



Emergency Reporting  
 851 Coho Way, Suite 301  
 Bellingham, WA 98225  
 www.emergencyreporting.com  
 Phone: 866.773.7678  
 Fax: 866.929.6157

**ER Contact Details**

Prepared by	Keith Doepp	Phone	(516) 443-9710
Email	keith@emergencyreporting.com	Fax	(866) 929-6157

**Customer Contact Details**

Account Name	Central Falls Fire Department	Quote Number	00008346
Contact Name	Keith Sullivan	Created Date	6/24/2016
Phone	(401) 641-4467	Expiration Date	7/31/2016
Ship To	160 Illinois St. Central Falls, RI 02863 US	CAD System	TriTech
County	Providence	Customer Type	New
FDID	00400		

**Bid Products**

Product	Line Item Description	Quantity	Total Price
Fire Package Setup Fee	One-Time Setup fee	1.00	\$749.00
Fire Package	Annual Subscription Fee	1.00	\$1,788.00
Vision Setup Fee	One-Time Setup Fee	1.00	\$250.00
Vision Plus with Google Maps	Annual Subscription Fee	1.00	\$792.00
Web Services Direct CAD Setup Fee	One-Time Setup Fee	1.00	\$2,500.00
Web Services Direct CAD Maintenance Fee	Annual Maintenance Fee	1.00	\$500.00

**Bid Summary**

Year One Total	\$6,579.00
Recurring Yearly	\$3,080.00
Total: Year 2+	
Recurring Monthly	\$256.67
Total	

**Notes**

1. Further terms and conditions apply as defined in the Emergency Reporting Subscription Agreement.
2. If your organization is not tax exempt, sales tax will be added where applicable.
3. Additional charges from your billing and/or CAD vendor may apply and should be discussed with that vendor.



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**Customer Contact Details**

Account Name Central Falls Fire Department Quote Number 00008346  
 Contact Name Keith Sullivan Created Date 7/19/2016  
 Phone (401) 641-4467 Expiration Date 8/31/2016  
 Ship To 160 Illinois St. Customer Type New  
 Central Falls, RI 02863 CAD System TriTech  
 US  
 County Providence  
 Department Type Career

**Order Summary**

Product	Line Item Description	Quantity	Sales Price	Total Price
Fire Package Setup Fee	One-Time Setup fee	1.00	\$749.00	\$749.00
Fire Package	Annual Subscription Fee	1.00	\$1,788.00	\$1,788.00
Vision Setup Fee	One-Time Setup Fee	1.00	\$250.00	\$250.00
Vision Plus with Google Maps	Annual Subscription Fee	1.00	\$792.00	\$792.00
Web Services Direct CAD Setup Fee	One-Time Setup Fee	1.00	\$2,500.00	\$2,500.00
Web Services Direct CAD Maintenance Fee	Annual Maintenance Fee	1.00	\$500.00	\$500.00

**Summary**

Bill To Name Central Falls Fire Department  
 Bill To 160 Illinois St.  
 Central Falls, RI 02863  
 US  
 Billing Cycle Start 8/1/2016  
 Date  
 Payment Schedule Yearly

**Year 1 Total**  
 Yearly Subscription \$1,788.00  
 Fees  
 Annual CAD Link \$500.00  
 Maintenance Fees  
 Annual Vision Fee \$792.00  
 Annual Safety \$0.00  
 Analytics Fee  
 One-Time Setup \$3,499.00  
 Fees  
 Annual Interface \$0.00  
 Fee  
 Data Import Fee \$0.00  
 Training Fees \$0.00  
 Year One Total \$6,579.00

Initial invoice will be issued upon receipt of the order form. If this represents a problem for the accounting department please contact your sales rep.

Data Import & Contact Information - \*Required to Process Order

FDID:

EMS ID:

00400

\*Is the organization tax exempt? yes [] no []  
If "Yes", please include a copy with your order form.

The ER Support team will configure your account to export NFIRS data to the state fire marshal's office, provided the office receives NFIRS data. As a courtesy, ER will also send a copy of the email to your department. Please enter the department email to receive these email in the space provided above.

\*Do you have NFIRS data to be imported? yes [] no []  
- This is included in your setup fee.

\*Dept. NFIRS Email Recipient: dps.nifirs@sfm.dps.ri.gov

There is a \$500 charge (as a group) to import any of the non-NFIRS data listed below. If you wish to import any non-NFIRS data and the "import fee" is not a line item on this order form, please contact your sales rep to have the order form updated. Your order cannot be processed until this fee is added to the above products "line item" list. ER doesn't import training records at this time.

\*Account Setup Contact Name: Keith Sullivan

\*Phone#: 401-616-3602

\*e-mail: Kmsullivan@centralfallsri.us

Other Imports (Check all that apply - imported for a fee)

- Equipment
- Occupancy
- Hydrants
- Flow Test
- Other: \_\_\_\_\_

Terms & Conditions

Emergency Reporting, a trade name of Reporting Systems, Inc. ("RSI"), and the above named account ("AGENCY") are entering into an agreement as of the signature date.

Fire & EMS Solution Terms & Conditions

RSI shall perform the following services:

1. Collect emergency response data via a website accessible at <https://secure.emergencyreporting.com>.
2. Maintain collected data to standards set by FEMA's National Fire Incident Reporting System (NFIRS) and/or the National Emergency Medical Services Information System, version 2.2.1 Gold.
3. Provide EMS export services for states that are officially supported by RSI for EMS exports. Due to the number of states that have modified the NEMSIS standard, NEMSIS 2.2.1 Gold is not a supported EMS Export type in many cases. State EMS reporting is not supported unless the state is specifically listed on page 1.
4. Provide ongoing changes and bug fixes, at no additional charge, to remain in compliance with NFIRS & NEMSIS 2.2.1 Gold.
5. For supported states and exports (NFIRS, state specific EMS, or other export types) provide email or direct HTTPS download to the necessary recipients. If possible, RSI will configure direct submission to the state; if the state prohibits third party submissions, RSI will provide Agency with the applicable data for state reporting requirements.
6. Ensure appropriate security, privacy, and encryption of data transmitted to and from the website, in compliance with RSI's internal policies, federal HIPAA regulations, industry practices regarding security, and (if applicable) Department of Defense (DoD) requirements as outlined in DoD directive 8500.1, 8500.2, PIA & SORN, necessary STIGS, and others, as defined by the Secretary of Defense or his/her designee.
7. Provide access to the website by current browser technology as stated in the RSI Users Policies Manual.
8. Provide data backup to guard against data loss in the event of catastrophic system failure.
9. Guarantee uptime of 99.9%, as calculated on an annual basis.

The Agency shall be responsible for the following:

1. Maintain an active user list of accounts that are authorized to access the website.
2. Pay all outstanding charges in a timely fashion. Non-timely payment may result in deactivation of service (deactivation will occur with warning to the AGENCY; AGENCY data will be accessible when charges are brought current).
3. Maintain active Internet Service Provider (ISP) services to access the website. ISP charges are not included in this agreement. ISP failures are not the responsibility of RSI.
4. Enter emergency response data and all other data into the website per system instructions, support recommendations, and in accordance to the RSI User Policy Manual available on the support page from within Emergency Reporting's website.
5. Use supported web browsers as listed in the RSI User Policy Manual.

Additional CAD Link Terms & Conditions

RSI shall perform the following services:

- 1. Web Service CAD Links - Receive CAD interface data to the following address: https://secure.emergencyreporting.com/WS/V1.0/Dispatch/CallCenter.php. RSI reserves the right to reject or ignore invalid data.
2. For Flat File Parser (FFP) installations, RSI shall provide an installed piece of software that processes files as output from CAD and submits the data to RSI. FFP configurations shall conform to sample and specified data as output from CAD; any changes to this format may result in change order fees.
3. Provide ongoing changes and bug fixes, at no additional charge, to keep the CAD Interface address specified above operational.
4. Supply mapping (alias) tools, submission tracking, and general processing tools to assist in the management of CAD supplied data to RSI standards.
5. Ensure appropriate security, privacy, and encryption of data transmitted to and from the website, in compliance with RSI's internal policies, federal HIPPA regulations, industry practices regarding security, and (if applicable) Department of Defense (DoD) requirements as outlined in DoD directive 8500.1, 8500.2, PIA & SORN, necessary STIGS, and others, as defined by the Secretary of Defense or his/her designee.

The Agency shall be responsible for the following:

- 1. Provide clean, valid data for processing, either via text file (for Flat File Parser installations) or web services (for web services direct installations)
2. For FFP Installations, the Agency shall provide a nondedicated computer to install the FFP on. The computer shall have access to CAD supplied text files, as well as outbound HTTPS access to the address specified above. The operating system shall be x86 or x64, and shall be any edition of Windows Server 2008 or 2003, and shall have the .net Framework 2.0 or higher installed.
3. Agency shall provide technical staff to assist with installation, debugging, networking, and general troubleshooting of CAD link technology and infrastructure.

Governing Law. The AGENCY agrees that the rights of user and RSI shall be governed by the Laws of the State of Washington, without regard to any conflicts of law, rules or provisions. Sole and exclusive jurisdiction for any action or proceeding arising out of or related to this agreement shall be in an appropriate State or Federal Court located in WA State.

Data Ownership. All data transmitted to the website remains the property of the AGENCY. Retransmission of this data to the necessary state reporting authorities is authorized. Modifying, deleting or other modifications of submitted incident data by RSI is prohibited. Scientific research that is based on broad data trends is authorized, but no AGENCY specific data is to be made visible to any third parties.

Statute of Limitation. The AGENCY agrees that any cause of action you may have against RSI must be commenced within (6) six months after the claim arises.

Termination. Either AGENCY or RSI can terminate service at any time upon 30 days written (or email) notice. Future service fees, if any, will be refunded to the Agency.

Pricing. The AGENCY agrees to the prices set forth in this agreement. RSI reserves the right to modify AGENCY pricing at the billing renewal date, and will provide 30 day advance written notice of its intent to do so.

Copyright. The AGENCY recognizes that the RSI website is protected under U.S. copyright and trademark law, international conventions and other applicable law. The AGENCY agrees to not license, sell, publish, decompile, reverse engineer, or otherwise deconstruct any portion of RSI's technology.

RSI uses computer technology to collect data, and no such technology is 100% reliable at all times. System failures may occur without warning. Although all efforts will be made to prevent such failures, the AGENCY recognizes that these failures are outside the control of RSI, and agrees to hold RSI, its principals, employees, and agents harmless. If any court holds any portion of this Agreement to be unenforceable, then the remainder of this Agreement shall survive.

Reviewed per F.S.A. 8/9/16 Approved as to form and correctness

Leonard Morganis
Administration & Finance Officer

City Solicitor

Order Agreement

Print Name James A Dioso
Title Mayor
Phone # 401-727-7474
Signature
Date 08-16-16

Select Billing Frequency:
If no billing cycle is selected, the account will automatically be billed monthly.
Monthly [ ] Yearly [x]
Would you like to receive a copy of your invoice.
Electronically [ ] Mail [x]

\* If electronically please include an email address:
E: Kmsullivan@centralfallsri.us

Please complete the signed order and fax to: 866.929.6157 OR