, website users, etc.): • Terms of Use • Privacy Policy • Application Version Number	C	1

4.12 FPI – Search & Query

FPI Search & Query – Requirements (SQ)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
SQ 1	The solution must allow the user to search the FPI solution using multiple search criteria. For example: Inspector Name, Inspection Status (Failed or Passed), & Date Range by themselves or some combination of Inspector Name, Inspection Status (Failed or Passed), & Date Range.	Y	1
First Due Comment	Through the report writer or Inspection list page authorized users can search by any of the parameters listed any many others.		

SQ 2	The solution must allow a customer to search the solution by pre-determined data fields (data fields configurable by the System Administrator) and the results of the search must be displayed to the customer online.	Y	1
SQ 3	The elements of the search results must be selectable and when selected must display the associated detail information (drill down capability on the search results). Example: When a user searches for all citations written in 2023, he/she must be able to select one of those citations and the details of that citation will be displayed.	Y	1
SQ 4	The solution must allow the user to search by Inspection Number. Note: Currently the system assigns a new Inspection Number to an address every time an inspector visits the address – even for reinspections.	Y	1
SQ 5	The solution must provide the functionality for the user to search the NFPA 1 and 101 manual and copy and paste sections from it into the Inspection Report, Violations, and Citations.	Y	1

4.13 FPI - Reporting

FPI - Reporting – Requirements (RPT)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
RPT 1	The solution must provide the ability to obtain metrics and calculations. Examples: - Number of inspections scheduled due to customer request versus time elapsed (time for annual inspection arrives). - Number of citations written annually. - Etc.	Y	1
RPT 2	The solution must provide reporting options to aid with validation and auditing in addition to providing violation, warning, and citation metrics.	Y	1
RPT 3	The solution must provide the ability for authorized users to produce a report of all inspections with outstanding invoices.	Y	1
RPT 4	The solution must allow authorized personnel to create/view a report of all COUs (Certificates of Use) that have been associated with an address.	Y	1
RPT 5	The solution must provide the functionality for authorized users (such as a JFRD Administrator) to identify citations for which payment has not been received.	Y	1

FPI - Reporting – Requirements (RPT)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
RPT 6	The solution must provide the functionality for authorized users (such as a JFRD Administrator) to identify citations for which *payment has not been received within 30 days of issuance.*	Y	1
RPT 7	The solution must provide the ability to generate an *Affidavit In Proof of Claim* for each citation that has not been paid within 30 days of issuance. The affidavit must include the following information: • Violator's name and address • Citation number • Amount due • Current date Note: Authorized JFRD personnel will: • Print two copies of the *Affidavit In Proof of Claim* • Print two copies of the applicable unpaid citation • Send, via official mail, a copy of the Affidavit and the citation to the: - Clerk of Court (COC) and to the - Office of General Counsel (OGC)	C	1
Required Output - The following reports are required by JFRD. The solution must provide them as canned reports or allow them to be generated as ad hoc reports.			
RPT 8	The solution must provide the ability for authorized users to produce the following three metric reports per inspector: • Number of assigned inspections versus actual inspections • Planned revenue amount versus actual revenue generated • Total number of inspectors in the department	Y	1
RPT 9	<u>Inspection Reports</u> The solution must provide the ability to produce & print inspection reports. Many vendors must have printed documents. Ex: Daycares	Y	1
RPT 10	<u>Metrics Report</u> The solution must provide the ability for authorized users to produce a Metrics Report containing the Number of Inspections and the Total Revenue by <u>each</u> of the following: a) Occupancy Type • Square Feet Range • Pass/Fail Ratio (P/F Ratio) • Violations • Citations • Building status	Y	1
	Examples **Occupancy Type** | **Square Footage Range** | **Violations**		

FPI - Reporting – Requirements (RPT)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
	Metrics Report #1 Occupancy Type = Daycare Number of Inspections = 12 Total Revenue = $450 Metrics Report #2 Occupancy Type = Business Number of Inspections = 7 Total Revenue = $750 Metrics Report #3 Occupancy Type = Assembly Number of Inspections = 2 Total Revenue = $2,000 Etc. Metrics Report #1 Square Foot Range = 70-1000 Number of Inspections = 6 Total Revenue = $200 Metrics Report #2 Square Foot Range = 1001-5000 Number of Inspections = 10 Total Revenue = $500 Metrics Report #3 Square Foot Range = 5001-9000 Number of Inspections = 1 Total Revenue = $1500 Etc. Metrics Report #1 Violation = Number of Inspections = Total Revenue = $ Metrics Report #2 Violation = Number of Inspections = Total Revenue = $ Metrics Report #3 Violation = Number of Inspections = Total Revenue = $ Etc.		
RPT 11	Delinquent Accounts Report The solution must provide the ability for authorized users to produce a report containing a list of all the customers/accounts that have not paid their inspection fee(s) and/or their citation fee(s).	Y	1
RPT 12	Metrics Reports of Specific Violations and/or Citations The solution must provide the ability for authorized users to query and obtain metrics of specific violations and/or citations. Examples: - Number of violations issued for a given time period - *Types* of violations that were issued for a specific month - Number of citations paid during a given time period - Number of citations that were not paid (unpaid) during a given time period Note: Solution must allow searches and/or queries on the contents of any field in the system for which data is captured.	Y	1

FPI - Reporting – Requirements (RPT)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
RPT 13	30, 60, 90-Day Delinquent Invoices Report The solution must provide the ability for authorized users to: a) Query the number of 30-day delinquent invoices, number of 60- day delinquent invoices and the number of 90-day delinquent invoices and create a report containing the results. Example: Date 3/31/2024 a) # of 30 day delinquent invoices = 17 b) # of 60-day delinquent invoices = 42 c) # of 90-day delinquent invoices = 68 b) Query as described in a) above, and create a report containing the results, along with a list of the invoices in each category.	Y	1
RPT 14	Vendor List Report a) The solution must provide the ability for authorized users to search by the following fields: • vendor name • vendor number • vendor address • Federal ID Number (EIN) b) The solution must allow the user to create a report containing each vendor's Name, Number, Address, and EIN.	Y	1
RPT 15	Collection Rate Report The solution must provide the ability for authorized users to produce a Collections Rate Report which identifies what has been billed and paid. The user must be able to run the report by the following parameters: • For Year-to-Date • By Date Range • By Less Than Or Greater Than Square Footage • By Zone • By Inspector • By Occupancy Type	Y	1
RPT 16	Inspection Reports – Due, Overdue, and Completed Inspections The solution must provide the ability for authorized users to produce reports of due, overdue, and completed inspections. The user must be able to run inspection reports by the following parameters: • For Year-to-Date • By Date Range • By Less Than Or Greater Than Square Footage • By Zone • By Inspector • By Occupancy Type	Y	1

FPI - Reporting – Requirements (RPT)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
Report Templates			
RPT 17	The solution must provide the ability for authorized users to modify and upload templates used for Inspection Reports, Citations, Violations, Checklists, and other standard documents.	Y	1
Documents Currently Produced At a minimum, the solution must provide the ability for authorized users to produce the reports currently created by JFRD Fire Prevention employees and given to customers. Examples of these documents are provided in Exhibit 5.5 at the end of this document.			
RPT 18	Warning The solution must provide the ability for authorized users to produce a Warning. A Warning is a document provided for first offenses that aren't immediately dangerous, it includes a statement that violators have 10 days to comply with the violated Fire Safety Code or they will receive a Paying Citation.	Y	1
RPT 19	Citation The solution must provide the ability for authorized users to produce a Citation. A Citation is a document stating that a violator is being fined for not complying with JFRD Fire Prevention Code including who is being fined, what staff member is fining the violator, what Fire Prevention code was not complied with, including a signature of the violator or a signed signature by the Inspector if the Citation was refused.	Y	1
RPT 20	Affidavit In Proof of Claim The solution must provide the ability for authorized users to produce an Affidavit In Proof of Claim. An Affidavit In Proof of Claim is a document sent to the Office of General Council (OGC) affirming that the citation documented in the letter was issued properly and that the violator has not made any payments on behalf of the citation.	C	1
RPT 21	Official Notice The solution must provide the ability for authorized users to produce an Official Notice. An Official Notice is a document that informs a customer that they have an outstanding violation associated with their property and that the City of Jacksonville has identified them as the responsible party. The notice lists the Violation number & Citation Number and the date by which the violator must comply.	Y	1

FPI - Reporting – Requirements (RPT)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
RPT 22	Fire Safety Permit The solution must provide the ability for authorized users to produce a Fire Safety Permit. A Fire Safety Permit is a document that customers must obtain in order to hold a special event.	Y	1
RPT 23	Inspection Invoice The solution must provide the ability for authorized users to produce an Inspection Invoice. An Inspection Invoice is a printed bill (invoice) for the customer to pay JFRD for an inspection conducted by JFRD. The information on the invoice includes the: • Amount of money that the customer owes JFRD. • The name of the customer that owes JFRD money. The invoice includes a removable bottom half for the customer to mail with the payment. Note: See Exhibit 5.5.6 of this document for an example of an inspection invoice.	Y	1
RPT 24	Occupant Capacity The solution must provide the ability for authorized users to produce an Occupant Capacity sign. The Occupant Capacity sign is used to indicate the maximum number of persons allowed in a room or area as specified by the fire and/or building code. The maximum occupancy for a building is determined by calculating the occupant load, which is the maximum number of people that can safely occupy a space. This is a state requirement but the implementation and enforcement falls under state jurisdiction through the local fire marshal.	C	1
First Due Comment	We are not clear on this requirement. We would benefit from additional information. We may be able to offer this natively without customization.		

4.14 FPI - Audit Trail

Audit Trail – Requirements (AUD)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
AUD 1	The solution must capture the audit trail when a manual override is performed (such as extending an expiration date). The audit trail must capture information such as user identification, date/stamp, original data, new (modified) data, applicable reason codes for override, etc.	Y	1

Audit Trail – Requirements (AUD)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
AUD 2	For audit purposes, the solution must log the following information for all queries requested and responses provided: • user ID • date and time • field • values requested • results returned	N	1
AUD 3	The solution must capture all changes/deletions made to existing records (audit trail logs). At a minimum, the following information must be captured for every change/deletion: • date & time of the change • effective date of each change • user that made the change • original value • new value	Y	1
AUD 4	The solution must provide transaction logging (i.e. audit trails).	Y	1
AUD 5	The solution must create an audit log to track changes to existing records.	Y	1
AUD 6	The solution must provide an audit trail of all updates made to any address information, business or building owner information, residential property owner information, templates, and drop-down tables.	Y	1

4.15 ePCR - Patient Data

Patient Data (PAT)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
PAT 1	The solution must allow for unlimited patient records under the same incident number, with each record having its own unique record ID.	Y	1
First Due Comment	Within First Due each patient is assigned a unique identifier that is only related to that incident. That way the incident number can contain as many patients as needed.		

Patient Data (PAT)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
PAT 2	The solution must provide functionality to capture patient information including, but not limited to: • Patient's demographics • Vital signs • Assessment • Information on any interventions performed • Medical history records • Witness statements • Call records • Treatment decisions • Chief complaint • Other symptoms • Medications and fluids administered • Transportation information	Y	1
PAT 3	The solution must provide the ability to scan and import patient data from official government IDs, hospital registration systems, triage tags, and patient tracking system barcoded bands/tags.	Y	1
First Due Comment	First Due allows for scanning and AI image recognition within the platform. User can use the camera or drivers license scanning feature.		
PAT 4	The solution must provide the ability to record the hospital patient care number on the ePCR report.	Y	1
PAT 5	Although there are fields in which the user must enter data (required fields), the solution must not prevent the user from continuing to provide care if the user doesn't enter all the required data.	Y	1
First Due Comment	First Due never gets in the way of patient care. Required fields are marked in red and the record could be saved at any point to be finished later. Users are unable to complete a report if the report is missing data required by the fire department.		
PAT 6	When a patient's complaint is "pain", the solution must require the capture of pain level(s).	Y	1
PAT 7	The solution must provide rapid and easy access to the history of all JFRD EMS previous encounters with a patient, not just the patients that EMS has transported.	Y	1
First Due Comment	First Due offers a Patient Management interface where every patient encountered (Not just transported) is managed and can be easily searched.		

Patient Data (PAT)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
PAT 8	The solution must provide the ability for authorized users to access demographic information, including past medical history, medications, and allergies, for patients who have had a prior encounter with JFRD Emergency Medical Services (EMS). • This process must have a review before incorporating it into the new patient encounter. • Searching patients using this method must not be available to the user unless the crew(s) is on an active duty response and the user has necessary patient information for the search criteria.	Y	1
First Due Comment	The full Patient Management list is permission based, so only those with the highest level of access can view all Patient Management information. Crews utilize an automated search feature while inside the ePCR that will match patient demographics to previously encountered patients making them available for import into a record. Searching patient records is accessible only while inside the PCR.		
PAT 9	The solution must provide access to historical records which includes the ability to query them on the following fields: • Patient Name • Social Security Number (SSN) • Date of Birth • Incident Number • Date Times • Address • Destination Hospital • Pdf view of the original patient care report	Y	2
First Due Comment	First Due can query historical records in several different ways, Ad Hoc Reporting, Incident List search, or ePCR Historical encounters directly from Patient Management.		
PAT 10	The solution must provide the ability to capture information regarding patient insurance coverage and retain it as part of patient history. All patient insurance information (active/inactive) must be retained.	Y	1
Assessment Data			
PAT 11	The solution must include assessment tools to document initial and ongoing assessments, including pertinent positives and negatives.	Y	1
PAT 12	The solution must allow the import of vital signs including heart rate, blood pressure, ETCO2 values, respiratory rate, SpO2, SpCO, and temperature; continuous EKG, SpO2, and ETCO2 waveform data; and interventions/treatment and medication data from cardiac monitors via Bluetooth to include Zoll X-Series and LifePak 35 monitors.	Y	1
PAT 13	The solution must include separate forms (customizable by the system administrator) for complete documentation of advanced airway interventions, burns, acute coronary syndromes, motor vehicle incidents, and cardiac arrest patients.	Y	1

Patient Data (PAT)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
PAT 14	The solution must allow the collection of patient data required to document MIH (Mobile Integrated Health) patient encounters (out of the hospital setting).	Y	1
PAT 15	The solution must be able to automatically upload or automatically format data for upload to the Cardiac Arrest Registry to Enhance Survival (CARES).	Y	1
PAT 16	The solution must include support, as well as the scoring and documentation of the following: • Los Angeles Motor Scale (LAMS) • Glasgow Coma Scale (GCS) • Pandemic Screening Tool	Y	1
PAT 17	The solution must include an anatomical figure with capability of notating assessment findings.	N	3
PAT 18	The solution should be able to identify inconsistencies in a patient's record. This is sometimes referred to as "scrubbing" medical likeliness (probability of a specific outcome, condition, or diagnosis occurring). For example, the information on the patient record indicates that the patient's complaint is one that is commonly attributed to a female patient but the patient is identified as a "male" in the same record.	Y	1
EKG			
PAT 19	The solution must provide the ability to import electrocardiogram (EKG), trending electronically, and event data from various cardiac monitors and semi-automatic external defibrillators.	Y	1
PAT 20	The solution must be able to insert imported EKG data into the appropriate fields on the applicable ePCR.	Y	1
PAT 21	The solution must provide functionality for the EKG to be: • Reviewable within the ePCR electronically • Reviewable on the ePCR field device by crews • Reviewable on the desktop workstations for supervisory personnel to review • Included in the PCR pdf view • Included in the fax/print of the PCR	Y	1
PAT 22	The solution must provide the ability to look up historical EKGs.	Y	1
Contact Information			

Patient Data (PAT)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
PAT 23	The solution must provide the functionality to capture patient contact information including, but not limited to: • Patient's Name • Address • Phone Number • Email Address • Date of Birth • Next of Kin	Y	1
PAT 24	When applicable, the solution must automatically populate contact information to avoid redundant data entry.	Y	1
PAT 25	The solution must provide the ability to capture contact information for a patient's multiple contacts.	Y	1
PAT 26	The solution must provide the ability to link contact information while avoiding data duplication where possible.	Y	1
PAT 27	The solution must provide the ability to capture, track, and report on personal exposure to potentially hazardous conditions.	Y	1
PAT 28	The solution must provide the ability for authorized personnel to update patient demographics.	Y	1
PAT 29	The solution must provide the ability to capture, track, and report on Mass Casualty Incidents (MCI). Examples of the kind of information that must be captured are: - Number of patients involved - Kind of accident - Etc.	Y	1

4.16 ePCR - Mobile Devices

Mobile Devices (MBL)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
MBL 1	The solution must have a native mobile application for ePCR entry on a mobile device.	Y	1
MBL 2	The solution must be mobile friendly – it must be easy to use in the field on a mobile device to include tablets and cell phones.	Y	1
First Due Comment	First Due epcr can be completed on tablets and or cell phones as required.		

Mobile Devices (MBL)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
MBL 3	The solution must allow multiple applications to run on the mobile device simultaneously without closing the ePCR application.	Y	1
First Due Comment	First Due does not limit other applications from working when using the ePCR.		
MBL 4	The solution must provide the ability for mobile device software to update without user interaction or a computer/mobile device restart.	Y	1
MBL 5	The mobile solution must be furnished as an installable application and not require re-imaging the hard drive.	Y	1
MBL 6	The solution must provide provisions for ePCR record creation, printing, and retention on mobile devices when the device is offline due to no internet access or a catastrophic server failure.	Y	1
First Due Comment	First Due ePCR can be completed with or without an internet connection. Once a connection is established it automatically syncs the data to the cloud without user interaction.		
MBL 7	The solution must provide for the completion of a patient care report, in a field environment, where a network connection cannot be made.	Y	1
MBL 8	The solution must enable the user to efficiently create complete patient care records in the field.	Y	1
First Due Comment	The First Due ePCR is exactly same from web to mobile. This makes educating your users easier and more consistent regardless of internet connection.		
MBL 9	The solution must save work if connectivity is lost, and sync automatically once a signal is restored.	Y	1
MBL 10	The solution's mobile device must be able to sync via cellular data and/or Wi-Fi services.	Y	1
MBL 11	The solution must provide the ability to capture/accept electronic signatures via mobile device.	Y	1
MBL 12	The mobile ePCR must include Medical and English dictionaries software to automatically spell check any free-form narrative data that is manually entered.	Y	1
MBL 13	The solution must provide the ability to incorporate online reference documents into the solution and make them available from within the mobile application. Examples of online reference documents include: • Phone lists • Standard Operating Procedures • Treatment protocols • PDR (Physicians' Desk Reference)/Medication references	Y	1

Mobile Devices (MBL)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
First Due Comment	First Due allows the fire department to upload outside resources that are made available while completing an ePCR. All listed above are common use cases for First Due Customers.		
MBL 14	The solution must support telehealth on mobile devices.	N	1
MBL 15	The solution must not allow archived data to remain on mobile devices once the active ePCR case has been closed and sent or transferred to the server (for completion on another computer or tablet).	Y	1
First Due Comment	First Due does not hold on to incidents that have been completed on the mobile device once synced to the cloud based system.		
Mobile Device Management (MDM)			
MBL 16	The solution must include a Mobile Device Management (MDM) program which enables an overview of all mobile devices connected and the unit history of connected devices to the system, displaying a minimum of the: • Unit • User name • Device serial number • Number of open reports, and • Current GPS location (with a link to a map).	N	1
First Due Comment	First Due does not provide a a device management solution. We can, however, integrate with any chosen device management solution you would like to use.		
MBL 17	The solution must allow the MDM program to restrict field users from accessing: • the operating system, • task manager, and • other administrative components or operations.	N	1
MBL 18	The solution must have the functionality to render an MDM device permanently unusable if the device becomes permanently unusable or if the device becomes lost or stolen.	N	1
Compliance			
MBL 19	The solution must have physical, network, and process security measures in place and follow Standards for Privacy defined by the U.S. Department of Health and Human Services, the HIPAA Privacy Rule, and the HIPAA Security Rule to ensure HIPAA compliance.	Y	1
First Due Comment	Data security and privacy and important to First Due. First Due follows and exceeds industry standards and best practices.		

4.17 ePCR - System Administration & Configuration

System Administration & Configuration (ADM)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
ADM 1	The solution must have administrative controls that authorize different levels of access to delete, edit, track, and read information throughout the system.	Y	1
First Due Comment	First Due has a robust Role and Permission system that allows the customer to create as many roles as needed. Typically this roles are related to jobs within the department. Users are assigned to one role or many allowing them to do their job without having to sacrifice security within the application.		
ADM 2	The solution must allow the system administrator to remove users, change user account data/security level, and reset passwords without contacting the solution provider.	Y	1
ADM 3	The solution must provide the ability for the system administrator to easily create user-defined fields (customized user fields). These can expand and refine data collection.	Y	1
ADM 4	The solution must provide the ability for the system administrator to change the title of fields/labels to be consistent with JFRD's terminology.	Y	2
ADM 5	The solution must provide the ability for the system administrator to configure fields to be required or optional.	Y	1
First Due Comment	Through workflows the system administrator can configure fields to be conditionally required. The fields can also be setup to default to an approved answer or disappear from the form if not required based upon previous responses.		
ADM 6	The solution must provide the ability for the system administrator to write rules around required/optional fields. Example: If the contents of the *Patient Age* field is less than one year the *xyz* field is required. If the contents of the *Patient Age* field is greater than or equal to one year, the *xyz* field is optional.	Y	1
ADM 7	The solution must provide the ability for the system administrator to allow field contents to be free-form or selectable from a drop-down list (menu) of options.	N	1
First Due Comment	First Due follows the NEMSIS guidelines for fields and field types. This limits how some fields can be interacted with by the system administrator. If it is a custom field then the system admin can create, free-form, drop-downs or multi-selects as examples of options.		
ADM 8	For fields that have a drop down list (menu) of options from which to choose, the solution must provide the ability for the system administrator to update the drop-down list (menu) of options.	Y	1

System Administration & Configuration (ADM)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
First Due Comment	First Due allows the system administrator to change labels and inactivate choices in the pick list as needed.		
ADM 9	The solution must provide the ability for the system administrator to configure default values for fields in which the contents is selected from a drop down list (menu) of options.	Y	1
First Due Comment	This is accomplished in First Due when building workflows. If a field is answered in a certain way then other fields can be completed by a default answer.		
ADM 10	The solution must provide the ability for the system administrator to manage menu options.	Y	1
ADM 11	The solution must provide the ability for the system administrator to configure business rules.	Y	1
First Due Comment	First Due allows the system administrator to configure business rules using workflows. The workflows are built using conditional logic to require fields as an example.		
ADM 12	The solution must provide the ability for the system administrator to configure the solution so that fields, with a default response, are not displayed.	Y	2
ADM 13	The solution must provide the ability for the system administrator to configure fields with standard NEMSIS-accepted responses or values.	Y	1
First Due Comment	First Due is compliant with all NEMSIS and EMStars requirements.		
ADM 14	The solution must provide the ability for the system administrator to update fees (such as Prevention fees).	Y	1
ADM 15	The solution must allow the system administrator to configure the minimum and maximum narrative lengths.	Y	2

4.18 ePCR - Reporting

ePCR Reporting – Requirements (RPT)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
RPT 1	The solution must provide intuitive and robust reporting capabilities based on best business practices and EMS and fire service industry standards.	Y	1
First Due Comment	First Due has a best in class reporting system. The system has FDR reports pre-built for customers following standards and best practices. FDR reports can be cloned and manipulated by the customer. Ad Hoc		

ePCR Reporting – Requirements (RPT)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
	reports can be created and scheduled as needed so that all members can get the data they need when they need it.		
RPT 2	The solution must provide reporting functionality that complies with and extends beyond NEMSIS standards.	Y	1
RPT 3	The solution must provide the ability to produce EMS patient care reports.	Y	1
First Due Comment	All ePCR reports can be printed when needed and the format for print can be determined by the system administrator.		
RPT 4	The solution must allow authorized personnel to customize the electronic patient care reports (ePCRs) to include: • the appropriate city logo • customizable text in the header and/or the footer (e.g. statements of authenticity)	Y	1
RPT 5	The solution must provide the ability to produce formatted printable PDF versions of electronic patient care reports (ePCRs).	Y	1
First Due Comment	First due supports PDF printing of ePCRs. The system admin has control over the pdf layout to make changes as needed.		
RPT 6	The solution must include the ability to digitally upload cardiac monitor information into reports. Monitor information includes, but is not limited to, vital signs, treatments, and monitor events.	Y	1
First Due Comment	First Due works with Zoll, LifePak, and Philips monitors to import the data listed above.		
RPT 7	The solution must provide the ability to quickly duplicate documentation of a single medication administrated multiple times during the provision of care (the delivery of healthcare services to a patient, either in a home or organizational setting), allowing for time, dose, route, etc. Validation for each administration.	Y	1
RPT 8	The solution must meet NFIRS/NERIS compliance for standardized reporting.	Y	1
First Due Comment	First Due is compliant with NFIRS and NERIS. First Due can support all types of hazard response documentation.		
RPT 9	The solution must provide the ability to document fire suppression incidents which include structural, wildland, vehicle, and special fire categories.	Y	1
RPT 10	The solution must provide the ability to document hazardous material (HazMat) incidents which include: chemical spills, toxic exposures, decontamination procedures, and suspicious package/unknown substance.	Y	1

ePCR Reporting – Requirements (RPT)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
RPT 11	The solution must provide the ability to document Urban Search & Rescue (USAR) incidents which include confined space rescues, structural collapse incidents & water incidents.	Y	1
RPT 12	The solution must provide the ability to document other fire department operations such as training records, mutual aid incidents, etc.	Y	1
RPT 13	The solution must provide the ability to capture, store, and analyze detailed incident data. Incident data includes location of incident, personnel involved, all apparatus incident times, actions taken, incident timeline, etc.	Y	1
First Due Comment	First Due Report Writer tool allows for the analysis of incident data. This data can be combined with other information about an occupancy if needed for deeper analysis.		
RPT 14	The solution must allow authorized users to create reports for open and/or closed incidents.	Y	1
First Due Comment	Opening of closed incidents can be controlled by role and permission within First Due.		
RPT 15	The solution must allow authorized users to handoff incidents and medical reports to other crews.	Y	1
First Due Comment	First Due supports transferring ePCR records from one unit to another. Crews are able to transfer and determine which unit will be completing the record eliminating double documentation.		
RPT 16	The solution must allow authorized users to append suppression reports with rescue reports, when applicable.	Y	1
RPT 17	The solution must provide the ability to generate and print a transaction history of all fees paid by a patient.	N	1
First Due Comment	Any fees invoiced through First Due would be available by address or person. First Due is not a medical billing company so we would need to receive or store this information from a third party.		
RPT 18	The solution must provide the ability for authorized personnel to capture the EMT/Paramedic providing care and produce reports for dates of service.	Y	1
RPT 19	The solution must have financial reporting functionality.	Y	1
RPT 20	The solution must have Monthly, Quarterly, and Annual financial reports, including year-over-year data.	Y	1
First Due Comment	First Due provides comprehensive reporting across all data in the system, enabling agencies to create a wide range of ad-hoc analyses while maintaining consistency through a single, unified database that avoids redundant entry. Reports are built natively and can be tailored into dashboards that track key metrics and KPIs, or selected from pre-built		

ePCR Reporting – Requirements (RPT)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
	templates for common fire incident, compliance, and training needs. Users can also assemble custom reports with an intuitive drag-and-drop builder, schedule them for automatic distribution, and export results in PDF, Excel, or CSV for sharing with stakeholders—including scheduled delivery via email.		
RPT 21	The solution must include validation/closed call tools to ensure data is entered and the report is completed before closed.	Y	1
First Due Comment	First Due workflows can be configures so that if required fields are missed then the report cannot be marked as completed until the rules are satisfied.		
RPT 22	The solution must allow for documents/forms to be emailed via the mobile device. Example: Email the electronically signed Patient Refusal form to the patient's email address.	Y	1
RPT 23	The solution must provide the ability to obtain metrics and calculations. Examples: • Number of transports provided vs. a billable transport • Number of lift-assistants at a specific address, patient, etc.	Y	1
RPT 24	The solution must provide the ability to review/research trending. For example: Increased drug overdoses	Y	1
First Due Comment	First Due Advanced Analytics was designed to do just this. It shows trends in near real time and overdose dashboards are a key component. Our Ad Hoc reporting offers this capability as well.	Y	
RPT 25	The solution must provide reporting options to aid with validation and auditing in addition to providing accountability of all CAD calls created/incoming.	Y	1
RPT 26	The solution must provide the ability for authorized users to produce a report of all transports with open invoices.	Y	1
RPT 27	The solution must provide the functionality for authorized users (such as a JFRD Administrator) to determine if ePCR reports have been deleted and by whom.	Y	1
RPT 28	<u>Collection Rate Report</u> The system must provide the ability for authorized users to produce a Collections Rate Report which identifies what has been billed and paid. The user must be able to run the report by the following parameters: • For Year-to-Date • By Date Range	Y	1
Forms			

ePCR Reporting – Requirements (RPT)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
RPT 29	The solution must include all mandatory supplementary forms, including but not limited to: • Child Abuse • Elder Abuse • Patient Refusal These forms must be available as separate attachments but linked to, and transmitted with, the patient's ePCR report.	Y	1
RPT 30	The solution must provide the ability for JFRD to create custom forms that work within the ePCR application and: • Are rule-based • May contain custom fields • Are printer-friendly • Are accessible to designated users within the department	Y	1
RPT 31	The solution must include a checklist or other designated form feature for documenting refusal of care. This form must include at a minimum: • Documentation of mental capacity • Warnings of adverse outcomes • Communication with medical command, if necessary	Y	1
	Agencies can create Refusal/AMA checklists, with required questions, by way of custom sections, custom validation rules, and hide rules to make visible and required the "AMA Checklist" when conditions are met.		
RPT 32	The solution must provide the ability to create forms that are unrelated to an incident or patient. Example: To document "leave behind" Narcan for non-patients.	Y	1
	This requirement can be met via the method listed above or as an Event or Event Type in the Events and Activities module.		
RPT 33	The solution must allow for documents/forms that must be signed by patient and/or the patient's family to be created in multiple languages and for the JFRD user to easily distinguish the difference (e.g., the file name references document language).	Y	1

4.19 ePCR - Auditing

Auditing (AUD)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
AUD 1	The solution must provide an audit trail of all system transactions. The audit information must be easily retrievable by the system administrator.	Y	1

Auditing (AUD)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
AUD 2	The solution must capture all changes/deletions made to existing records (create audit trail logs to track changes). At a minimum, the following information must be captured for every change/deletion: • Date & Time of the change • User that made the change • Original value • New value	Y	1
AUD 3	The solution must provide a fully reportable audit trail (including time stamp, user ID, and device ID) of all views, printing, and saving of patient records or any component of records that qualify as protected health information, all faxed patient care reports (including the destination), and all changes to patient data.	Y	1
AUD 4	The solution must provide the ability to track and report on tablet IDs, PC name, start and end times, ePCR status (open/closed/deleted) along with who accessed the record, printed, faxed, or changed any patient data.	Y	1
AUD 5	The solution must provide an audit trail of all updates made to any patient information, templates, and/or drop-down tables.	Y	1
AUD 6	The solution must provide a fully reportable audit trail of any record/data that was sent to a: • Receiving facility or • Billing provider or • Other repository of data transfers identified and authorized by JFRD.	C	1
First Due Comment	First Due may be able to meet this requirement. We would benefit from additional information.		
AUD 7	The solution must log the following information for all queries requested and responses provided: • User ID • Date and Time • Field • Values Requested • Results Returned	C	1
AUD 8	The solution must display the last date and time each user logged onto system.	Y	1
AUD 9	The solution must record or capture information about each unauthorized access attempt such as User ID, workstation/device, date, and time.	C	1

Auditing (AUD)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
AUD 10	The system must capture the audit trail when a manual override is performed (such as extending an expiration date). The audit trail must capture information such as user identification, date/stamp, original data, new (modified) data, applicable reason codes for overrides, etc.	Y	1
AUD 11	The system must create an audit log to track changes to existing records.	Y	1

4.20 ePCR - General

General Requirements (GEN)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
GEN 1	The solution must be cloud-based.	Y	1
GEN 2	At a minimum, the solution must function properly on personal computers (PCs) and tablets running any of the following operating systems, without requiring significant adjustments or modifications: • Apple iOS • Google Android • Microsoft Windows	Y	1
GEN 3	The solution must be based on industry best practices.	Y	1
GEN 4	The solution must provide a user-friendly intuitive design for ease of use and navigation.	Y	1
GEN 5	The solution must provide a consistent look and feel across all modules.	Y	1
GEN 6	The solution must provide the ability to capture data.	Y	1
GEN 7	The solution must provide a fully integrated solution, which avoids redundant data entry.	Y	1
GEN 8	The solution must include all support software, tools, and utilities (e.g., text editors, library products, manuals, code generators, scripts) needed to perform configuration, operation and management tasks.	Y	1
GEN 9	The solution must provide a variety of help features including but not limited to the following: • Spell Check • Grammar Check • Mail Merge • Help Functionality	Y	1

General Requirements (GEN)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
GEN 10	The solution must allow users to add and/or update words to the spell check dictionary.	Y	2
GEN 11	All free-form fields must allow continuous typing without hard returns (word wrap feature).	Y	1
GEN 12	The solution must allow free-form narrative functionality.	Y	1
GEN 13	The solution must allow narrative writers to copy/paste commonly used phrases from a list of available options.	Y	1
GEN 14	The solution must allow multiple forms of navigation including mouse, keyboard, touch screen (for tablets), tab, programmed key, icon, etc.	Y	1
GEN 15	The solution must have speech-to-text capability.	N	2
GEN 16	The solution must provide full functionality for left and right-handed users.	Y	1
GEN 17	The solution must provide the ability to integrate with standard Microsoft Office products such as MS Word, MS Excel, MS Access, MS Outlook, and Office 365.	Y	1
GEN 18	The solution must provide the ability to configure applications, forms, processes, etc.	Y	1
GEN 19	The solution must provide the ability to electronically capture signatures.	Y	1
GEN 20	The solution must provide the ability to merge records while maintaining any associated history (i.e. transactions).	Y	1
GEN 21	The solution must provide the ability to access data from other sources for required validations.	Y	1
GEN 22	The solution must provide a language translation feature with simple, common medical phrases.	T	1
First Due Comment	Google Translate can be used on any page in First Due's cloud application.		
GEN 23	The solution must store data in formats that make it easily retrievable**.** Example: Store *Street Number* in a separate field from *Street Name* so that *Street Name* is searchable.	Y	1
GEN 24	The solution must allow the user to override or manually enter data if auxiliary devices (such as bar code scanners or signature pads) are off- line.	Y	1
GEN 25	The solution must provide the ability to access the software platform from any computer, tablet, mobile device, or via the internet.	Y	1

General Requirements (GEN)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
First Due Comment	First Due is a web-based SaaS platform that requires an internet connection for full functionality.		
GEN 26	The solution must have the ability to recognize local and remote updates in real-time.	Y	1
GEN 27	The solution must alert the user when a transaction does not end successfully.	Y	1
GEN 28	The solution must prevent the deletion of data (records) based on business rules.	Y	1
GEN 29	The solution must include the automated ability to batch PCR's to PDF format for local electronic filing.	Y	2
Attachments			
GEN 30	The solution must provide the ability to attach pictures, videos, and/or audio files to incidents/data files/ePCRs. These must be time-stamped & dated and all metadata must be captured. Examples: Pre-arrival video and recorded on-scene video	N	1
First Due Comment	Currently Audio and Video cannot be attached to an ePCR. Photos and other common document types could be attached.		
GEN 31	The solution must allow for electronic forms/documents to be electronically attached to a patient's file.	Y	1
Compliance			
GEN 32	The solution must be ADA compliant per Section 508 of the Rehabilitation Act of 1973.	N	1
GEN 33	The solution must maintain HIPAA regulatory compliance requirements.	Y	1
GEN 34	The solution must be compliant with the *National Fire Incident Reporting System* (NFIRS 5.0) and be capable of submitting NFIRS data to the State of Florida. Compliance must be maintained through the contract term.	Y	1
GEN 35	The solution must be compliant with the *National Emergency Response Information System* (NERIS) and be capable of submitting NERIS data to the State of Florida. Compliance must be maintained through the contract term	Y	1
GEN 36	The solution must be compliant with the National Emergency Medical Services Information System (NEMSIS 3.5) and validated by EMSTARS, Florida's specific prehospital EMS data collection and reporting system.	Y	1

General Requirements (GEN)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
GEN 37	The solution must maintain regulatory compliance with the most current version of NEMSIS (version 3.5 and upward).	Y	1
GEN 38	The solution provider must retain records in compliance with the State of Florida and Federal record-keeping standards including compliance with data retention periods.	Y	1
Comments			
GEN 39	The solution must provide the ability to add comments that are only accessible by authorized internal staff or functional area.	Y	1
GEN 40	The solution must provide the ability to add comments that can be viewed by both applicable internal staff and external customers.	Y	1
GEN 41	The solution must allow standard (canned) comments and free-form comments.	Y	1
GEN 42	The solution must allow authorized personnel to configure standard comments (canned comments).	Y	1
GEN 43	For historical purposes, the solution must provide the ability to track all comments (i.e. running comments). At a minimum the following information must be captured: - Date/timestamp - Personnel profile of each comment's author - Author's credentials (e.g., EMT, paramedic, etc.)	Y	1

4.21 ePCR - Notifications/Alerts

Notifications/Alerts (NTF)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
NTF 1	The solution must provide the ability for authorized users to send administrative notifications/reminders/alerts, system wide.	Y	1
NTF 2	The solution must provide the ability for authorized users to send administrative notifications/reminders/alerts to specific system users and/or system groups (e.g. Quality Assurance and Quality Improvement activities).	Y	1

Notifications/Alerts (NTF)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
NTF 3	The solution must allow authorized users to design real-time rule-based alerts on criteria or thresholds associated with the patient care reports and protocol adherence. Examples: • Airway without EtCO2 • Lack of secondary vital signs after medication administration • When Ketamine is administered, the medical director, and/or Quality Improvement/Quality Assurance personnel must be sent appropriate alerts.	Y	1
NTF 4	The solution must include a hospital alerting feature to notify the receiving facility of incoming patients	Y	1
First Due Comment	First Due Hospital Portal can be used as an arrival board showing patients that are delivered or in route to the selected hospital.		
NTF 5	The solution must allow authorized users to design alerts to include/exclude data.	Y	1
NTF 6	The solution must allow authorized users to share their designed alerts internally or externally.	Y	2
NTF 7	The solution must provide protocol compliance notifications to Quality Management (QM).	Y	2
NTF 8	The solution must provide customizable alerts for previous acts of violence against first responders, registered sex offenders, allergies, and other items of safety for first responders and patients and be able to send these alerts to CAD through an API.	C	1
First Due Comment	First Due supports custom exports and API integrations. An API would be set up during implementation.		
NTF 9	The solution must include Critical Incident identifier options with an ability to: • Alert a Critical Incident Stress management team and • Run quantitative reports on the user of these features Note: The critical incident identifier options must not be included as part of the patient's printed medical record.		1

4.22 ePCR - Quality Management (Assurance & Improvement)

Quality Management (Assurance & Improvement) - QM			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
QM 1	The solution must have robust quality management/assurance/ improvement for ePCR clinical review with predefined documentation protocol, medication, and procedural qualifiers.	Y	1
First Due Comment	First Due has a powerful QA/QI module to review all ePCRs as needed. This process can be setup to assign to specific individuals. Along with a manual review First Due AI tools can assist by reviewing each chart compared to your department protocol and provide feedback letting you focus your review process.		
QM 2	The solution must provide the ability to perform Quality Assurance (QA) and Quality Improvement (QI) activities	Y	1
First Due Comment	We have QA/QI available, and users can be designated to perform those tasks on reports.		
QM 3	The solution must provide the ability for a user to flag an ePCR for quality review.	Y	2
First Due Comment	First Due supports ePCR flagging via workflows. If a record meets the set criteria it could be flagged for follow-up or mandatory reporting. The agency/system administrator can customize QA flags and reasons for additional questions or escalated reviews.		
QM 4	The solution must provide the ability for a user to perform QA review of an ePCR without affecting/delaying the billing process.	Y	1
QM 5	The solution must provide the functionality for supervisors to review complete, or incomplete, ePCRs and return them to their author for addendums or corrections and completion.	Y	1
QM 6	The solution must allow the ePCR author to save and re-open incomplete PCRs for later completion (e.g., Start an ePCR on one device, save it even though it is incomplete, and log into another tablet or Windows-type computer to complete the record).	Y	1
QM 7	The solution must provide the ability to message crews regarding PCRs.	Y	1
QM 8	The solution must provide the functionality to automatically route reports to the appropriate QM reviewer (e.g. cardiac arrests automatically go to reviewer A, whereas stroke alerts automatically go to reviewer B).	Y	1
First Due Comment	First Due has recently released our AI Enhanced QA/QI module which allows for automatic review of all ePCRs against protocols and allow for records meeting certain criteria to be singled out for additional oversight. This enables medical reviewers to manage QA/QI across exponentially more records than they ever have before.		

Quality Management (Assurance & Improvement) - QM			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
QM 9	The solution must allow a user (with appropriate security access) to assign an incident to a reviewer (override the automatic incident assignment).	Y	2
QM 10	The solution must have the functionality to allow for automatic distribution of cases to a group or individual based on any or all of the following criteria: • Day of the week • Shift • Unit type • Crew member For example: On Wednesdays, cases are routed to Crew Member #739 for review.	C	2
QM 11	The solution must be able to run reports to quantify QM comments/ messages.	Y	2

4.23 ePCR - Interfaces

Interfaces (INT)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
INT 1	Resource Management System (RMS) The solution must provide an interface from JFRD's Resource Management System (RMS) or whatever Resource Management System is being used at the time of implementation, to the new ePCR system to provide employee information such as names, locations, and credentials (EMT, paramedic, etc.) to the new ePCR system.	Y/C	1
First Due Comment	First Due's ePCR automatically associates crew members from First Due's Scheduling & Personnel (our RMS) or via integration with a third-party system, so we can ingest employee information, such as names, assignments/locations (e.g., station/unit), and clinical credentials, and keep it available in the ePCR; credential tracking is managed in our Training/LMS, and integrations are supported through an API.		

Interfaces (INT)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
INT 2	CAD The solution must provide a real-time bidirectional interface with the City of Jacksonville's Computer Aided Dispatch (CAD) system (Motorola PremierOne CAD version 4.6 latest release). • CAD to ePCR The solution must: - seamlessly import call information from the current CAD system - parse the data, translate it into a format the ePCR system can recognize, and then - push it out to the mobile devices Note: Field users must be able to "Accept as New", "Accept as Update" or "Cancel" the CAD data. • ePCR to CAD - The solution must provide customizable alerts (such as previous acts of violence against first responders, registered sex offenders, allergies, and other items of safety for first responders and patients) and be able to send these alerts to CAD.	Y/C	1
First Due Comment	First Due integrates with various CAD systems including Motorola PremierOne and can support integration through configurable data interfaces. Our integration processes dispatch data exported from CAD systems via standard interfaces to populate incident records, ePCRs, and response tracking within First Due.		
INT 3	Fire Prevention & Inspection system (FPI) The solution must provide a real-time bidirectional interface between whatever FPI system is being used at the time of implementation and the new ePCR solution. • ePCR to FPI The solution will send FPI the address of the destination • FPI to ePCR - FPI will send ePCR the floor plan of the building (destination) - Picture of the outside of the building at the address provided (to help in locating the address)	Y/C	1
First Due Comment	First Due's inspections and ePCR modules are natively integrated. Should the City use another FPI, we can stand up a real-time bidirectional integration to transmit this data, subject to additional discovery.		

Interfaces (INT)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
INT 4	COJ GIS The solution must provide a real-time bidirectional interface between the City of Jacksonville's GIS and the ePCR solution. • ePCR to GIS ePCR will send address of destination to COJ GIS • GIS to ePCR GIS will send ePCR: - Driving directions to the destination with voiceover - Live traffic update - Street photo of destination structure - Floorplan of destination structure - Zone information	C	1
INT 5	Cardiac Monitor Results – ZOLL X-series and LIFEPAK 35 The solution must provide integration with cardiac monitors (Zoll X-Series and LifePak 35) via Blue Tooth and the ePCR solution. • Cardiac monitors to ePCR Cardiac monitors will send vital signs to ePCR, including but not limited to: - Heart rate - Blood pressure - ETCO2 values - Respiratory rate - SpO2 - SpCO - Temperature - Continuous EKG, SpO2, and ETCO2 waveform data - Interventions/Treatment - Medication data Note: Each rescue unit is equipped with a cardiac monitor. Cardiac monitor results must update the ePCR system.	Y	1
INT 6	NFIRS - National Fire Incident Reporting System The solution must provide an interface to NFIRS so that data can easily be submitted to the State of Florida. Note: NFIRS is a voluntary reporting standard that fire departments use to uniformly report on the full range of their activities.	Y	1
INT 7	EMSTARS - Emergency Medical Services Tracking And Reporting System. The solution must provide an interface to EMSTARS (most current version) to allow for the seamless transmission of patient data from the new ePCR system to the state of Florida's database for research and quality control.	Y	1

Interfaces (INT)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
INT 8	Bio Spatial The solution must provide an interface between the solution and Bio Spatial – so the solution can send data to Bio Spatial. Bio Spatial is a company that uses electronic patient care reports (ePCRs) from Emergency Medical Services (EMS) providers, along with other healthcare data sources, to provide data-driven insights and analytics for various stakeholders, including EMS agencies, hospitals, and the federal government.	Y	1
INT 9	Digitech The solution must provide a bidirectional interface between the ePCR solution and Digitech (or whatever 3rd party billing company is being used at the time of implementation). • ePCR to Digitech ePCR will send Digitech (or whatever 3rd party billing company is being used at the time of implementation) customer/patient billing information for ePCR cases that are ready to be billed • Digitech to ePCR Digitech (or whatever 3rd party billing company is being used at the time of implementation) will send ePCR: • Confirmation of receipt of file/files from ePCR • Insurance file (created by Digitech - or whatever 3rd party billing company is being used at the time of implementation)	Y	1
First Due Comment	First Due has a great working relationship with Digitech and is proud to serve many Digitech billing customers.		
INT 10	Oracle 1Cloud The solution must provide a real-time, bi-directional interface between Oracle 1Cloud and the solution so that the both systems have up-to-date financial data. • ePCR to Oracle 1Cloud • Oracle 1Cloud to ePCR (receive posted patient payments, returned checks, voided invoices, “Insufficient Funds” checks”, etc.)	C	1
First Due Comment	Subject to further discovery.		

Interfaces (INT)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
INT 11	Hospital Portal The solution must provide a real-time bidirectional interface between authorized area hospitals and the ePCR system. • Authorized hospitals to ePCR The solution must allow authorized hospitals access to specific ePCR patient information via the hospital portal to: - Obtain detailed patient information - Update specific ePCR patient information • ePCR to authorized hospitals The solution must generate automatic notification (such as an email) to the applicable hospital when a patient is being transported to that hospital and the patient is “on the way”. [Note: Authorized hospitals can also monitor ePCR via the portal]	C	1
First Due Comment	Subject to further discovery.		

4.24 ePCR - Computer Aided Dispatch system (CAD)

CAD Requirements (CAD)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
CAD 1	The solution must auto-calculate total mileage from dispatch address to receiving facility (hospital) for each PCR from which the patient was transported. Note: To calculate, the CAD's lat/long of the dispatch address and the lat/long of the receiving facility are used.	Y	1
CAD 2	The above (CAD 1) must be autocorrected if the ePCR is corrected due to incorrect CAD Address data input.	Y	1
CAD 3	The solution must allow the EMT/Paramedic to manually overwrite time stamps that CAD automatically provides.	Y	1
CAD 4	For reporting and billing purposes, the solution must automatically detect/identify and reconcile duplicate patient records. It must: a) Identify any PCR submitted with inconsistent CAD data and correct that data. Data to be corrected: stamps except the patient time, the dispatched address, city section, state, and zip code based on CAD b) Flag calls that need manual reconciliation due to incorrect incident numbers and the inability to match CAD. This "back-end" record reconciliation to CAD will aid in ensuring accurate times and incident numbers.	N	1
CAD 5	The solution must include the ability to ensure finalized PCR data matches CAD dispatch data (e.g., CAD Reconciliation Report).	C	1
CAD 6	The solution must track all CAD files that did and did not result in a patient transport.	Y	1
CAD 7	The solution must prevent the deletion of any CAD file links. All files must have an outcome (i.e., patient assist, no patient found, cancelled in route, administration, testing system, etc.).	Y	1

4.25 ePCR - Accounting/Billing

Accounting/Billing (ACC)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
ACC 1	The solution must provide the ability to automatically send a file to Digitech (or whatever 3rd party billing company is being used at the time of implementation) containing all ePCR cases that are ready to be billed. See *Interfaces* section.	Y	1
First Due Comment	First Due works with Digitech in other fire departments and is very familiar with their needs to ensure a seamless transition to a new ePCR.		
ACC 2	The solution must provide the ability to capture guarantor data for minor patients.	Y	1
ACC 3	The solution must support related accounts such as guarantor and/or beneficiaries		1
ACC 4	The solution must automatically flag missing signatures on Medicare-aged patients.	Y	1
ACC 5	The solution must support Lifetime signatures by account (signature retention).	N	1
ACC 6	The solution must have the ability to flag Medical Identity Theft.		1
ACC 7	The solution must provide a “financial notes” section so authorized personnel can record information for the JFRD financial team.	N	1
First Due Comment	All patient financial information would be maintained by Digitech and not First Due. First Due is not providing medical billing.		
ACC 8	The solution must provide the ability to flag an incident as a Moving Vehicle Accident (MVA).	Y	1
ACC 9	The solution must provide the ability for authorized personnel to record COJ-JFRD worker’s compensation injuries.	Y	1
ACC 10	The solution must provide the ability to flag an incident as a potential liability claim (e.g. Worker’s Comp, slip & fall, etc.).	Y	1
First Due Comment	The fields above are standard in the NEMSIS dataset and can be easily collected when completing an ePCR.		
ACC 11	The solution must provide the ability for authorized personnel to add and/or assign an indicator identifying more than one patient in the incident.	Y	1

Accounting/Billing (ACC)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
ACC 12	The solution must provide the functionality to receive the following from COJ's Oracle 1Cloud system and update the solution appropriately: • Posted patient payments • Returned checks • Voided invoices • "Insufficient Funds" checks	C	1
First Due Comment	Subject to further discovery.		
ACC 13	The solution must capture Automated Clearing House (ACH) transactions when received.	Y	1
ACC 14	The solution should track and report delinquent and unpaid accounts.	Y	1
First Due Comment	First Due can track this on payments dealing with Fire Prevention.		
ACC 15	The solution should track and report expected/budgeted revenue and actual revenue collected.	N	1

4.26 ePCR - Hospital Access Portal

Hospital Access Portal (POR)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
POR 1	The solution must provide a Hospital Access Portal to allow authorized hospitals to remotely access patient care reports.	Y	1
POR 2	The solution must allow authorized hospital users to log in and download PCR's after permission has been granted by JFRD Rescue. The hospital must only be able to see or access PCRs on which they are identified as the receiving facility.	Y	1
POR 3	The solution must provide a functional method for electronically providing patient care reports to receiving facilities.	Y	1
POR 4	The solution must allow Hospital Emergency Departments and other agencies, as determined by JFRD, to have limited access to: • view and print ePCRs and reports using web-based applications • attach documents, images, and notes in a wide variety of file formats to the patient's record These abilities must not require installing any client software on computers accessing ePCRs.	Y	1

Hospital Access Portal (POR)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
First Due Comment	Hospital personnel can only access patients that were delivered to their facility. Users can see and print the patient care report in a PDF with all attachments. Because First Due is a cloud system there is no software for the receiving facilities to install.		

4.27 ePCR - Search & Query

ePCR Search & Query – Requirements (SQ)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
SQ 1	The solution must provide a set of standard (canned) queries and reports that are common to EMS and fire services.	Y	1
First Due Comment	First Due has many canned or packaged reports. All FDR or First Due Reports can be cloned so that customers can customize the query to meet their needs.		
SQ 2	The solution must provide the ability to generate user-customized reports referencing data fields in the PCR. This feature should also include the ability to generate reports using Boolean operators and if/then statements.	Y	1
First Due Comment	First Due has a robust Ad Hoc reporting tool that can be used to generate tabular or summary reports.		

4.28 Search & Query - Generic

Generic Search & Query – Requirements (SQ)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
SQ 1	The solution must provide the ability for users to search and/or query all fields in the system.	Y	1
First Due Comment	The Ad Hoc report writer in First Due has access to all fields including custom fields.		
SQ 2	The solution must have the ability to provide the number of records searched and the number of records returned from a query.	Y	1
SQ 3	The solution must allow the extraction of search/query results into multiple formats including Word, Excel, PDF, etc.	Y	1
SQ 4	The solution must allow the user to save and/or archive searches or queries for future use.	Y	1

Generic Search & Query – Requirements (SQ)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
SQ 5	The solution must provide the ability for authorized users to search and view system data and export the search results to a spreadsheet.	Y	1
SQ 6	The solution must provide the ability for authorized users to print search result lists.	Y	1
First Due Comment	The report would need to be exported to PDF or CSV before printing.		
SQ 7	The solution must allow search result lists to be sorted by column(s). For example, date fields could be sorted in ascending or descending order.	Y	1
SQ 8	The solution must not require the search functionality to be case sensitive.	Y	1
SQ 9	The solution must allow the user to subset a completed search and re-search the subset.	Y	1
SQ 10	The solution must have the ability to search by: • keyword • part of a keyword • exact word	Y	1
	First Due allows the user to determine the criteria used for a search. Depending on the field type the use can use contains, does not contain, is, in list, not in list to name a few operator examples.		
SQ 11	The solution must provide functionality that allows wildcard searches on all key data fields. This enables searches on partial field information.	Y	1
SQ 12	The solution must allow the user to type in a single character or a string of characters, within any field that has a drop down table, and the system will place the cursor at that alphabetic location within the table. (e.g., in a drop-down list of states, the user types “Wa” and is taken directly to Washington). Note: Sometimes this is referred to as autocomplete typing.	Y	2
SQ 13	The solution must provide functionality that allows users to search by “Soundex’ (Example: Smyth versus Smith).	N	2
SQ 14	The solution must provide functionality that allows the user to query on any field and for any data set that has been entered into the system, including comments.	Y	1
First Due Comment	All data collected within First Due is available through the report writer.		
SQ 15	The solution must provide the ability to configure data queries using key data elements maintained within the system.	Y	1

Generic Search & Query – Requirements (SQ)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
SQ 16	The solution must provide a set of standard (canned) queries.	Y	1
First Due Comment	First Due provides comprehensive, ad-hoc reporting across all data in the platform. Because reports draw from a unified database, information stays consistent across modules with no redundant entry. Agencies can build and customize reports and dashboards for key metrics and KPIs, **leverage pre-built templates** for incidents, compliance, and training, and use an ad-hoc drag-and-drop builder when they need something bespoke. Reports can be scheduled for automatic distribution and exported in PDF, Excel, or CSV for easy sharing, including delivery via scheduled email.		
SQ 17	The solution must provide security functionality to control which users can perform queries.	Y	1
First Due Comment	All modules in the system are controlled by Roles and Permissions. System Administrators can determine which users will have ability to perform queries on the data.		
SQ 18	The solution must provide functionality to display the total number of records found in a query result set.	Y	1
SQ 19	In a query result set, the solution must provide the following pagination properties: • Number of records found • Number of pages found • A way to get to the: - first page - last page - next page - previous page	Y	2
SQ 20	The solution must allow the user to execute a query interactively or to schedule the query.	Y	1
First Due Comment	Users can generate reports as needed within First Due or set them on a schedule. Users may have data that is needed daily or monthly. This can be setup to run and only send results if data is available or has changed since the last scheduled report was triggered.		
SQ 21	The solution must allow users to search by data field(s), select the information to be displayed and produce a report in a specific layout.	Y	1
SQ 22	Query writing must be intuitive, robust and user friendly so that a lay user can mine data and build queries.	Y	1

Generic Search & Query – Requirements (SQ)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
SQ 23	The solution must support the use of comparative arguments and/or Boolean operators in queries such as: • Include • Exclude • AND • OR • Equal To • Greater Than, Greater Than or Equal To • Less Than, Less Than or Equal To	Y	1
SQ 24	The solution must allow query data to be displayed in graphical format.	Y	2
SQ 25	The solution must provide reporting (querying) capability so that users can obtain metrics and statistical information. Example: Query all incidents in which Fentanyl was administered.	Y	1
SQ 26	The solution must allow the user the option of calculating averages, grand totals, sub totals and printing detailed statistical data or totals only.	Y	1
SQ 27	The solution must allow the user to filter and/or sort all report data.	Y	1
SQ 28	The solution must allow the user to make inquiries into the system and display the results on screen and/or print them. This includes pre-formatted reports and ad hoc reports.	Y	1

4.29 Reporting – Generic

Generic Reporting – Requirements (REP)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
RPT 1	The solution must provide ad hoc and canned reporting capabilities.	Y	1
RPT 2	The solution must provide the ability to print reports.	Y	1
RPT 3	The solution must provide the ability to configure ad-hoc reports using key data elements maintained within the solution.	Y	1
RPT 4	The solution must provide the ability to export report and search results with the ability to distribute in various formats (e.g. pdf, xlsx, csv, etc.).	Y	1
RPT 5	The solution must allow users to easily create charts and graphs from data captured in the system.	Y	1
RPT 6	The solution must allow the user to easily create summary reports, charts and graphs.	Y	1

Generic Reporting – Requirements (REP)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
RPT 7	The solution must provide the ability to report on key data elements in the system and provide drill down capabilities.	Y	1
RPT 8	The solution must enable the user to tailor "standard reports". Examples of tailoring a report include, but are not limited to, the following: • Specifying sort or filter criteria • Adding or removing columns • Providing an option to print details & summaries • Providing an option to save for reuse	Y	1
First Due Comment	First Due allows all "standard reports" to be cloned so users can modify as needed creating new report to meet the departments needs.		
RPT 9	The solution must provide the ability for the user to perform trend analysis.	Y	2
RPT 10	The solution must provide the ability to review/research trending. Examples: • Length of time required to perform a daycare inspection. • Increased number of drug overdoses.	Y	2
RPT 11	The solution must allow users to create reports to identify all the changes and deletions made (audit trail).	Y	1
First Due Comment	Subject to further discovery.		
RPT 12	The solution must allow users to create reports that are currently produced and required.	Y	1
First Due Comment	First Due works with customers every day to make sure their data retrieval needs are met. During implementation First Due will look at the current reports being run to determine what if any changes need to be implemented.		
RPT 13	The solution must provide the ability for authorized users to view and print invoices for mailing to customers.	Y	1
RPT 14	The solution must provide intuitive and robust reporting capabilities.	Y	1
RPT 15	The solution must provide a set of standard (canned) queries and reports.	Y	1
RPT 16	The solution must allow users to search by data field(s), select the information to be displayed and produce a report in a specific layout.	Y	1
RPT 17	The solution must provide reporting scalability options including the ability to filter report results.	Y	1

Generic Reporting – Requirements (REP)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
RPT 18	The solution must allow users to report on any data within the system including data entered into user-defined fields. All data must be retained and accessible for reporting.	Y	1
RPT 19	The solution must provide the functionality to export all report results to Excel.	Y	1
RPT 20	The solution must provide the ability to create custom reports that can be exported, saved, and reused.	Y	1
RPT 21	The solution must allow the user to: a) Create user defined reports b) Design the appearance of their reports. This includes: • Page Headings (inclusive of graphics/logos) • Column Headings • Column Widths • Page Numbering • Footers • Sorting within a report • Totaling and Sub-Totaling • Variable font margins, lines per page, page width • Print to screen, print to printer, file, email or PDF, or multiple listed options • Printed reports should show the report criteria entered: e.g., dates, ranges, values c) Allow reports to be displayed on screen before printing	C	1
RPT 22	The solution must allow the user to adjust report font size and appearance.	C	1
RPT 23	The solution must allow users to create and save reports in draft status.	Y	1
RPT 24	The solution must allow reports to be saved in common file formats that can be sent electronically and easily read on most personal computers.	Y	1
RPT 25	The solution must allow printing of any report to any printer selected on the network (system configurable).	Y	1
RPT 26	The solution must provide the ability to save and print a system-generated document and the ability to reprint it with its original values.	Y	1
RPT 27	The solution must allow authorized users to easily and quickly print reports or screens with minimal actions by the user (i.e. one or two mouse clicks).	Y	1
RPT 28	The solution must provide the ability for designated users to view and/or print reports.	Y	1

Generic Reporting – Requirements (REP)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
RPT 29	The solution must provide a variety of pre-built, canned, and customizable system reports that are integrated into the solution and do not require the City to use a third-party application to generate.	Y	1
RPT 30	The solution must allow the user, with appropriate security access, to easily create ad hoc reports.	Y	1
RPT 31	The solution must support ad hoc reporting capability so that authorized users can develop, as well as edit existing reports through an intuitive user interface requiring limited knowledge of SQL (Sequel).	Y	1
First Due Comment	First Due does not require and knowledge of SQL to generate Ad Hoc reports. The simple user interface walks the user through the process of designing reports.		
RPT 32	The solution must provide a fast and easy way to replicate original reports when necessary.	Y	1
RPT 33	The solution must provide the ability to schedule report generation by day, day and time, day of week or intervals.	Y	1
RPT 34	The solution must provide the functionality for users to generate and publish monthly project statistics (progress to-date) reports.	Y	1
RPT 35	The solution must provide the ability to publish daily, weekly, and monthly status reports.	Y	1
RPT 36	The solution must allow users to identify fields that contain confidential information.	C	1
First Due Comment	Subject to further discovery to understand how users define this.		
RPT 37	The solution must provide functionality that allows the user to easily and quickly redact information via field value and/or “hot’ or ‘buzzword” lists. Note: This is useful in fulfilling public records requests.	Y	1
RPT 38	The solution must allow authorized users to email reports directly from the system.	Y	1
	Any report in First Due that has been scheduled will automatically be emailed without intervention from an end user.		
RPT 39	The solution must have the ability to schedule and email reports.	Y	1
RPT 40	The solution must provide “mobile friendly” reports (reports that can be easily updated in the field on a tablet or other mobile device).	Y	1
RPT 41	The solution must create an audit trail report for all system transactions.	Y	1

Generic Reporting – Requirements (REP)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
RPT 42	The solution must provide summarized and detailed reports on user system access (for audit trail, security, etc.)	Y	1
RPT 43	The solution must provide reporting scalability options including the ability to filter report results on any data field.	Y	1
RPT 44	The solution must provide the functionality to trigger required forms, based on data entry and business rules.	Y	1
Dashboards			
RPT 45	The solution must provide dashboards for “at-a-glance” statistics.	Y	1
First Due Comment	First Due’s advanced analytics let users turn data into insight with real-time processing, built-in reporting, and configurable dashboards and visualizations. Teams can explore patterns with tools like heatmaps to monitor incident types, outcomes, and call volume across their response area, and create dashboards that relate prevention activities to incident outcomes for better decision-making. The platform also integrates with third-party systems and works with external analytics tools such as Power BI and Tableau to extend visualization and reporting options.		
RPT 46	The solution must provide user configurable, customizable analytic dashboards to share live data with field users, command, and executive staff.	Y	1
RPT 47	The solution must allow the system administrator to: • Create system dashboards that allow users to view relevant data at a glance • Grant dashboard access based on user role	Y	1
RPT 48	The solution must allow users to create additional dashboards (user-configurable) that allow users to easily view relevant data.	Y	1
Report Templates			
RPT 49	The solution must provide the ability to create and maintain form/document templates for internal use and supplemental customer support.	Y	1
RPT 50	The solution must provide the ability to create and maintain form/document templates for system generated notifications such as emails and letters to internal users and external (customers) users.	Y	1

4.30 Security

Security – Requirements (SEC)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
SEC 1	The solution must have the technical capabilities to enable comprehensive audits by authorized agents of the City to ensure compliance with security as well as confidentiality requirements.	Y	1
First Due Comment	First Due is SOC 2 Type 2 compliant.		
SEC 2	The solution must adhere to industry standard encryption standards and must be configurable to change as encryption standards change.	Y	1
First Due Comment	All First Due data is encrypted in transit using TLS 1.3 and at rest using AES-256.		
SEC 3	The service provider must provide notification of upgrades and patches and the City must be given the choice to defer them based on impact and affected system functionality.	Y	1
SEC 4	The solution must provide appropriate data access, to enable compliance to agents of the City administering an audit process of the data collected.	Y	1
SEC 5	The solution provider must provide proof of the application source code and/or access to data as defined by the City's IT department during negotiation.	Y	1
SEC 6	For Hosted and SaaS solutions, the solution provider must disclose all custodians who will have access to data (external roles).	Y	1
SEC 7	If applicable, the solution must maintain regulatory compliance requirements pertaining to and defined in the HIPAA, SOX laws, GLBA, and PCI-DSS library.	Y	1
SEC 8	The solution must time-out or suspend users after being idle for a specified time. The user must then re-enter their password before continuing.	Y	1
SEC 9	The solution must provide the ability to define system level of access depending on user role.	Y	1
SEC 10	The solution must restrict viewing of information based on the permissions granted to the user's assigned role.	Y	1
SEC 11	The solution must allow the administrator to set security permissions that apply to all groups within a specified group (e.g., department).	Y	1
SEC 12	The solution must provide the ability to have *auto* sign on for each internal user utilizing Azure Active Directory.	Y	1

Security – Requirements (SEC)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
SEC 13	The solution provider must provide the ability to assign City system administrators by functional areas as well as privileged administrators with access to all functional areas.	Y	1
SEC 14	The solution provider must provide security for confidential or sensitive data contained in the software environments by encrypting system-identified sensitive data. Example: Personally Identifiable Information (PII)	Y	1
First Due Comment	Customer data is protected in a closed account ecosystem down to the user and role level. Audit logs for user access and activities are kept and workflow can be generated to alert a customer of potential suspicious access to data. No access is provided without user credentials. All transmissions within the First Due platform utilize a secure HTTP connection (HTTPS) and TLS certificates to mitigate malicious activity and ensure users can trust First Due web domains. All First Due data is encrypted in transit and at rest using Transport Layer Security (TLS) and Forward Secrecy (FS) using AES.		
Infrastructure Protection and Regulatory Compliance Requirements			
SEC 15	All City data must continuously reside within the continental US. The solution provider will disclose the locations (city and state) where data centers, housing the City's data are located, including disaster-recovery and mirror sites.	Y	1
SEC 16	The solution must protect the City's data from unauthorized access. The solution will, at a minimum, comply with the following security and privacy requirements and standards, and maintain compliance as future versions of these regulations evolve over time: • Homeland Security Presidential Directive (HSPD-12) Common Identification Standard, August 27, 2004, where applicable • FIPS PUB 200, Minimum Security Requirements for Federal Information and Information Systems • NIST Special Pub. 800 (as applicable) • Privacy Act of 1975 (5 U.S.C. Sec. 552a) • Guidance from CMS including MITA Framework 2.0 and Harmonized Security and Privacy Framework	Y	1
First Due Comment	First Due will comply with all applicable laws and regulations.		
SEC 17	The solution provider shall ensure that a system in a failed state does not reveal any sensitive information or leave any access controls open for attacks.	Y	1
Hosted Solution Requirements			
SEC 18	If data is hosted on multiple servers (data at rest), data exchanges between and among servers must be encrypted.	Y	1

Security – Requirements (SEC)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
SEC 19	Compliance is required with AICPA reports or its successor. Annually the solution provider must provide a copy of an independent auditor's report on compliance with the standards set forth in AICPA reports or its successor. Failure to provide the report or to show material compliance will be considered a breach of contract.	N	1
SEC 20	The solution provider must maintain a secure hosting environment providing all necessary hardware, software, and Internet bandwidth to manage the application and support users with permission based logins.	Y	1
SEC 21	The solution provider must provide all subscription and licensing requirements, to support Production and Non-Production environments, including but not limited to estimated user quantity, up-front cost, and ongoing support fees for a minimum of two environments (Production/Non-Production).	Y	1
SEC 22	Hosting Services must be provided on a network offering adequate performance to meet the business requirements. Adequate performance is defined as 99.99% uptime, exclusive of the regularly scheduled maintenance window.	Y	1
SEC 23	The solution must provide Single Sign-On (SSO) authentication for internal user logins utilizing Azure Active Directory.	Y	1
SEC 24	All components of the infrastructure must be reviewed and tested to ensure they protect the applicable hardware, software, and its related data assets. Tests must focus on the technical, administrative, and physical security controls that have been designed into the system architecture in order to provide confidentiality, integrity, and availability.	Y	1
SEC 25	The solution provider must be solely responsible for any costs and liability associated with any breach at the location.	Y	1
SEC 26	The solution provider must authorize the City's IT and Security to perform scheduled and random security audits, including vulnerability assessments of the Solution provider's system infrastructure and/or the application upon request.	Y	1
First Due Comment	First Due clients are able to perform vulnerability scans/penetration tests against a comparable environment to our production environment, but not directly on our production environment.		
SEC 27	The solution provider must describe the fire detection and suppression system, physical security of and infrastructure security of the proposed hosting facility. The environmental support equipment of the solution provider website hosting facility (power conditioning, HVAC, UPS, and generator) must be acceptable to the City's IT and Security.	Y	1

Security – Requirements (SEC)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
First Due Comment	AWS data centers are industry leaders in physical security. From site selection to on-premises security practices, Amazon invests heavily in strategies to plan for and mitigate potential threats. They are world-class leaders in designing, implementing, and testing controls to ensure systems, technology, and people are protected from malicious actions. As First Due customers, your data is protected at this exceptional level. To read more on Amazon's physical access procedures, please visit: https://aws.amazon.com/compliance/data-center/controls/.		
SEC 28	The solution provider must agree and adhere to the City's IT requirements for upgrade and software patch implementations that would impact the integrated systems. These requirements include a method of deployment, required notifications and other interactions with the City's IT services to be defined during negotiation. The Solution provider must obtain designated City administrator approval if upgrades have any impact on the current integrated system.	Y	1
SaaS Solution Requirements			
SEC 29	The solution provider must ensure data center personnel (employees, subcontractors, and agents) comply with the requirements of this document and any additional requirements within the contract.	Y	1
First Due Comment	It is our current understanding that AWS' data center personnel will meet these requirements. First Due does not provide data center personnel. First Due is hosted on AWS.		
SEC 30	The solution provider must facilitate the City's assessment of the contractor's continued maintenance of certifications (e.g., data center certification, AICPA reports, and ISO 27001 Information Security Management Systems) and compliance with associated practices. The contractor must provide, at no charge to the City, the most recent third-party Service Organization Control (SOC) Type 2 audit reports as well as any reports of audits conducted during the term of the contract.	Y	1
SEC 31	The contractor must provide the installation, technical support, and access to the software, third-party software, and all other development tools and software expected for the project.	N	1
SEC 32	The solution provider must provide availability of and access to the required instances within the timelines identified in the approved implementation work plan.	Y	1
SEC 33	The solution provider must notify a designated City employee within a designated period of time after an unplanned outage and give an estimated recovery time and periodic status updates until the recovery is complete.	Y	1
SEC 34	The solution provider must notify and coordinate all solution maintenance downtime with a City Project Manager to minimize the impact of downtime windows on project activities.	Y	1

Security – Requirements (SEC)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
SEC 35	The solution provider must provide capacity management, which refers to the planning and control of all systems and support components (e.g., CPU, memory, disk space, tape, network bandwidth, electrical and HVAC) to ensure sufficient infrastructure resources to satisfy the City's system and application requirements.	N	1
First Due Comment	First Due provides a SaaS solution. Capacity management of hardware components would be provided by the City.		
SEC 36	The solution provider must provide security for the software environments consistent with the security requirements established by the City.	Y	1
SEC 37	The solution provider must perform User Authentication for both internal and external users.	Y	1
SEC 38	The solution provider must create audit logs to track changes to existing records.	Y	1
SEC 39	The solution provider must provide environment resiliency for failover of the environment to maintain high availability. Examples: Failed component or server.	Y	1
SEC 40	The solution provider must comply with the City's Business Continuity Planning/Disaster Recovery Requirements which delineate the following: • A Recovery Point Objective (RPO) of 30 minutes or less • A Maximum Tolerable Downtime (MTD) of 24 hours or less	N	1
	First Due has a 99.9% uptime SLA, 24-hour RTO (Recovery Time Objective), 24-hour RPO (Recovery Point Objective), and documented disaster recovery procedures tested at least annually.		
SEC 41	The solution provider must provide and employ system availability monitoring tools with results provided to the City on a weekly basis.	N	1
SEC 42	The solution must provide the ability to export a copy of the full system's database in a non-proprietary format with the option of the associated table schema.	N	1
SEC 43	The solution provider must obtain designated City administrator approval if upgrades have any impact to the current integrated system.	N	1
Incident Response Requirements			
SEC 44	The solution provider must maintain an updated cybersecurity incident response plan that they exercise regularly to ensure preparedness and effective handling of any incidents.	Y	1

Security – Requirements (SEC)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
SEC 45	The solution provider must notify designated City cybersecurity contacts of a suspected cybersecurity incident affecting the City' services or date within 24 hours of detection.		1

Security – Requirements (SEC)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
SEC 46	The solution provider will integrate technical and business resources into the City's incident response team for any cybersecurity incident involving the provider's solution.	N	1

4.31 Technical

Technical – Requirements (TEC)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
TEC 1	The solution must support the latest two versions of web browsers, including but not limited to Firefox, Safari, Microsoft Edge, Chrome, etc.	Y	1
TEC 2	The solution must be compatible with MS Office 365.	Y	1
TEC 3	The solution must provide the ability to support real time and batch update processing.	Y	1
TEC 4	The solution must provide the ability to prohibit record deletions.	Y	1
TEC 5	The solution must provide the ability to run multiple environments (e.g., development/configuration, system testing, training/quality assurance, and production).	Y	1
TEC 6	The solution must provide the ability to perform bi-directional interfacing with third-party applications and legacy systems. Describe your approach to bidirectional interfaces.	Y	1
First Due Comment	First Due has a tremendous amount of experience migrating data and information from several platforms. We frequently interface with data sources such as the assessor's office or building department for property data. First Due has a flexible API and multiple integration methods to push and pull data to/from any system. 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. One of several mechanisms we use to integrate is: XML/JSON/CSV	Y	

Technical – Requirements (TEC)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
	connectors to push or pull data via SFTP. First Due will use this, or another method, to integrate with your licensing files as needed.		
TEC 7	The solution provider must work with the City to convert and migrate required data from existing systems into the solution.	Y	1
First Due Comment	First Due is dedicated to migration of customer data and will work with city stakeholders		
TEC 8	The solution must be fully supported by the vendor, including software updates, patches, and maintenance.	Y	1
TEC 9	The vendor must define all hardware, software, and networking requirements.	Y	1
First Due Comment	First Due would be pleased to work with the City of Jacksonville to define these requirements.		
TEC 10	The vendor must be able to provide a sandbox demonstration of their product in order to exhibit how the system will operate as well as provide a rigorous user-testing environment.	Y	1
TEC 11	The solution must allow one or more users to view the same record simultaneously.	Y	1
TEC 12	The solution must provide transaction logging (i.e., audit trails).	Y	1
TEC 13	The solution must provide the ability to view the entire history of data captured even if it has been archived.	Y	1
TEC 14	The solution must provide the ability to clone data from one database to another database.	Y	1
TEC 15	The solution must provide the ability to clone configuration settings from one environment to another (i.e., production to training, etc.).	Y	1
TEC 16	The solution must provide the ability to perform bi-directional data flow with the City's legacy systems.	C	1
TEC 17	All user interfaces and other deliverables in the solution must provide accessibility features in accordance with Section 508 of the Rehabilitation Act of 1973. Complete technical descriptions are provided on the following site: http://www.section508.gov.	N	1
First Due Comment	First Due is awaiting the results of a VPAT, however, at the time of this response, we are not compliant. We are working towards compliancy.		

Technical – Requirements (TEC)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
TEC 18	The solution must contain a completely web-based portal, with the capability to set multiple levels of system access based on assigned role in the system. Example: Read-Only to view selected reports without the rights to edit.	Y	1
TEC 19	There shall be no application software that requires installation on the workstation; this includes help files, executables, or database software. The system must be accessible purely from a web browser. This provision provides an exception for browser “plug-ins”.	Y	1
TEC 20	The vendor must identify the APIs that are currently supported.	Y	1
First Due Comment	Please visit developer.firstdue.com.		
TEC 21	The solution must provide real-time, bidirectional messaging with logging error messaging capabilities.	Y	1
First Due Comment	Subject to additional information/clarification to understand which module needs to offer this functionality.		

4.32 Performance & Business Continuity

Performance & Business Continuity (PBC)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
PBC 1	Describe your company’s approach to ensuring required availability and how it incorporates fault tolerance and failover.	Y	1
First Due Comment	Our backup infrastructure is designed to ensure continuous data availability and rapid recovery capabilities. PostgreSQL databases are automatically backed up using Barman, which performs regular scheduled backups stored on encrypted volumes. These backups provide point-in-time recovery capabilities for up to one week, allowing restoration to any specific transaction or moment within that timeframe. To maximize availability and redundancy, backups are maintained in multiple locations. Primary backups reside within Barman on encrypted volumes, while additional encrypted copies are stored in secure S3 storage distributed across multiple AWS regions. This multi-region approach protects against regional outages and ensures backup accessibility even in disaster scenarios. The restore process is designed for rapid recovery from various failure scenarios. Standard restoration uses Barman's point-in-time recovery capabilities, supported by detailed documentation and scripts that outline the restoration procedures. In the event that the Barman service itself becomes unavailable, binary backup recovery provides an alternative restoration path, ensuring data can be		

Performance & Business Continuity (PBC)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
	recovered even if the primary backup system fails. Beyond backup-based recovery, the infrastructure maintains real-time availability through PostgreSQL streaming replication. Primary and standby database instances are configured across different AWS availability zones, providing both high availability and immediate failover capabilities. This replication architecture ensures that data remains continuously accessible even during infrastructure failures, with minimal disruption to service availability.		
PBC 2	Provide a copy of your proposed Service Level Agreement (SLA), specifically referencing planned outage windows.	Y	1
First Due Comment	Provided in Appendix A. We are open to discussing specific requirements regarding planned outage windows with COJ further.		
PBC 3	Describe expected solution response time, and your ability to make that part of the SLA to ensure the users experience a fast and responsive solution.	Y	1
First Due Comment	Once a support request or ticket is received, First Due triages items based on the urgency of the ticket and its requirements. Items are marked as Mission Critical, Critical and Non-Critical. Mission Critical items are viewed as issues that impact our client's ability to respond to an emergency and are system critical. Response to these issues is swift, with support responding within 60 minutes time and providing updates every 4 hours. Resolutions are provided within 24 hours' time. Critical items, where the software is not down but aspects of the software are not operating as normal, are acknowledged within 1-2 hours of receipt and updated or resolved within 48 hours. Non-critical problems are typically lower-level user issues such as Password resets, and other account-based questions. These are typically responded to within 4-5 hours and resolved within 2-3 days. These requirements for response-time and how items are identified are covered in the SLA we sign with all customers. Our goal is to make sure this system is clear to all of our clients, and they can easily reference the language in their contract at any time.		
PBC 4	Provide statistics on aggregate up time over the last 12 months and provide the method of calculation.	Y	1
First Due Comment	First Due's standard uptime guarantee is 99.95%.		
PBC 5	Provide statistics on the number of outages and the duration of outages over the last 12 months. Provide the method of calculation.	Y	1
First Due Comment	First Due's standard uptime guarantee is 99.95%.		

Performance & Business Continuity (PBC)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
PBC 6	Describe your ability to produce outage reports that includes the level of impact to the user base.	Y	1
First Due Comment	First Due's standard uptime guarantee is 99.95%. First Due is open to discussing the provision of outage reports with COJ further.		
PBC 7	The solution provider must notify City of Jacksonville (COJ) administrators of planned outages at least one week in advance (within the negotiated service level agreements).	Y	1
First Due Comment	First Due will provide OCJ with outage notifications according to mutually agreed SLAs.		
PBC 8	The solution provider must notify City of Jacksonville (COJ) administrators within a designated period of time after an unplanned outage and give an estimated recovery time and periodic status updates until the recovery is complete.	Y	1
PBC 9	Locally hosted solutions must agree and adhere to the City's IT requirements for upgrade and software patch implementations. These requirements include method of deployment, required notifications and other interactions with the City's IT services to be defined during negotiation.	N	1
First Due Comment	N/A as First Due is not locally hosted.		
PBC 10	Describe your disaster recovery plan and your process for ensuring business continuity.	Y	1
First Due Comment	First Due maintains a Disaster Recovery Plan in line with SOC 2 Type 2 requirements.		
PBC 11	Describe your solution upgrade approach and its impact to the user base. Examples: a) Are we able to test solution updates prior to moving to production? b) Are we able to "opt out" of solution updates?	Y	1
First Due Comment	Upgrades and ongoing maintenance are supported through your standard software subscription with First Due. We deliver regular updates as part of our software development cadence, with significant updates occurring multiple times a month. First Due tests all updates and upgrades prior to release. These updates of the modules under contract are included as part of our Software as a Service (SaaS) agreement. You 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		

Performance & Business Continuity (PBC)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
	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 on the log-in screen. For app-based features, updates are available in the App store as needed.		
PBC 12	Describe your key performance indicators (KPI). Explain the frequency of your KPI reporting to the City.	Y	1
First Due Comment	First Due collects reports and satisfaction surveys regularly to track customer satisfaction. This includes NPS scores and regular reviews with Client Success.		
PBC 13	The solution must provide full and incremental backup capability or industry-acceptable methodology from within the solution. This includes all data, attachments, and system settings.	Y	1
PBC 14	Define your: • Approach to data backup and recovery • Strategy to ensure the security and integrity of the data collected • Alternative site strategies (i.e., cold, warm, hot, cloud)		1

4.33 Exit Strategy

Exit Strategy (EX)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
EX 1	Describe your transition approach when service with your company ends.	Y	1
	Data exports of the entirety of the client's data are provided to customers, typically via tables [i.e. Excel-type document(s)] when customers terminate their contracts. Customers may also extract their data via reporting tools.		
EX 2	The solution provider must return to the City any City data in the solution or under the protection of the solution provider (under its care, custody and control) upon notice by the City in a City-specified format.	Y	1
EX 3	Explain how the City's data would be removed from your service and transferred to the City or a third-party service and in what format.	Y	1
	Data will **always** be provided to the customer at the end of contract and will be deleted from First Due's servers after the customer has confirmed receipt. All data can be exported as .xlsx, .PDF or .CSV files.		

Exit Strategy (EX)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
EX 4	Differentiate between the responsibilities of the service provider and the responsibilities of the City during the exit process.	Y	1
EX 5	The solution provider must prepare (at no cost to the City) an Exit Plan and Service Transfer Plan and must submit it to the City for approval. Note: Please describe the details of the Exit Plan and the Service Transfer Plan.	Y/C	1
First Due Comment	Subject to further discussion and mutual agreement.		
EX 6	The solution provider must review and revise the Exit Plan and the Service Transfer Plan to account for changing technologies and any changes to the scope or nature of the services at no additional costs to the City.	Y/C	1
First Due Comment	Subject to further discussion and mutual agreement.		
EX 7	Affirm that no cost will be incurred by the City of Jacksonville upon exit.	Y	1

4.34 Testing & Acceptance

Testing & Acceptance (TST)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
TST 1	The solution provider must designate a Quality Assurance (QA) Team to work in collaboration with the City's Quality Assurance Team.	Y	1
First Due Comment	First Due's implementation team will work with COJ's QA team during UAT.		
TST 2	The solution provider must explain the overall approach as well as developing a Master Test Strategy and identifying the quality control measures and practices that will be implemented to ensure rigorous testing prior to implementation per City specifications.	Y	1
First Due Comment	Your department's participation is critical to successful implementation. Our UAT process includes: • **Test Script Development**: Collaboration with your team to create relevant test scenarios • **Standardized Testing Templates**: Provision of reference templates for comprehensive solution validation		

Testing & Acceptance (TST)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
	• **UAT Workshops**: Guided testing sessions with department personnel across all user roles • **Feedback Collection**: Structured process for gathering and implementing user feedback • **Defect Resolution**: Clear tracking and resolution process for any identified issues • **Final Acceptance**: Formal sign-off procedure validating system readiness During the Optimization phase, our team works closely with your stakeholders to review testing outcomes and fine-tune the system configuration to ensure all agency-specific requirements are met before final deployment.		
TST 3	The solution provider must execute the following tests using an industry standard software development and testing methodology: • Unit (Configurations) Testing • System (Functional) Testing • Integration/Interface Testing • Parallel Testing • Performance Testing • User Acceptance Testing • Security Testing Note: In response, the solution provider must provide the test methodology to be used.	Y	1
First Due Comment	Our testing framework consists of five key phases that progress from internal validation to full user acceptance: **1. Unit Testing** • **Component Validation**: Each system component undergoes isolated testing to verify functionality against specifications • **Code Quality Assurance**: Automated testing tools validate code quality and identify potential issues before integration • **Performance Benchmarking**: Individual components are evaluated against established performance standards **2. Systems Integration Testing** • **API Connection Verification**: All system connections and data exchanges between First Due components and third-party systems are validated • **Data Flow Testing**: Comprehensive testing of data pathways between inspection, pre-planning, invoicing, and reporting modules • **Error Handling**: Validation of system responses to connection interruptions or invalid data exchanges **3. Configuration Validation**		

Testing & Acceptance (TST)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
	• **Department-Specific Settings**: Verification that all customized workflows, inspection forms, and fee schedules function as specified • **User Role Validation**: Testing of permission sets and access controls for different user roles (Engine Companies, CRR Inspectors, Administrators) • **Alert and Notification Testing**: Validation of notification pathways for different inspection scenarios and workflow transitions 4. **User Acceptance Testing (UAT)** • **Scenario-Based Testing**: Structured testing of real-world scenarios similar to those documented in your System Walkthrough Scenarios • **Department SME Validation**: Engagement with your subject matter experts to evaluate system functionality against department SOGs • **Workflow Completion Verification**: End-to-end validation of critical processes including: • Company-level inspections with CRR Division referrals • Complaint inspections and permit issuance • Invoice generation, payment processing, and financial reporting **5. Performance and Load Testing** • **Concurrent User Testing**: Validation of system performance under expected user loads • **Data Volume Testing**: Performance testing with anticipated data volumes for inspections, occupancies, and historical records • **Mobile Connectivity**: Testing system performance across various connection scenarios for field operations		
TST 4	The solution provider must provide a classification and tracking method to facilitate the testing process, including those tools used for performance testing. The Contractor must provide training on the proposed testing tools to all City staff that are expected to use the proposed testing tools.	Y	1

Testing & Acceptance (TST)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
TST 5	The solution provider must develop and be in collaboration with the City's Quality Assurance Team for review and final approval of the following: • Unit (Configurations) Test Plan • System (Functional) Test Plan • Integration/Interface Test Plan • Parallel Test Plan • Performance Test Plan • User Acceptance Test Plan • Security Test Plan	Y/C	1
First Due Comment	Subject to further discussion and mutual agreement.		
TST 6	The City will have the responsibility for conducting acceptance testing of the entire application. The solution provider must provide assistance during such testing. The assistance must include, but will not be limited to: • Creating acceptance testing environments • Loading configuration values and loading data • Establishing user security in accordance with the GO-Live deployment plan • Performing backups • Restoring databases	N	1
TST 7	The solution provider must provide final acceptance documentation to be reviewed and approved by the City.	Y	1
TST 8	The solution provider must work with the City to ensure that at the time of cutover, the system is functioning with performance superior to that of the current system.	Y	1
TST 9	The solution provider's proposed QA Plan must describe their proposed QA Team Organization, functions and responsibilities in accordance with the test requirements specified in this document.	Y	1

Testing & Acceptance (TST)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
TST 10	In addition to the test plan, the solution provider must provide the following deliverables: • Completed test scripts and/or use case scenarios or for all test types (unit, system, integration, parallel, performance, and security testing) • Traceability matrix of functional requirements • Documented test results and reports for all test variations • Defect tracking reports including information such as severity, status, etc. • Test summaries for all variations of test types (unit, system, integration, parallel, performance, and security testing) • Documentation of the problem resolution process • Performance test metrics, including response time metrics • User acceptance testing sign-off documentation • Any other deliverable defined per City specifications	N	1
TST 11	The solution provider must have the ability to provide four system environments: development/configuration, quality assurance (QA testing), training, and production.	Y	1

4.35 Data Conversion

Data Conversion (DC)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
DC 1	The solution provider must provide a roadmap for performing data conversion including a methodology to address assumptions, risks, limitations, and constraints as well as essential functions included in the data conversion process.	Y	1
DC 2	The solution provider must collaborate with the City for review and approval of all activities related to converting legacy data to the new solution.	Y	1
DC 3	The solution provider must include conversions required to support the transaction operations upon implementation that are consistent with the implementation plan and Go-Live dates.	Y	1

Data Conversion (DC)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
DC 4	The solution provider must provide data conversion services, including but not limited to the following: • Coordinating pre-conversion activities • Developing programming specifications • Coding of conversion programs • Building any crosswalk file structures • Performing unit and integration testing • Developing reports • Managing execution of dress rehearsals • Running conversion programs • Maintaining a conversion log	Y	1
First Due Comment	First Due provides comprehensive data conversion services through our ETL migration process. We extract client data from legacy systems, transform and map it to our standardized schema using SQL scripts and validation logic, and load it into First Due through automated import utilities and QA review steps. This includes pre-conversion setup, crosswalk development, and UAT cycles to ensure accuracy and referential integrity.		
DC 5	The solution provider must be responsible for loading data extract files provided by the City.	Y	1
First Due Comment	Our team is responsible for loading client-provided data extract files into the First Due environment. We use structured CSV templates and direct database imports to validate, transform, and load data into the appropriate modules during UAT and production phases.		
DC 6	The solution provider must develop queries and reports required by the City to validate City data in the new system solution.	Y	1
DC 7	The solution provider must be responsible for resolving any differences in data identification schemes.	Y	1
First Due Comment	First Due's ETL process includes resolving schema and ID mismatches by applying mappings and referential checks during the transformation phase. This ensures all records align with First Due's standardized identifiers and relationships.		
DC 8	The solution provider must assist with data extraction from legacy systems.	Y	1
First Due Comment	We assist with data extraction from legacy systems by providing guidance to clients on generating exports and, when possible, directly querying database backups to extract the necessary data for conversion and migration into First Due.		
DC 9	The solution provider must complete a data conversion program, including data mapping and associated crosswalks.	Y	1

Data Conversion (DC)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
First Due Comment	First Due leverages automated data mapping and validation tools to ensure accuracy.		
DC 10	The solution provider must develop a mock data conversion test plan to be reviewed by the City.		1
DC 11	The solution provider must execute mock data conversion testing after review and approval by the City.		1
DC 12	The solution provider must assist in the validation of the quality and accuracy of converting data from mock data conversion testing.		1
DC 13	The solution provider must provide guidance to the City on performing required data clean-up efforts identified through the mock data conversion process.	Y	1
DC 14	The solution provider must assist with manual conversion of data (including non-electronic data) and crosswalks.	Y	1
DC 15	The solution provider must execute the conversion processes (production) after City approval of all data conversion preparation and testing processes.	Y	1
DC 16	The solution provider must assist in post data conversion processes including validating the quality and accuracy of data.	Y	1
DC 17	The Contractor must provide the following deliverables: • Data Conversion Plan • Data Mapping Design Document • Conversion Program and Crosswalks • End-to-End Conversion Test Runs • Successful Completion of End–to-End Conversion Test Runs • Successfully Converted Data into Production Environment Note: In the response, the Contractor must describe the details of the data conversion plan.	Y	1

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4.36 Implementation & Post-Implementation

Implementation & Post-Implementation (IMP)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
Implementation			
IMP 1	The solution provider must deliver a detailed Deployment Cut-Over Plan to reflect all project activities that impact deployment of the solution application software in the production environment.	Y	1
IMP 2	The solution provider must document all steps required to make a successful cut-over to the production environment, including specific cut-over tasks, planned and actual dates for tasks completed, task responsibilities, task dependencies, estimated work effort required, task status, results of task completion, and sign-off for each task completed.	Y	1
IMP 3	The solution provider must describe the details of the deployment plan (e.g., final data conversion activities, technical preparation, solution changeover, etc.).	Y	1
IMP 4	The solution provider must maintain a Cut-Over Checklist that tracks each activity required to ascertain that the solution is ready for deployment.	Y	1
IMP 5	The solution provider must prepare procedures, establish processes, train personnel, track incidents, and participate in the delivery of end- user support.	Y	1
IMP 6	The solution provider must develop a Service Desk End-User Support Strategy that includes plans for using the City's service desk infrastructure and defines roles and responsibilities for the service desk and the solution provider support personnel.	N	1
IMP 7	The solution provider must develop procedures for providing support that includes all activities, operations, and steps necessary to allow the contract team members to provide required functional support for City personnel.	Y	1
IMP 8	The solution provider must assist the City in the incorporation of the new procedures into the City's existing infrastructure.	Y	1
Post-Implementation			
IMP 9	The solution provider must provide post-implementation support for three (3) months after GO-Live	Y	1

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Implementation & Post-Implementation (IMP)			
Number	**Description**	**Response (Y,N,T,C)**	**Priority**
IMP 10	The solution provider must provide post-implementation, maintenance and support that will consist of technical, functional, and operational support, and must be provided by skilled personnel who have become familiar with the project over the course of the implementation effort.	Y	1
IMP 11	The solution provider must provide all consulting and implementation services necessary to keep the City current on the latest release of the solution software for the entire Implementation Phase	Y	1
IMP 12	The solution provider must provide the following deliverables: • Service Desk and Support Strategy • Development Cut-Over (Go-Live) Plans • Production Cut-Over (Go-Live) Checklists • End-user Support Procedures • Post-Implementation Status Report of Teams Support Activities	Y/C	1
First Due Comment	Subject to further discussion and mutual agreement.		

4.37 Contractor Questionnaire

Architecture		
1	What are the server platforms supported for your proposed solution and the operating solution versions supported for each platform?	First Due's solution is set up on a secure, scalable AWS-hosted cloud-based platform. It features a user-focused design with a responsive interface optimized for all devices, including desktop, tablet, and smartphone. The solution utilizes a RESTful API architecture, enabling seamless integration with CAD systems, GIS platforms, and other third-party applications. Enterprise-grade security is ensured through SOC 2 Type II certification, end-to-end encryption, role-based access controls, and regular security audits. High availability is maintained with redundant servers and real-time data replication.
2	What are the infrastructure requirements for the application and database?	First Due is delivered as a true Software-as-a-Service (SaaS) solution with no hardware, network, or additional software requirements for our clients. Our cloud-native architecture eliminates the need for additional on-premises infrastructure while providing enterprise-grade security, reliability, and performance.

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3	What language was used in the development of the application?	First Due's platform is primarily developed using Python, leveraging the Flask web framework for its core application services. The system is supported by a PostgreSQL database, Redis for caching, and Nginx for web services and load balancing, all deployed within a Linux-based environment on AWS infrastructure. Mobile applications are built natively for Android and iOS, aligning with each platform's development standards.
4	What are the server and hardware requirements?	First Due is delivered as a true Software-as-a-Service (SaaS) solution with no hardware, network, or additional software requirements for our clients. Our cloud-native architecture eliminates the need for additional on-premises infrastructure while providing enterprise-grade security, reliability, and performance.
5	What type of database supports this application?	First Due uses PostgreSQL databases.
6	What are the licensing requirements for all components of the solution?	First Due provides its software through a yearly subscription model with unlimited enterprise-class cloud application hosted online with offline capability when necessary. The End User License Agreement is simple and standard SaaS industry compliant and is currently deployed throughout Canada at various levels of organization. The enterprise license cost is determined by a scalable, modular approach whereby smaller operations pay less and larger operations pay more to provide fairness in budgets while providing all the features available with each module chosen. The modules can be arranged ala carte and after careful use case and discovery, the module options can be added and removed based upon the needs of the agency and the determination of the terms of the agreement. Agreements range in length from one year to multiple years to decades. Renewals can be pre-negotiated with caps on cost at single digit percentages to cover expansion of the system over time. Each contract gets all additions and enhancements on those modules that are contracted for in the agreement all inclusive. The system is constantly being enhanced with an average of 10 large-scale modifications of most modules per year with a set of release notes, training, and communications as part of the First

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		Due client success and support service. Patches and requested feature enhancements are released periodically around 6 times per year. A one-time implementation and training fee is included in year one. These fees typically run about 20% of the annual services costs. In the years going forward an average of 7% to 10% is the standard cap on future annual costs and those caps can be negotiated so budgets are known and standard for multiple years. Some discounts can apply
7	Are there any middleware products or any required 3rd party products needed to support this application? Are these server or client based? Who is responsible to purchase the licensing?	First Due has no dependent licenses required to run our system.
8	What are the Network Connectivity requirements?	First Due is an efficiently designed web-based application with low bandwidth requirements. Bandwidth usage depends on usage and generally well below 40 Mbps for download and less than 1 Mbps for uploads. At the low end, we can support typical 3G (750 kb/s download, 250 kb/s upload).
9	Is the application Citrix compliant? What versions?	First Due is a cloud, browser-based SaaS and can be accessed inside Citrix VDI/Virtual Apps the same way as any web application, as long as your Citrix-hosted desktop provides a modern, supported browser.
10	How are patches to the operating solution communicated, scheduled and installed?	Upgrades and ongoing maintenance are supported through your standard software subscription with First Due. We deliver regular updates as part of our software development cadence, with significant updates occurring multiple times a month. First Due tests all updates and upgrades prior to release. These updates of the modules under contract are included as part of our Software as a Service (SaaS) agreement. You 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 on the log-in screen. For app-based features, updates are available in the App store a needed.

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11	What are any special requirements surrounding your firewall?	First Due does not require or provide a firewall. There are no special requirements regarding an agency's firewall. We have had some agencies with stringent firewall settings report that some whitelisting of IP addresses must take place to use all the features of First Due (example, the AI transcription tool in Fire and EMS reporting).
12	Can application exist on multiple environments, i.e. Prod, QA, Dev, Training, etc. Do these require additional licensing?	First Due is a multi-tenant environment. Client data is isolated in the backend database (at the database level) via client_code to prevent data from being accessible to other clients in the multi-tenant environment thus ensuring that each agency has its own instance of First Due.
13	What are the client web browser requirements? Are there custom configurations and setting requirements?	First Due is compatible with all modern browsers, such as Chrome, Edge, Firefox, and Safari.
14	What are the minimum and recommended client desktop configurations, OS, memory and CPU requirements?	Devices should be configured to access the internet via a modern browser (Chrome, Edge, Firefox, Safari).
15	Are there additional applications that must be installed on the desktop?	No.
16	Are there any additional requirements for reporting (i.e.: SSRS Reports)?	Reports can be run by any user who has the correct permissions to generate reports.
17	Do you provide a data model with your solution?	We don't provide a standalone data-model document (e.g., an ERD) by default. Our data structures are exposed through the platform's APIs, reporting, and exports, which ensure consistency across modules.
Capacity and Scalability		
18	What are some of the practical limitations to the number of simultaneous users supported by this application?	First Due can support an unlimited number of concurrent users. We support several agencies with well over a thousand, or into the multi-thousands of users at any given time, and with over 2,700 agencies, we regularly have hundreds of thousands of active First Due users at any given time.
19	What is the application's ability to retain history, i.e. how much & for how long?	First Due has no limit on number of records, transactions, or data volume. Our goal is to work with you to ensure that all data that needs to be available and active can be, but that you can archive data as well. First Due can work with you to delete data as needed. First Due requests to review data deletion requirements prior to any data being deleted. Data will **always** be provided to the customer at the end of contract and will be deleted from First Due's servers after the customer has confirmed receipt

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20	What is your sizing methodology? How do you calculate environment/server size recommendations?	First Due can support an unlimited number of concurrent users. We support several agencies with well over a thousand, or into the multi-thousands of users at any given time, and with over 2,700 agencies, we regularly have hundreds of thousands of active First Due users at any given time.
Hosted Solution		
21	Where is the server located and who is responsible for business continuity and disaster recovery?	First Due has a 99.9% uptime SLA, 24-hour RTO (Recovery Time Objective), 24-hour RPO (Recovery Point Objective), and documented disaster recovery procedures tested at least annually. First Due is hosted on Amazon Web Services (AWS). We make use of the following regions for redundant hosting: US-East 1 & US-East 2. All data is hosted in the United States.
22	Who has physical access to the servers hosting the application and databases?	First Due is secured by AWS. AWS implements rigorous physical security measures across all data centers. Facilities are monitored 24/7 by professional security staff using video surveillance, intrusion detection systems, and activity logging. Physical access requires strict multi-factor authentication with biometric verification and is granted only to authorized personnel on a least privilege basis. Each data center features multiple security layers including perimeter fencing, security barriers, metal detectors, and advanced entry screening. AWS maintains comprehensive visitor management, with all guests requiring documented approval, escort, and identity verification. The facilities also incorporate redundant utilities, climate control, and fire suppression systems, all designed to military-grade specifications and regularly audited for compliance with industry standards including SOC, ISO 27001, and PCI DSS.
23	Who owns the url? Is the domain name registered under the hosting company name or the City?	First Due owns its domain.
24	What other customers or companies will reside on the server? What are potential risks associated with this configuration?	First Due is a multi-tenant environment. Client data is isolated in the backend database (at the database level) via client_code to prevent data from being accessible to other clients in the multi-tenant environment thus ensuring that each agency has its own instance of First Due.
25	Who does customer contact with application and/or server issues?	Your Customer Service Manager (CSM) is your dedicated account advisor and point person for all things 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 –

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		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. Your CSM also serves as your primary escalation point for any issues or challenges that you might encounter. 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. First Due has a documented disaster recovery policy. First Due's Disaster Recovery Policy outlines the guidelines, procedures, and workarounds to follow in case of a disaster strikes. A few examples of disasters are the failure of power supply, failure of telecommunications, social unrest, terrorist attacks, fire, or natural disasters. Our maximum recovery time objectives and recovery point objectives are both 24 hours.
26	Who is responsible for application maintenance? What is the availability and maintenance window?	Upgrades and ongoing maintenance are supported through your standard software subscription with First Due and are the responsibility of our product teams. We deliver regular updates as part of our software development cadence, with significant updates occurring multiple times a month. First Due tests all updates and upgrades prior to release. These updates of the modules under contract are included as part of our Software as a Service (SaaS) agreement. You 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 on the log-in screen. For app-based features, updates are available in the App

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		store as needed.
27	Who is responsible for server maintenance? What is the availability and maintenance window?	First Due conducts comprehensive system performance evaluations on a continuous basis through automated monitoring and quarterly in-depth reviews. Our performance management approach combines real-time analytics, trend analysis, and proactive optimization strategies to ensure optimal system operation at all times. We employ both automated and manual methods to improve system utilization, including load balancing optimization, query performance tuning, cache efficiency adjustments, and resource allocation refinements based on usage patterns. These optimizations are implemented during scheduled maintenance windows with minimal service impact. All performance monitoring, evaluation, and optimization services are included in our standard subscription fees at no added cost, providing the City of Jacksonville with consistently high performance without unexpected expenses.
28	In the event either contractor goes out of business, How is the code protected? Is it in Escrow?	First Due allows users to access and export all customer data at any time during their contract. . We maintain backups and disaster-recovery procedures for service resilience. If a contract mandates source-code escrow, we're willing to discuss a third-party escrow arrangement.
29	How does the City take ownership of data and application if either contractor goes out of business?	First Due allows users to access and export all customer data at any time during their contract.
30	What solution, site and application documentation is available in the event either contractor goes out of business?	First Due is profitable and is not at risk of going out of business. Should there be a long-term interruption to First Due's services, First Due can provide all of the City of Jacksonville's data to the City of Jacksonville.
31	Is the site in Compliance to Section 508 of the Rehabilitation Act?	First Due prioritizes accessibility and usability across all devices through a comprehensive approach to platform design. The solution features a web-based interface that can be accessed from any web browser without requiring specialized software installation, enabling administrative access from any location. The platform's responsive mobile design is optimized for use on smartphones and tablets, allowing personnel to view schedules, request time off, initiate shift trades, and respond to staffing notifications from any device. Through role-based access, the system offers customized views and

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		functionality based on user roles, ensuring that personnel see only the information and options relevant to their position. The platform maintains essential functionality even during internet connectivity disruptions through offline capability, with automatic synchronization once connection is restored. Additionally, First Due adheres to web accessibility standards to ensure usability for all personnel.
32	Describe Roll Back or Back-out Plans?	First Due is a cloud SaaS with controlled releases. If an update adversely affects service, the release is backed out to the last stable version and service is restored; detailed back-out procedures (including database recovery objectives) are available upon request.
Interfaces		
33	How does the application interface with the other packages (API or any other means)?	First Due has a tremendous amount of experience migrating data and information from several platforms. We frequently interface with data sources such as the assessor's office or building department for property data. First Due has a flexible API and multiple integration methods to push and pull data to/from any system. 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. One of several mechanisms we use to integrate is: XML/JSON/CSV connectors to push or pull data via SFTP. First Due will use this, or another method, to integrate with your licensing files as needed.
34	What format is required to input data into your solution? Can the solution edit incoming data with predefined parameters?	First Due's standard practice at the beginning of every implementation is to start with discovery meetings. The outcome of these meetings includes providing import templates and guidance around migrating existing data and importing it into the application. Additional plans and information identified from thousands of completed implementations include data migration planning sessions, assistance and guidance in extracting data from existing systems, mapping extracted data to First Due import workbooks, and importing data into First Due. The First Due team uses multiple methods to migrate data from legacy systems. The Data Migration and Implementation teams work closely with clients to ensure a successful migration.

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		Methods include the Legacy RMS Data Migration Tool, UI import tools, import workbooks, and Implementation Product Specialists for low volume configuration items. First Due will provide import templates and guidance around migrating existing data and importing it into the application.
35	Does the application have the ability to log unacceptable incoming data?	Yes. First Due includes a comprehensive audit logging system that records who accessed, modified, or deleted data, along with timestamps and module details. This helps trace user actions for operational transparency, internal investigations, or compliance tracking.
36	Does the application have the ability to receive information and updates from other systems via an interface, on a real time basis?	Yes. First Due can receive real-time incident data from multiple CAD/dispatch sources concurrently. This is done through integrations using CAD feeds or APIs, and synchronization is automatic and real-time once integration is configured.
37	Does the application have the ability to export data easily? What are the limitations?	Data can be exported and imported into First Due. All data can be exported as .xlsx, .PDF or .CSV files. Data can be imported through several methods. These will be reviewed and scoped during your Discovery phase, ensuring that our Implementation and Client Success teams can work with you on the best methods for importing and exporting information.
38	Does the application have the ability to export to standard Microsoft office suites (e.g. MS Word, MS Excel, etc.) and Adobe PDF?	Ad-hoc reports can be exported via .xlsx, PDF, or CSV.
39	Does the application integrate seamlessly with Outlook?	Yes. First Due supports calendar syncing via iCal or similar feeds, which can allow scheduled activities (like inspections or shifts) to be viewed in Outlook.
40	Can defined business rules be overridden due to a change in business direction?	First Due meets this requirement. Business rules and logic can be implemented into module workflows.
41	With what operating system is the application compatible?	First Due is designed to work smoothly across various operating systems, thanks to its powerful cloud-based SaaS platform. Users can access the platform using major web browsers like Chrome, Firefox, Safari, and Edge, which means it works well on different desktop systems. For those who prefer using mobile devices, First Due offers native apps for both iOS and Android, so you can easily use it while you're in the field.
Security/Control		
42	Does the application have the ability to run system monitoring and error reporting mechanisms for log files, production monitoring, interfaces to production monitoring tools, including any abilities to send alerts to maintenance and support staff via email?	First Due conducts comprehensive system performance evaluations on a continuous basis through automated monitoring and quarterly in-depth reviews. Our performance management approach combines real-time analytics, trend analysis, and

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		proactive optimization strategies to ensure optimal system operation at all times. We employ both automated and manual methods to improve system utilization, including load balancing optimization, query performance tuning, cache efficiency adjustments, and resource allocation refinements based on usage patterns. These optimizations are implemented during scheduled maintenance windows with minimal service impact. All performance monitoring, evaluation, and optimization services are included in our standard subscription fees at no added cost, providing the City of Jacksonville with consistently high performance without unexpected expenses.
43	What are the requirements for backup and recovery of the proposed solution (i.e.: recommended frequency, resources needed and time required)?	Our backup and recovery strategy includes automated backups of PostgreSQL databases using Barman, which performs regular scheduled backups and securely stores them in designated backup storage. These backups provide point-in-time recovery for up to one week. Backup data is stored within Barman on encrypted volumes, and encrypted backups are also maintained in secured S3 storage across multiple regions to ensure redundancy and security. In the event of data loss or corruption, the restore process can be initiated from Barman backups. Barman offers point-in-time recovery capabilities, enabling restoration to a specific transaction or time. Comprehensive documentation and scripts are available to guide the restoration of databases from Barman backups. Additionally, binary backup recovery is supported, allowing recovery if the Barman service is lost. For real-time data redundancy and failover, PostgreSQL streaming replication is utilized. Primary and standby instances are configured across different AWS availability zones to ensure high availability.
44	What is the business continuance and disaster recovery process?	First Due has a 99.9% uptime SLA, 24-hour RTO (Recovery Time Objective), 24-hour RPO (Recovery Point Objective), and documented disaster recovery procedures tested at least annually.
45	What are the typical release cycles, how are they tested and rolled out?	We deliver regular updates as part of our software development cadence, with significant updates occurring multiple times a month. First Due utilizes several industry-standard tools to ensure testing quality, including automated testing frameworks for consistent, repeatable validation, issue tracking systems to document and prioritize any identified

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		defects, performance monitoring tools to validate system responsiveness and reliability, and test environment management to ensure testing accurately reflects production conditions. Our testing approach incorporates risk management strategies such as phased implementation testing, where critical functions are tested and deployed before secondary features, and parallel systems operation, which ensures data integrity when migrating from existing systems. We also employ contingency planning with documented rollback procedures for every implementation phase, and post-implementation monitoring to provide continued quality assurance after system acceptance. First Due's testing methodology has been refined through numerous successful fire service implementations, ensuring your department receives a thoroughly validated system that meets your operational requirements from day one.
46	How does the proposed solution recover user sessions and system services in the event of failure (e.g., failures in hardware, software, networks, and equipment or with a loss of power)?	First Due has auto-save features so that work is maintained should there be a hardware or network failure.
47	Does the proposed solution integrate with Active Directory or does it provide its own authentication mechanism and security database?	If a customer uses an Identity and Access Management platform such as Active Directory or Okta, and uses our SSO integration, MFA can be handled through this process. We also have a natively built MFA solution.
48	If solution provides its own security database, do administrators have the ability to add, modify and delete users, groups and assign role-based rights?	Yes, administrators can add, modify, and delete users/groups, as well as assign role-based controls.
49	How is the data secured? Is data encrypted?	Customer data is protected in a closed account ecosystem down to the user and role level. Audit logs for user access and activities are kept and workflow can be generated to alert a customer of potential suspicious access to data. No access is provided without user credentials. All transmissions within the First Due platform utilize a secure HTTP connection (HTTPS) and TLS certificates to mitigate malicious activity and ensure users can trust First Due web domains. All First Due data is encrypted in transit and at rest using Transport Layer Security (TLS) and Forward Secrecy (FS) using AES.
50	How is information encrypted when transmitted over a network?	All First Due data is encrypted in transit using TLS 1.2 or 1.3 and at rest using AES-256.

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51	How are user sessions secured?	First Due secures user sessions using industry-standard web practices: sessions are established over HTTPS, managed with session identifiers/tokens, and governed by authentication and authorization controls. Sessions time out and can be terminated on sign-out.
52	Do users have the ability to change their own password?	First Due provides configurable passwords with length and usage requirements. These can be reviewed by your agency to meet specific requirements you may have. Passwords can be reset by the user or your administrator.
53	Do administrators have the ability to create and assign individuals to multiple security classes / groups?	Yes, administrators can assign individuals to different classes/groups.
54	Do administrators have ability to restrict confidential data to a single group owner?	Yes, this can be configured by the administrator.
55	Does the application provide logs of computer security relevant events to provide data to support comprehensive audits of the effectiveness of, and compliance with security measures? (Who did what, from where, and when?)	Yes. First Due includes a comprehensive audit logging system that records who accessed, modified, or deleted data, along with timestamps and module details. This helps trace user actions for operational transparency, internal investigations, or compliance tracking.
56	Does the applicant have the ability to segregate functionality by location, business unit, etc.?	Yes, occupancy data can be segregated by Parent/Child relationship from the parcel or building to the suites/apartments/businesses contained within that parent occupancy. First Due also allows for preplanning of areas (building complexes and geographic regions) not associated with Occupancies.
Performance		
57	Describe your load and stress testing methodology.	First Due tests performance and stability in non-production environments; detailed methods and results are available upon request.
58	If the application is Citrix compliant, describe your load and stress testing processes.	First Due would benefit from further discussion in order to understand and properly address this requirement.
59	What is the average time to create a new request? Please provide the shortest and longest time.	Once a support request or ticket is received, First Due triages items based on the urgency of the ticket and its requirements. Items are marked as Mission Critical, Critical and Non-Critical. Mission Critical items are viewed as issues that impact our client's ability to respond to an emergency and are system critical. Response to these issues is swift, with support responding within 60 minutes time and providing

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		updates every 4 hours. Resolutions are provided within 24 hours' time. Critical items, where the software is not down but aspects of the software are not operating as normal, are acknowledged within 1-2 hours of receipt and updated or resolved within 48 hours. Non-critical problems are typically lower-level user issues such as Password resets, and other account-based questions. These are typically responded to within 4-5 hours and resolved within 2-3 days. These requirements for response-time and how items are identified are covered in the SLA we sign with all customers. Our goal is to make sure this system is clear to all of our clients, and they can easily reference the language in their contract at any time.
Technical Training		
60	What are some of the technical support and training opportunities as it applies to evaluating and troubleshooting issues?	First Due currently employs a team of over 20 support engineers and specialists that are experts in First Due's products and technical areas. Our team is in the same time zone as our customers, ensuring they can provide quick and timely support to you and your agency. Our team can provide guidance, troubleshoot technical issues, and help facilitate enhancement requests. You can engage Support in a few different ways. Phone support is available Monday – Friday 9AM – 6PM CST. First Due can also provide support directly through Microsoft Teams for screen sharing and chatting. We aim to respond to customers as quickly as possible, ensuring that the typical hold time for an initial support call is low. First Due's team can also be reached 24/7 through our customer support portal and via email. First Due believes training is essential to a successful rollout. We offer wide-ranging training content through both online and onsite sessions. We use several methods to train customer agencies, this includes train-the-trainer, and end user training. Our comprehensive train-the-trainer program provides a high level of training and knowledge transfer to key personnel within our customer agencies.

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		Once this training program has completed, your key administrators will be equipped to continue providing training and support to your users. Additionally, all First Due training sessions are recorded and provided post training. Once initial training is completed, First Due offers continuous training opportunities through the First Due Academy. This provides regularly scheduled webinars and training every week. We can also set up additional comprehensive training sessions upon request.
61	What level of technical training is included as part of your proposed solution?	First Due believes training is essential to a successful rollout. We offer wide-ranging training content through both online and onsite sessions. First Due has included our online training package, including train-the-trainer, with our response. We use several methods to train customer agencies, this includes train-the-trainer, and end user training. Our comprehensive train-the-trainer program provides a high level of training and knowledge transfer to key personnel within our customer agencies. Once this training program has completed, your key administrators will be equipped to continue providing training and support to your users. Additionally, all First Due training sessions are recorded and provided post training. Once initial training is completed, First Due offers continuous training opportunities through the First Due Academy. This provides regularly scheduled webinars and training every week. We can also set up additional comprehensive training sessions upon request.
62	What are some ongoing training capability/opportunities?	Once initial training is completed, First Due offers the always available First Due Academy and the updated Knowledge Base for continued education. The First Due Academy offers continuous training opportunities with regularly scheduled webinars and training every week that are available to users at no additional cost. Major releases are accompanied by updated training materials and webinars. Customers have access to First Due documentation 24/7/365 via the Knowledge Base. Users can search for existing documentation as well as training content in the Knowledge Base. In addition, the Knowledge Base is where we retain all product release notes and updates. All First Due training

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		content and documentation is available in our Knowledge Base and is updated by our team when modules are upgraded or changed.
63	What type of user account, profile, group and password administration training is offered?	First Due provides training to administrators, as well as ongoing support and knowledge resources, to ensure they have the adequate capabilities to manage accounts, profiles, groups, and passwords.
Support Services Training		
64	What type of training for support services (Help Desk) on escalation and contact processes and procedures are provided?	All issues can be escalated directly through First due's help desk. You can also contact your Client Success Manager directly. Together, through our Client Support team and Client Success team, we work together to meet all response times and requirements we have to help our clients.
65	Are there any FAQ pages provided for service center associates and application users?	First Due offers two key methods for post-training. All users have access to the Knowledge Base, which provides release notes, updates, written training documentation, and more. Additionally, First Due Academy is an online training program developed to accommodate all users after they are live in First Due. The Academy is held every weekday and is always available online.
66	Are there any troubleshooting scripts developed for the support services associates for end user support?	First Due maintains formal and comprehensive security procedures aligned with our SOC 2 Type II audit. Our Product Development and Management Teams support security and compliance with frequent compliance updates and security patches, ensuring that the First Due software is always aligned with the latest versions of regulatory requirements. To maintain our software and ensure ongoing enhancements, First Due implements a multi-faceted support approach that addresses both immediate operational needs and long-term product evolution. Our Customer Support Team provides 24/7/365 support, help desk assistance, local user admin support, and performance monitoring. For technical problem resolutions, our Customer Support and Partnered Teams offer advanced troubleshooting, data integrity support, integration maintenance, and report optimization. Product enhancement is managed by our Product Development and Management Teams, who handle configuration updates, workflow optimization, custom report development, data migration support,

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		and incorporate customer input into the product roadmap. First Due currently employs a team of over 20 support engineers and specialists who are experts in First Due's products and technical areas.
67	What Internet or website opportunities for Help Desk and end-user training are available?	Both our support team and training are available online.
68	What is your recommended infrastructure, training strategy?	As part of the implementation, each Agency will receive training as outlined below. Our standard training is offered remotely. A designated training environment is provided, and administrator training occurs during the implementation check-in call. Online training is conducted during the project kick-off, and online train-the-trainer sessions are held during the optimization stage and again during go-live. This ensures that a multi-agency deployment such as that for The City of Jacksonville can continue to train their employees once First Due is already live. Access to online training videos, documents, and content is included. Additional training beyond this is available for an extra charge. Our robust training program ensures users at all levels are comfortable using First Due. During training, users learn how to access the system 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 and track time-related activities, create and use the invoicing feature, configure and manage the reports module, and configure and manage users and roles, among other tasks. We can set up additional comprehensive training sessions upon request. All First Due training sessions are recorded and provided to you post training.
Contractor Support		
69	What technical and user support is available? Online, client hosted and on-site?	First Due has an online support portal, as well as utilizing email, phone and more.

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70	Describe the technical, service center and user support service level/s under the proposed maintenance agreement?	To maintain our proposed Fire Scheduling System and ensure ongoing enhancements, First Due implements a multi-faceted support approach that addresses both immediate operational needs and long-term product evolution. Our technical support services are provided by a dedicated Customer Support Team, offering 24/7/365 support, help desk assistance, local user admin support, and performance monitoring. When technical problems arise, our Customer Support and Partnered Teams provide advanced troubleshooting, data integrity support, integration maintenance, and report optimization. Software maintenance is managed by our Product Development and Management Teams, who are responsible for version updates, security patches, and compliance updates. Product enhancements are also handled by these teams, including configuration updates, workflow optimization, custom report development, data migration support, and incorporating customer input into the product roadmap. First Due employs a team of over 20 support engineers and specialists who are experts in our products and technical areas. Our team operates in the same time zone as our customers, ensuring quick and timely support. They provide guidance, troubleshoot technical issues, and help facilitate enhancement requests. Support can be engaged in several ways: phone support is available Monday through Friday from 9AM to 6PM CST, and we also offer support through Microsoft Teams for screen sharing and chatting. Our customer support portal and email are available 24/7, and we strive to respond to customers as quickly as possible, keeping initial support call hold times low. When a support request or ticket is received, First Due triages items based on urgency, categorizing them as Mission Critical, Critical, or Non-Critical. Mission Critical items, which impact a client's ability to respond to emergencies, receive a response within 60 minutes and updates every 4 hours, with resolutions provided within 24 hours. Critical items, where the software is not down but certain aspects are not functioning normally, are acknowledged within 1-2 hours and resolved within 48 hours. Non-

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		critical problems, such as password resets and account-based questions, are typically responded to within 4-5 hours and resolved within 2-3 days. These response-time requirements and item classifications are detailed in the SLA signed with all customers, ensuring clarity and transparency. User support is a responsibility shared across the entire organization. Our support team is trained to assess severity and scope immediately upon notification of a problem and route it to the appropriate individuals, including company and product executives when necessary. Your Account Executive serves as your advocate, ensuring your goals and concerns are addressed, while your dedicated Client Success Manager (CSM) joins your team upon onboarding. Every CSM has extensive experience providing customer support to software users, with many having backgrounds as firefighters, EMTs, or PIOs. Your CSM is your advocate for your agency's needs as First Due continues to develop new features, and escalation and backup contact information is provided prior to implementation. Maintenance is managed by an in-house team responsible for product implementation, legacy data migration, integration with partnered services, and more. This team includes over 50 resources, such as Implementation Managers, Technical Specialists, Implementation Specialists, Trainers, and our Product Management team. Upgrades and ongoing maintenance are included in your standard software subscription, with regular updates delivered as part of our software development cadence. Significant updates occur multiple times a month and are included as part of our Software as a Service (SaaS) agreement. Users receive updates automatically, similar to contemporary cell phone apps, and are notified of all releases via email. Enhancements and updates are announced in advance by the Client Success team or in monthly Release Notes. For web-based modules, updates are pushed in the background with no client action required, while app-based features are updated through the App Store as needed.
71	Do you have the ability to supply technical, service center and user support 24x7?	Yes. Support is available 24/7/365.
72	Describe the technical, service center and user issue/problem resolution processes, procedures and timelines?	If our support team cannot resolve the issue, they have the ability to call in additional support depending on the requirements of the issue. For cloud or infrastructure related issues, an

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		IT/Architecture Engineer based in North America may be engaged. If the problem is specific to a module, a Product Manager will review the issue and determine the required next steps. For issues related to data access, integrations, or systems connected to First Due, a Technical Support Member will assist. If the issue is more complex and cannot be resolved at this level, it is escalated further. The Director of Client Support is made aware and can mobilize additional resources. The Director of Client Success is also informed and may partner with your Client Success Manager to implement temporary solutions if necessary. Should any cloud or infrastructure issues require further input, the Director of Architecture & Security is involved. If any modules are critically impacted, the Head of Product is engaged. Finally, if there are critical issues related to data, integrations, or other key standpoints, the Director of Technical Services is brought in to assist.
73	Do you have the ability to provide remote support? What are the technical requirements?	Support is provided remotely by resources throughout North America.
74	Describe recommended technical, service center and user support organizations and required skill sets necessary to support your proposed solution?	To maintain our proposed Fire Scheduling System and ensure ongoing enhancements, First Due implements a multi-faceted support approach that addresses both immediate operational needs and long-term product evolution. Our technical support services are managed by a dedicated Customer Support Team, which provides 24/7/365 support, help desk assistance, local user admin support, and performance monitoring. When technical problems arise, our Customer Support and Partnered Teams handle advanced troubleshooting, data integrity support, integration maintenance, and report optimization. Software maintenance is overseen by our Product Development and Management Teams, who are responsible for version updates, security patches, and compliance updates. These teams also drive product enhancement through configuration updates, workflow optimization, custom report development, data migration support, and by incorporating customer input into the product roadmap.

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		First Due employs a team of over 20 support engineers and specialists who are experts in our products and technical areas. Our team operates in the same time zone as our customers, ensuring quick and timely support for your agency. They provide guidance, troubleshoot technical issues, and facilitate enhancement requests. Support can be engaged in several ways: phone support is available Monday through Friday from 9AM to 6PM CST, and we also offer support through Microsoft Teams for screen sharing and chatting. Our goal is to respond to customers as quickly as possible, keeping initial hold times low. Additionally, our team is accessible 24/7 through our customer support portal and via email. When a support request or ticket is received, First Due triages items based on urgency and requirements, categorizing them as Mission Critical, Critical, or Non-Critical. Mission Critical issues, which impact a client's ability to respond to emergencies and are system critical, receive swift attention, with support responding within 60 minutes and providing updates every 4 hours, aiming for resolution within 24 hours. Critical items, where the software is not down but certain aspects are not functioning normally, are acknowledged within 1-2 hours and resolved within 48 hours. Non-critical problems, such as password resets and account-based questions, are typically responded to within 4-5 hours and resolved within 2-3 days. These response-time requirements and item categorizations are outlined in the SLA signed with all customers, ensuring clarity and easy reference for our clients. Account management is a key aspect of our user support philosophy. First Due approaches user support as a responsibility of the entire organization, with a large team focused on technical support. Our support team is trained to assess severity and scope immediately upon notification of a problem and route it accordingly, minimizing unnecessary back and forth and ensuring prompt resolution by the appropriate individuals, including company and product executives when necessary. Your Account Executive serves as your advocate, understanding your goals and concerns to ensure your work with First Due is progressing in the right direction. Upon

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		joining First Due, your team is supported by a dedicated Client Success Manager (CSM), who has extensive experience providing customer support to software users. Many of our CSMs have on-the-job experience in public safety, serving as firefighters, EMTs, or PIOs. You will always have a dedicated CSM for your agency—someone who knows your team personally and understands the unique needs of your agency. Your CSM advocates for your priorities as First Due continues to develop new features, and required escalations and backup contact information are provided prior to implementation. Maintenance is managed by our in-house team, which oversees product implementation, legacy data migration, integration with partnered services, and more. This team includes over 50 resources, such as Implementation Managers, Technical Specialists, Implementation Specialists, Trainers, and our Product Management team. Upgrades and ongoing maintenance are included in your standard software subscription, with regular updates delivered as part of our software development cadence. Significant updates occur multiple times a month and are included in our Software as a Service (SaaS) agreement. Users automatically receive updates to the solution, similar to contemporary cell phone apps, and are notified of all releases via email. Enhancements and updates are announced in advance by the Client Success team or in our monthly Release Notes. For web-based modules, updates are pushed in the background with no client action required, while app-based features are updated through the App store as needed.
75	Describe the current communication process you have in place for alerts, modifications and issues?	Updates can be provided to users via email, text or application. Responses can be specific and alerting certain requirements can be modified.
Project Methodology		
76	Describe a typical project structure and methodology used during the lifecycle.	First Due follows a structured, client-centered implementation methodology that emphasizes collaboration, transparency, and predictable outcomes. Each project begins with a **Discovery phase**, during which the team identifies requirements, data sources, key stakeholders, and timelines. This information shapes a

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		detailed **Project Plan** outlining phases, tasks, milestones, and deliverables. Throughout the **Implementation lifecycle**, dedicated Implementation Managers, Specialists, and Technical Services staff, supported by Product Management, oversee configuration, data migration, testing, and training. Progress is tracked through milestone reviews, risk management activities, and regular status meetings to ensure timelines remain on schedule. All communication and documentation occur through a secure, cloud-based **Project Management portal**, providing both First Due and the client with real-time visibility into tasks, issues, and deliverables. This collaborative approach allows for agile adjustments and continuous feedback from the client team, leading to a smooth go-live and effective system adoption.
77	Describe the Communication Plan used in a typical project.	First Due maintains ongoing communication with all stakeholders through scheduled project updates, progress reports, and regular meetings. Real-time collaboration is supported through dedicated communication channels such as Microsoft Teams, email, and phone, ensuring all parties remain aligned throughout the project. Comprehensive documentation, including meeting minutes, technical specifications, project plans, change requests, and status reports, is maintained at every stage. All materials are securely stored in a cloud-based repository within our third-party project management platform for easy access and version control.
78	What is the average time frame for an implementation of comparable size? Please include a key milestone timeline.	Please refer to our implementation plan on page 12. First Due has extensive experience implementing our system to customers of a similar size and scope to Jacksonville in as little as 2-3 months. Most system implementations take 3-6 months depending on the complexity of integrations and module requirements.
79	What are the general areas of customization required and the time frame around each of these?	Customization may be required for integration and specific functionality sought by the City of Jacksonville. Timeframes are highly dependent but we would be pleased to discuss this with Jacksonville further.
80	Explain your Change Order process.	As a cloud-based SaaS platform, First Due does not typically require change orders. Platform enhancements and updates are delivered to all customers through our regular release cycle. Formal change orders are only used if a client requests functionality outside the standard product roadmap or configuration options, which would be subject to mutual agreement and contractual terms.
81	What methodology is used to incorporate client modifications within your proposed solution?	First Due is built to meet most public safety needs through configuration rather than custom development, and we fold non-standard requests into our regular release cadence whenever possible. We continuously evolve the platform, guided by customer feedback, early adoption of emerging standards, and proactive enhancements across our end-to-end fire operations suite, including advanced analytics, AI, and automation, so agencies can avoid bespoke builds. When we do consider product changes on a client's behalf, we assess them in the context of the entire platform; not every request will be approved, but we deliver frequent updates and new modules without the

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		heavy, slower processes of formal SOWs and amendments, supported by ongoing R&D.
82	How is customization by clients managed within your release/system upgrade process?	First Due manages client customization through configuration rather than custom code: agencies tailor workflows (business rules, approvals, notifications) and reporting to their needs within a modular architecture designed to add features without disrupting existing functionality, so when we deliver regular platform updates driven by industry needs and customer feedback, those client-specific configurations persist and continue to scale with growth in users, stations, or divisions.
83	How is Customer Acceptance Testing Managed? And explain the sign-off process.	Our UAT process includes a final acceptance phase that requires mutual acceptance of both parties via a formal sign-off procedure confirming system readiness. Your department's participation is essential to a successful implementation, and our UAT process reflects that partnership: we collaborate with your team to develop realistic test scripts, provide standardized templates to ensure thorough validation, and run guided workshops that involve all user roles; throughout testing we capture feedback in a structured way, track and resolve any defects transparently, and conclude with a formal acceptance sign-off to confirm readiness. During Optimization, we work closely with your stakeholders to review results and fine-tune configurations so the system meets all agency-specific requirements before final deployment.
84	What is the availability of implementation resources and their experience?	First Due's implementation team will be fully available to support a smooth and successful deployment. First Due brings a team-based approach backed by a workforce of 200+ professionals, assigning dedicated resources to your project throughout implementation. Your Implementation Manager—an experienced project lead with 5+ years in public safety and technology—coordinates the effort, synthesizes inputs from your Account Executive, Customer Success Manager, and your team, and oversees the buildout of your First Due instance. Implementation Specialists configure and optimize all contracted modules using best practices; Technical Specialists manage data migration and integrations with key systems such as CAD and third-party services; and Trainers, experts in both the product and instruction, deliver classroom and multimedia training to ensure adoption. Your Implementation Manager will be fully dedicated to your project, bringing in the appropriate specialists and trainers at the right moments to keep work moving smoothly from kickoff to go-live.
85	Describe your implementation map. It should include milestones and deliverables by both parties. Key areas to include are data migration, end user system testing, and staff training.	First Due delivers a client-centered implementation for projects like the City of Jacksonville's, beginning with discovery and business-process review to confirm needs, requirements, timelines, and a plan tailored to the selected modules, which are configured in scheduled sprints during normal business hours by our remote Implementation team. After sending tailored questionnaires, we kick off the project, grant system access, and review the integrated

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		project plan; we then run guided configuration sessions (typically one per module) with light prep from the City of Jacksonville. Data migration and integrations proceed throughout the project, starting with an initial load to support configuration, continuing with historical imports, and concluding with a final cutover, while our specialists map legacy data, coordinate with third-party systems, and document the process. Once configuration is in place, the City of Jacksonville conducts user acceptance testing; we iterate through optimization sessions to address feedback and finalize each module, issuing sign-offs as they are accepted. In parallel, our Training team coordinates a training program (admin webinars, train-the-trainer and/or end-user sessions, and ongoing live/on-demand resources via the First Due Knowledge Base) to ensure adoption. We then execute go-live with final acceptance, a cutover plan, the last data migration, and 2–4 weeks of post-go-live support; once complete, we transition the City of Jacksonville to their Customer Success Manager and First Due Support with final documentation.

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Appendix A – Service Levels

Service Levels and Support Obligations. First Due will provide the Service on a 24X7X365 basis with an uptime guarantee of 99.5% availability excluding scheduled maintenance. First Due will respond to Customer and provide Initial Responses, Temporary Resolutions and Final Resolutions in accordance with the time requirements set forth in the table below.

Severity Level:	Vendor's Initial Response will be provided within:	Vendor's Temporary Resolution will be provided within:	Vendor's Final Resolution will be provided within:
1: Mission Critical – Software is down /undiagnosed but feared critical; situation may require a restore and Software use is suspended until a diagnosis is given	60 minutes from receipt of initial notice from the Customer, or discovery, of the error	24 hours from receipt of initial notice from the Customer, or discovery, of the error	2 days from receipt of initial notice from the Customer, or error discovery
2: Critical Issue – Software is not down, but operations are negatively impacted	2 hours from receipt of initial notice from the Customer, or discovery, of the error	48 hours from receipt of initial notice from the Customer, or discovery, of the error	2 days from receipt of initial notice from the Customer, or error discovery
3: Non-Critical Issue	4 hours from receipt of initial notice from the Customer, or discovery, of the error	3 days from receipt of initial notice from the Customer, or discovery, of the error	15 days from receipt of initial notice from the Customer, or error discovery

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Appendix B – Requested Exceptions to Terms & Conditions

We would like to clarify that we are a custom off the shelf software as a service solution that does not build software for customers on a "work for hire" basis. All documents, training materials and videos, etc. we create for the City will belong to the City.

First Due requests the following adjustments to the proposed Terms and Conditions:

20. Ownership of Works.

(a) The term "Work" shall mean each deliverable, drawing, design, specification, rendering, notebook, tracing, photograph, reference book, equipment, expendable equipment and material, negative report finding, recommendation, data and memorandum of every description, shared with or delivered to Buyer pursuant to the Contract.

(b) With the exception of Contractor's pre-existing intellectual capital and third-party intellectual capital as described in Section below, Buyer shall own all right, title and interest, including ownership of copyright (limited to the extent permitted by the terms of any governing licenses), in and to each Work including, but not limited to, ~~**software, source code,**~~ reports, deliverable, or work product developed by Contractor specifically for Buyer in connection with the Contract, and derivative works relating to the foregoing. The use of these Works in any manner by Buyer shall not support any claim by Contractor for additional compensation.

(c) Any software, report, deliverable, or work product as used in connection with the Work, but previously developed by Contractor specifically for other customers of Contractor or for the purpose of providing substantially similar services to other Contractor customers, generally shall not be considered "work made for hire", so long as the foregoing are not first conceived or reduced to practice as part of the Work. To the extent any of the Works are ~~**not**~~ deemed works made for hire by operation of law, Contractor hereby irrevocably assigns, transfers, and conveys to Buyer, or its designee, without further consideration all of its right, title and interest in such Work, including all rights of patent, copyright, trade secret, trademark or other proprietary rights in such materials.

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first due
107 Seventh St
Garden City, NY 11530, United States

First Due Quote

Prepared By: Amber Wade
Valid Until: Oct 31, 2026
Quote Number: 1545132000561993741

Jacksonville Fire & Rescue (FL)

We are excited to present pricing for the First Due Suite! Please see detailed breakdown below. It is important to note that First Due is a cloud-based system, and all Support, Maintenance, Hosting and Upgrades are ALWAYS INCLUDED.

First Due Modules and Implementation Services Included - Description

Inspections
Field Inspections, Configurable Checklists, Violation Management, Virtual Inspections, Inspections Scheduler, and Integrated Pre-Incident Planning.

Incident Reporting - ePCR
ePCR Incident Documentation, State Compliance with automated submission. This cost also includes export to EMS Billing Company as well as Scheduling integration.

AI Enhanced Documentation: ePCR
AI powered transcription and documentation solution to assist with completing EMS patient care reports.

Pulsara Integration
For agencies using Pulsara, First Due offers a native integration to seamlessly ingest Pulsara data into your ePCR.

HDE Connection w/ ESO Subscription
Enables ePCRs to be sent securely to ESO's HDE

CAD Integration (Other)
Receive CAD Data to support First Due Responder and Incident Reporting modules via sFTP, XML, or API.

Implementation and Configuration Services
Services related to configuring and customizing the First Due Platform as described in the Statement of Work.

Essentials Onsite Training Package
Up to 3 Day Onsite Training with 1 certified First Due Instructor

One-Time Subtotal	**$ 31,000.00**
Subscription Subtotal	**$ 117,000.00**
Total Year 1	**$ 148,000.00**

**Excluding Tax*

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