

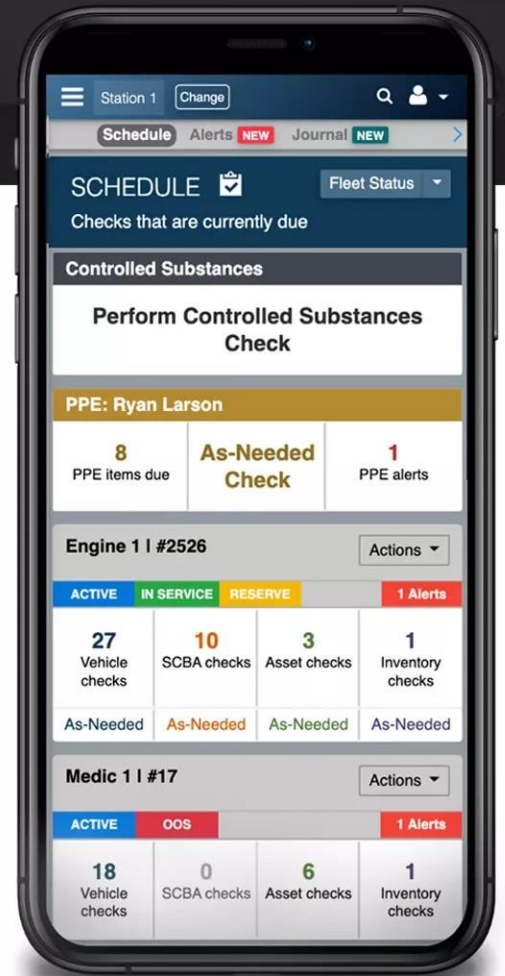
# BEST TOOL FOR THE JOB.

Purpose-built software for checklists and inventory management.

## PSTRAX PROPOSAL FOR

**Peoria Fire Department**  
Shawn Sollberger, Chief  
505 NE Monroe St  
Peoria, IL 61603

**Response to RFP 36-22**



Prepared By:  
Dave Zachau  
Station Automation, Inc. (DBA PSTrax)  
Sep 26, 2022





**WELCOME LETTER**

Dear Chief Sollberger & Team –

Thanks for your consideration of PSTrax and the opportunity to introduce you to our company. We would be excited to serve Peoria Fire Department and welcome you into the PSTrax family of 750 Fire-EMS agencies including neighbors like Pekin Fire Department, Normal Fire Department, Dale Township Fire Protection District, and Danvers Community Fire Protection District.

PSTrax was founded in 2009 when my daughter, Nicole, a fire medic in Colorado, asked about creating a system to automate truck checks at her agency. What started as a system for truck checks has evolved into the leading system for Checklists and Inventory for first responders. Today, PSTrax is used by 750 agencies and thousands of crews every day throughout the United States, Canada, and Australia. We remain privately owned and we answer directly to our clients, not shareholders or VC firms like so many other software companies.

You will see from this RFP response that we operate quite different than other software companies. This is very intentional. We believe the key differences below allow us to serve our agencies better. I hope you keep these in mind as you select a solution for your agency.

- PSTrax is Specialty Software for Fire-EMS checklists and inventory
- PSTrax is Built For You and Custom-Configured for your agency
- PSTrax provides Unlimited Ongoing Support after the implementation
- PSTrax offers a 365 Day Money Back Guarantee

You are in great hands with our team, but please feel free to contact me if I can ever be of assistance. I've included my direct contact information below.

A handwritten signature in black ink, appearing to read 'S. Bergeron', with a long horizontal line extending to the right.

Scott Bergeron, President & Co-Founder  
scott@pstrax.com  
303-918-3169





**SECTION 1 – EXECUTIVE SUMMARY / COMPANY BACKGROUND**



## EXECUTIVE SUMMARY (2 PAGES)

### PURPOSE-BUILT SOFTWARE

As a first responder it would be impractical to carry around one tool and use it for every type of emergency. Quite the opposite, you have hundreds of specialized tools and use the best tool for the job based on the unique circumstances of each situation. The same is true of software solutions. Every software company has a core competency – one area they specialize at – whether it be NFIRS, NEMIS, Training, Scheduling or Inventory.

[PSTrax](#) is a SAAS specialty software solution purpose-built for Checklists and Inventory Management that can be used with any device. We help Fire-EMS agencies automate their critical operations checks – Vehicles, Stations, Equipment, Supplies and Controlled Substances. We proudly serve 750+ agencies across the United States, Canada and Australia. Gartner© – the leading technology research firm – awarded PSTrax the top Fire-EMS software for Value, Ease of Use, and Features & Functionality based on real customer reviews. All data collected and stored in PSTrax is non-sensitive.

Our company specializes in one critical area of your operations – Checklists and Inventory – and we don't try to be "all things to all men". Our purpose is to be the best tool for the job. We do this by automating all your checks – Vehicles, Stations, SCBA, PPE, Critical Assets, Inventory, Controlled Substances – into a proven system that is easy to use. This laser focus has created a loyal client community with a 98.5% retention rate.

	<b>ALL-IN-ONE</b> Manage your apparatus, equipment and inventory checks in one place.
	<b>CUSTOM-CONFIGURED</b> We build the system to your exact requirements.
	<b>BUILT FOR CREWS</b> Designed for Fire/EMS crews. User friendly to ensure quick adoption.
	<b>COMPLETE DATA</b> All your documentation for easy reporting and powerful dashboards.
	<b>TRACK ISSUES</b> Send real-time notifications to the right people when issues arise.
	<b>USE ANY DEVICE</b> Web-based system that works with any device and always looks great.
	<b>SCAN BARCODES</b> Use your device or scanner to scan barcodes and QR codes.
	<b>OWN YOUR DATA</b> Your data, is your data. We store it safely in the cloud for you.

### BUILT & CUSTOM-CONFIGURED FOR YOU

PSTrax is a turnkey solution and is built for you. This means, unlike with other software, there is no implementation project for Peoria Fire Department. You don't have to learn a new system. You don't have to build a new system. You don't even have to load in your data. Our team takes care of everything so you can stay focused on more important things.



Every organization has a core competency. Your core competency is saving lives...and you are really good at it. Our core competency is building checklists systems...and we are really good at it. Over the years we have developed a proven process that has been used to successfully implement PSTrax for hundreds of Fire-EMS agencies. This allows us to guarantee the implementation of your system. The implementation timeline from start to finish typically takes 6 weeks once we receive your documentation.

### UNLIMITED ONGOING SUPPORT

In addition to building the system for Peoria Fire Department, PSTrax provides unlimited ongoing support as well. We recognize that no system is the same on Day 1 as Day 365 or Day 1000. There are always changes that need to be made. For example, users need to be added/removed, drug boxes need to be added/removed, controlled substances need to be added, additional training is needed for users, system settings/configurations need adjusted. Whenever changes are needed, PSTrax will help complete them for no additional cost. That said, Peoria FD does not need to rely on PSTrax and can make these changes themselves directly in the system.

### 365 DAY MONEY BACK GUARANTEE

PSTrax will provide Peoria FD a 365 Day Money Back Guarantee to ensure its satisfaction with the system. This means there is no risk for Peoria FD, and it will have 365 days to "trial" the Controlled Substance module. If Peoria FD is unsatisfied with the performance of the module, within the 30 days immediately following the 365-day period it may notify PSTrax to cancel the module. PSTrax shall provide a full refund of the module's first year annual software license fees.

### RECENT AWARDS

We are excited to share that Gartner® - the global leader in technology research and consulting - recently recognized PSTrax as the top-rated Fire-EMS software product based on real customer reviews and awarded PSTrax three "best product badges" for Best East of Use, Best Value and Best Functionality & Features. We encourage you to read our 5-star customer reviews [here](#).





## **COMPANY BACKGROUND**

### **OUR STORY**

PSTrax (Public Safety Tracking Systems) was founded by Scott Bergeron and Cliff Long in 2009. The idea was born shortly after Scott was approached by his daughter, Nicole, a Fire Medic in Colorado, with the idea to design a system for truck checks.

At that time, Fire-EMS agencies were still using paper to do their daily truck and equipment checks. Years later, most agencies are still using paper, or worse, software that's clunky and ineffective, and actually slows down the crews.

Scott and Cliff decided that software alone doesn't cut it. Agencies needed expert service combined with flexible software that could be spec'd to their unique requirements. Thus, PSTrax was born. The system was originally built for Blackhawk Fire Department in Colorado which is still a client to this day.

What started as a system for truck checks has evolved into the leading-system for checklists and inventory – consolidating checks for Vehicles, SCBA, PPE, Critical Assets, Stations, Inventory, and Narcotics – into a proven system that is easy to use and custom-configured for each department. Today we serve more than 750 Fire-EMS agencies across the United States, Canada and Australia. Our team consists of 22 full-time employees (and growing).

### **OUR PHILOSOPHY**

PSTrax's entire organization is driven by a genuine passion to serve Fire-EMS agencies – including customers throughout the state of Illinois, the country, and the world – and to be a long-term partner with each one. Our solutions are designed to improve safety and compliance, incident outcomes, crew and administrator efficiency, and cost-reduction. We help Fire-EMS agencies achieve these outcomes by custom-configuring the PSTrax tracking platform to the needs and processes of each individual agency. The platform provides all-in-one tracking for Fire-EMS departments, including apparatus/fleet, station, inventory, critical assets, PPE, SCBA, and controlled substances. Another unique differentiator of PSTrax is we provide unlimited on-going support – at no additional cost – to help maintain the proper set-up and usefulness of the platform.

## **PROVEN & COMMITTED PARTNER**

<b>Founded in 2009</b>		<b>750+</b> satisfied customers
<b>Privately Owned</b>		<b>98.5%</b> renewal rate
<b>Littleton, Colorado</b>		<b>45K</b> active users
<b>22</b> dedicated employees		<b>60%</b> year-over-year growth



## **OUR VISION**

To serve over 350,000 first responders by helping them perform their jobs more safely and efficiently so they can focus on their primary mission – helping the community and saving lives.

## **OUR MISSION**

We provide the best customer service, and we build functional solutions that are made for first responders, easy-to-use, and custom configured for each agency.

## **OUR VALUES**

1. We are passionate and committed to helping our customers.
2. We do the right thing and keep our word.
3. We push ourselves and strive for excellence.
4. We are fun and live well-balanced lives.
5. We achieve our goals as a team and help each other.
6. We exhibit professionalism and hold ourselves accountable.



## SECTION 2 – UNDERSTANDING OF THE PROJECT





The needs and interests of Peoria Fire Department, as outlined in the RFP requirements, align perfectly with the specialized tracking solutions, support, and expertise of PSTrax. We have complete confidence in our ability to fully satisfy the needs and requirements of Peoria Fire Department. PSTrax currently works with 750 agencies across the United States, Canada and Australia – including 23 agencies in the state of Illinois.

## TURNKEY SOLUTION

We understand that the agency is seeking a turnkey software solution – software, installation services, configuration, conversion, system integration, training, implementation and ongoing maintenance, annual license fees, technical support.

PSTrax is the only fully turnkey solution in the marketplace is completely built for you and provides unlimited ongoing support and training for (no additional cost) after the initial implementation. This means, unlike with other software, there is no implementation project for Peoria Fire Department. You don't have to learn a new system. You don't have to build a new system. You don't even have to load in your data. Our team takes care of everything so you can stay focused on more important things.

Every organization has a core competency. Your core competency is saving lives...and you are really good at it. Our core competency is building checklists systems...and we are really good at it. Over the years we have developed a proven process that has been used to successfully implement PSTrax for hundreds of Fire-EMS agencies. This allows us to guarantee the implementation of your system. The implementation timeline from start to finish typically takes 6 weeks once we receive your documentation.

Our solution is all-inclusive and includes all the following components:

- Software License
  - Six (6) PSTrax modules – Vehicles, Stations, Critical Assets, SCBA, PPE, Inventory
  - SSO authentication
  - First Arriving dashboard integration
- Turnkey Implementation
  - Project Management
  - Data Import (e.g., apparatus and station checklists, inventories, equipment (assets, SCBA, PPE), consumable supplies, controlled substances, etc.)
  - Custom Configuration of Data and Settings (based on department preferences and feedback)
  - Training of Admin Users
  - Assistance with Rollout to General Users
- Unlimited Users and Data
- System Hosting, Maintenance, and Upgrades
- Unlimited Customer Support
- Unlimited On-Going Training, Changes and Data Import (System admins can update the system or PSTrax can make the changes):
  - Adding users and/or permission adjustments
  - Adding new vehicles and stations with associated checklists and inventories
  - Adjusting existing checklist tasks or inventories
  - Adjusting checklist and event schedules
  - Adding new equipment or assets purchased from vendors
  - Adjusting system configurations for process changes
  - General help and assistance



## **SPECIALIZED SOLUTION**

We understand that Peoria FD is wanting a new inventory and asset management software solution to manage equipment, vehicles, and consumable inventory.

As mentioned, we believe that every software company has a core competency – one area they specialize at – whether it be NFIRS, NEMISIS, Pre-Plans, Training, Scheduling or Inventory Management. Some vendors (ESO, First Due, ImageTrend, etc.) try to be “one stop shops” by providing “bolt on” modules to their core competency. Most Fire-EMS agencies find that these types of vendors don’t provide the functionality, support, and expertise outside of their core competency.

PSTrax made the strategic decision to specialize in one critical area of your operations – Checklists and Inventory – and we don’t try to be “all things to all men”. Our purpose is to be the best tool for the job. We do this by automating all your checks –Vehicles, Stations, SCBA, PPE, Critical Assets, Inventory, Controlled Substances – into a proven system that is easy to use. This laser focus has created a loyal client community with a 98.5% retention rate.

## **CUSTOM-CONFIGURED**

We understand that Peoria FD is desiring a solution that is customized to your agency and the processes you have spent years developing that are currently in paper and spreadsheet format.

We recognize that every agency is unique and that there is no “one size fits all” approach to tracking. For this reason, we custom-configure PSTrax differently for each individual agency. The PSTrax team handles the entire implementation and delivers your system in weeks. This includes set up of the purchased modules, organizing documents provided by your agency, configuring modules to your requirements, importing your data, admin training, and assisting with go-live.

## **GOALS**

We understand that Peoria FD’s main goal of the new system is to replace its existing paper and spreadsheets and to implement a new software solution that will improve management and tracking of departmental assets, implement inventory tracking and control measures for EMS and Station supplies.

The benefit of PSTrax being specialized in the area of Checklists and Inventory is that we can help Peoria FD achieve these objectives better than any other solutions. We are experts in this area and can share best practices from other agencies in Illinois and across the country. By using PSTrax, Peoria FD will achieve Operational Efficiency, Cost Reduction, Risk Mitigation, and Service Delivery. Specifically, we will reduce paperwork and increase accountability and real-time tracking so that command staff have increases visibility and all the documentation needed for audits and investigations.

On average, most agencies experience a 700% return on investment in Year 1 of using the system. We also provide a 365 Day Money Back Guarantee because we are confident in the system and want it to be zero-risk for Peoria FD to use it.





**SECTION 3 – PROPOSED APPLICATIONS SOLUTION/STRATEGY/METHODOLOGY  
USED FOR THE PROJECT**



## **SOLUTION SUMMARY**

PSTrax will fully implement a turnkey solution for Peoria Fire Department to manage all apparatus/fleet, stations, assets, SCBA, PPE, and inventory in a single platform.

In addition to implementing and custom configuring the platform to Peoria FD's needs, PSTrax will also provide unlimited on-going support and administrative services to help maintain the usefulness of the platform (e.g., importing new data, creating new inspections, alert categories, users).

Peoria FD power users will be trained to make any necessary administrative changes to the platform, but these changes may also get delegated to PSTrax. In addition to change requests, PSTrax will also provide the City's users with unlimited training and support.

## **PROPOSED MODULES**

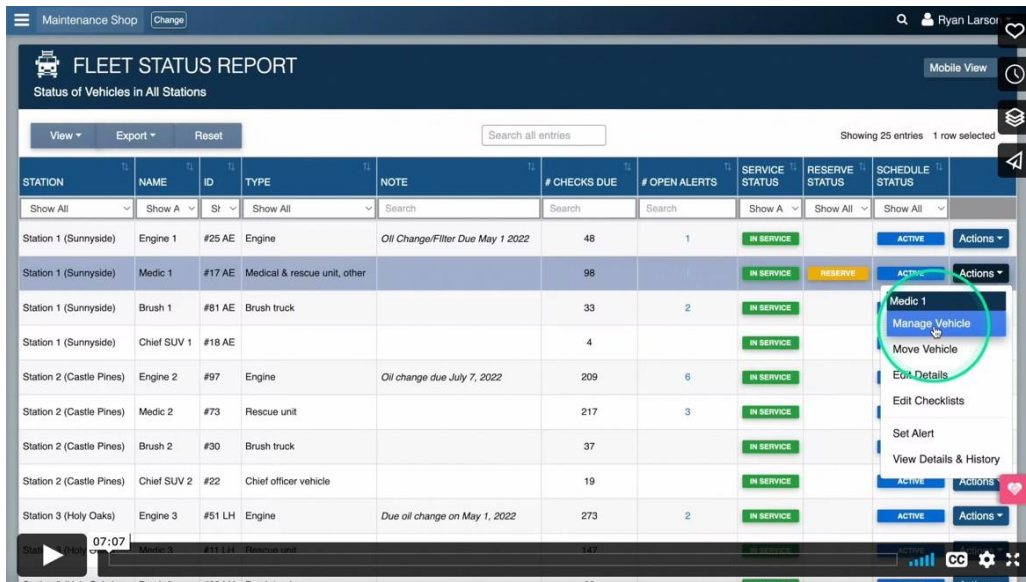
Based on the needs outlined in the RFP, we are proposing that Peoria FD utilize all seven PSTrax modules including – Vehicles, Stations, Assets, SCBA, PPE, Inventory, Controlled Substances. This will allow the agency to complete all their checks in one integrated system.

Additionally, we are proposing two “add-ons” based on our understanding of the requirements – SSO authentication and First Arriving dashboard integration.

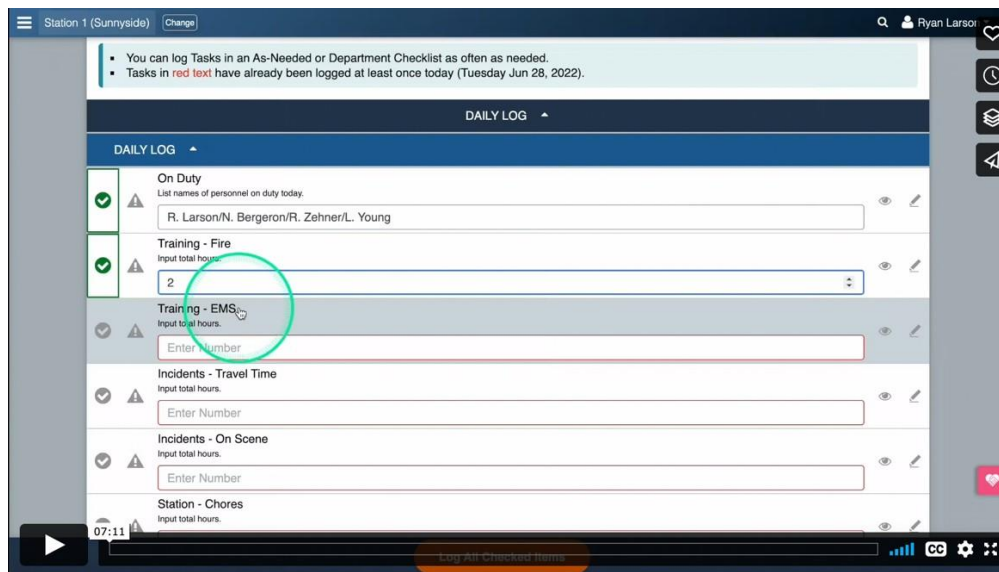
**7-MINUTE MODULE VIDEOS**

These short videos provide a high-level overview of the modules we are proposing for Peoria FD:

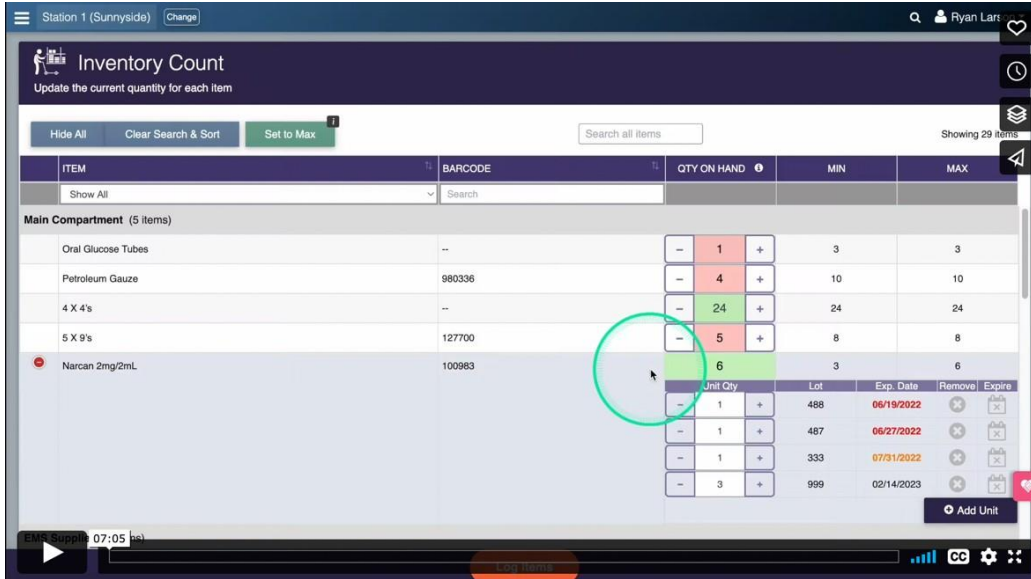
[Vehicle Module Overview](#) (7 min)



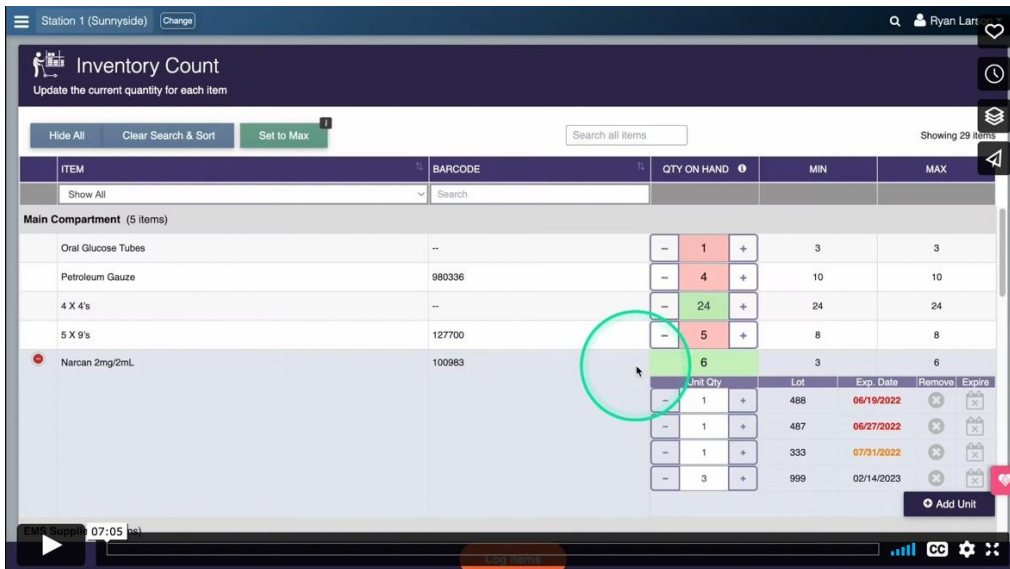
[Station Module Overview](#) (7 min)



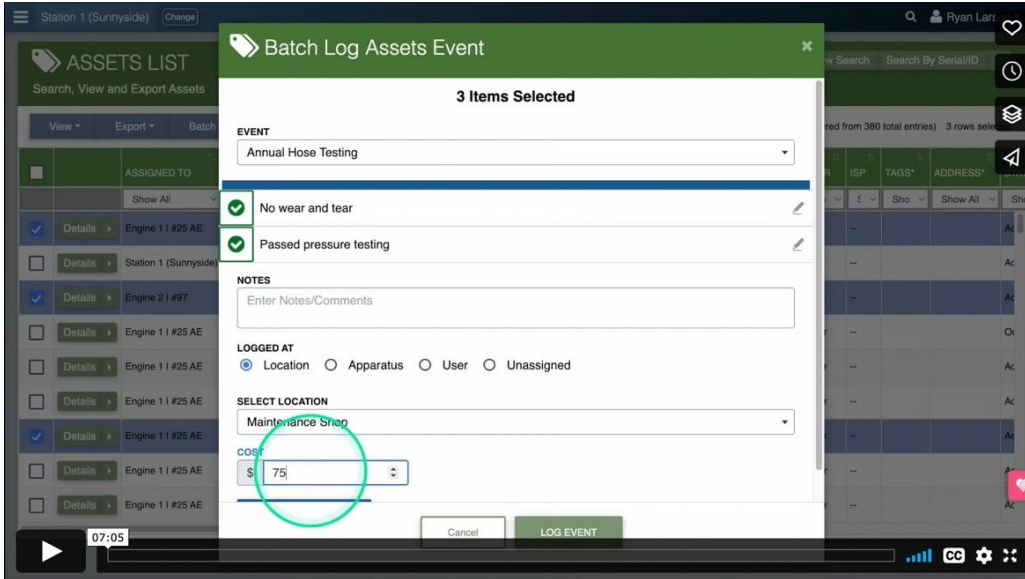
[Inventory Module Overview](#) (7 min)



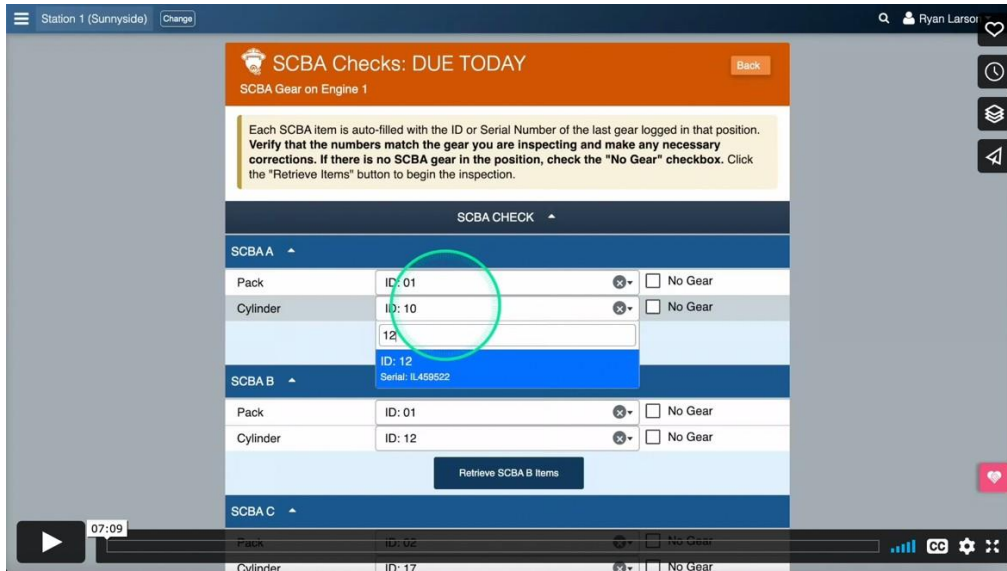
[Asset Module Overview](#) (7 min)



[SCBA Module Overview](#) (7 min)



[PPE Module Overview](#) (7 min)





**MODULE FUNCTIONALITY**

Outlined in the diagrams below is a summary of each module’s high-level functionality:



**Vehicles**



**Stations**

- Unlimited Checklists
- Alert Workflow
- Full History
- Maintenance Tracking
- NFPA, DOT and OSHA Checks
- As-Needed Checks
- Full History
- Transfer Items

*"One of the best features of PStrax, is that it allows us to use the system as a project management tool. When a piece of equipment comes out of service, we are able to track it from the time it leaves the fire truck all the way through the process of repair and return back to the apparatus."*

**District Chief Kevin Wiseman  
Spring VFD (TX)**



**PPE**



**SCBA**



**Assets**

- Log Any Event
- NFPA and OSHA Checks
- Find Equipment
- Expiration Dates
- Gear Assignment
- Cost Tracking
- Full History
- Funding Source

*"We identified the way we manage and track our assets as an area for improvement. Essential information about our assets can and has been misplaced through lost or incomplete paperwork or even human error. We identified a more efficient way of managing and tracking assets with PStrax."*

**Steve Cameron Executive GM of Operations  
Royal Flying Doctors (Australia)**



**Inventory**



**Narcotics**

Inventory / Vial Checks	Expiration Dates
DEA Checks	Lot Numbers
Transfer / Restock	PAR Levels
Quantity Levels	Usage Reports

*"The Narcotics module has allowed accurate, reliable and accessible tracking of controlled substance inventories within our department. The configuration that is offered is key to the successfully transition to electronic form. PSTRax has absolutely delivered on this module."*

**Engineer Matt Osborn**  
Castle Rock FD (CO)



**FUNCTIONAL OBJECTIVES**

1. A Cloud based service that will allow several types of devices to connect securely to the service including desktops (Windows), cell phones and tablets (iOS) and allow an accurate tracking of inventory of Fire Department assets.

PSTrax is a web-based system (not an app) that can be accessed using any modern web browser – Edge, Chrome, Safari, Firefox, etc. Simply go to the PSTrax login page to sign in. Being web-based provides a lot of benefits – multiple users can access the system at the same time, the system can be accessed by any device and any operating system, and all data is stored and synced to the cloud. Each user has their own unique login credentials and every check completed in the system is date and timestamped with the user that completed it to ensure accurate tracking and complete documentation.

2. Software should provide the ability to track the receipt and distribution of various equipment and supplies (i.e.; apparatus inventory and equipment, building supplies, EMS inventory, etc.).

PSTrax is specialty solution purpose-built for tracking all your equipment and supplies. We consolidate all your vehicles, stations, equipment, assets, inventory, and consumable supplies into an easy-to-use system that the crews will actually use. Administrators can easily manage vehicles, equipment and supplies and see where individual items are currently located across the agency.

Station	Unit	ID	Type	Note	# Checks Due	# Open Alerts	Service Status	Reserve Status	Schedule Status
Station 1 (Sunnyside)	Engine 1	#25 AE	Engine	Oil change scheduled for 6/15/22	122	2	OOB		ACTIVE
Station 1 (Sunnyside)	Medic 1	#17 AE	Medical & rescue unit, other		63	1	IN SERVICE	RESERVE	ACTIVE
Station 1 (Sunnyside)	Brush 1	#91 AE		Oil Changed 6/14	32	2	IN SERVICE		ACTIVE
Station 1 (Sunnyside)	Chief SUV 1	#18 AE			2		OOB		ACTIVE
Station 2 (Castle Pines)	Engine 2	#97		Oil change due October 7, 2022	159	5	IN SERVICE		ACTIVE
Station 2 (Castle Pines)	Medic 2	#73	Rescue unit		155	2	IN SERVICE		ACTIVE
Station 2 (Castle Pines)	Brush 2	#30	Brush truck		37		IN SERVICE		ACTIVE
Station 2 (Castle Pines)	Chief SUV 2	#22	Chief officer vehicle		19		IN SERVICE		ACTIVE
Station 3 (Holy Oaks)	Engine 3	#51 LH	Engine	Due oil change on October 1, 2022	244	3	IN SERVICE		ACTIVE
Station 3 (Holy Oaks)	Medic 3	#11 LH	Rescue unit		147	3	IN SERVICE		ACTIVE
Station 3 (Holy Oaks)	Brush 3	#66 LH	Brush truck	Takes 10W 30	33		IN SERVICE		ACTIVE

*(The Fleet Status report allows admins to track and manage all the vehicles across the agency.)*



Station 1 (Sunnyside) Change

### PPE GEAR LIST

Search, View and Export Gear

New Search Search By SerialID

View Export Batch Reset Search all entries Showing 176 entries

	USER	BADGEID	SHIFT	TYPE	SERIAL#	ID#	MFR	MODEL	SIZE	COST	STATUS
<input type="checkbox"/>	Smith (Station 1), Captain		--	Hood	1073	--	American	--	--	\$125.00	Active
<input type="checkbox"/>	Smith (Station 1), Captain		--	Jacket	151006039	--	Honeywell	--	--	\$1,548.00	Out for Repair
<input type="checkbox"/>	Smith (Station 1), Captain		--	Wildland Jacket	--	--	Fire-Dex	FS1J05SL	--	\$248.10	Active
<input type="checkbox"/>	Unassigned		--	Helmet	1192	--	Caims	1044	Adjustable	\$375.00	Active
<input type="checkbox"/>	Unassigned		--	Helmet	1221	--	Caims	1044	Adjustable	\$375.00	Out for Repair
<input type="checkbox"/>	Unassigned		--	Helmet	1250	--	Caims	1044	Adjustable	\$375.00	Active
<input type="checkbox"/>	Unassigned		--	Helmet	43	--	Honeywell	EV1	Adjustable	\$485.82	Active
<input type="checkbox"/>	Unassigned		--	Pants	1501009477	--	Honeywell	--	44/32	\$620.00	Active
<input type="checkbox"/>	Unassigned		--	Pants	P1701484002	--	Innotex	--	--	\$620.00	Active
<input type="checkbox"/>	Unassigned		--	Pants	39347101	--	Sperian	--	--	\$620.00	Active
<input type="checkbox"/>	Unassigned		--	Gloves	325820-797	--	Fire Dex	DEX-ET	S	\$110.00	Active

(The PPE gear list allows admins to view and manage all the PPE equipment across the agency.)

Station 1 (Sunnyside) Change

### SCBA GEAR LIST

Search, View and Export Gear

New Search Search By SerialID

View Export Batch Reset Search all entries Showing 31 entries

	TYPE	ID#	SERIAL#	MFR	MODEL	SIZE	COST	STATUS	USER	DESCRIPTION	SOURCE	CONDITION	MFR DATE	IN-S DATE
<input type="checkbox"/>	Cylinder	01	IL424553	Scott	Model 100	45-min	\$1,160.00	Active	Unassigned	45min Carbon (Free Trial)		--	08/01/2009	0
<input type="checkbox"/>	Cylinder	02	IL365872	Scott	--	45-min	\$1,160.00	Active	Unassigned	45min Carbon		--	07/01/2006	0
<input type="checkbox"/>	Cylinder	04	IL457827	Scott	--	45-min	\$1,160.00	Inactive	Unassigned	45min Carbon	UASI	--	08/01/2009	0
<input type="checkbox"/>	Cylinder	05	IL424459	Scott	--	45-min	\$1,160.00	Active	Unassigned	45min Carbon		--	08/01/2009	0
<input type="checkbox"/>	Cylinder	06	IL366001	Scott	Model A	45-min	\$1,160.00	Active	Unassigned	45min Carbon		--	07/01/2006	0
<input type="checkbox"/>	Cylinder	08	IL455982	Scott	--	45-min	\$1,160.00	Active	Unassigned	45min Carbon		--	08/01/2009	0
<input type="checkbox"/>	Cylinder	10	IL365664	Scott	Model A	45-min	\$1,160.00	Active	Unassigned	45min Carbon		--	07/01/2006	0
<input type="checkbox"/>	Cylinder	12	IL459522	Scott	Model 100	45-min	\$1,160.00	Active	Unassigned	45min Carbon		--	08/01/2009	0
<input type="checkbox"/>	Cylinder	13	IL422506	Scott	Model 100	45-min	\$1,160.00	Active	Unassigned	45min Carbon		--	08/01/2009	0
<input type="checkbox"/>	Cylinder	14	IL365982	Scott	Model 100	45-min	\$1,160.00	Active	Unassigned	45min Carbon		Excellent	07/01/2017	0

(The SCBA gear list allows admins to view and manage all the SCBA equipment across the agency.)



ASSIGNED TO	TYPE	DESCRIPTION	MFR	SIZE	COST	MODEL	SERIAL#	ID#
Station 1 (Sunnyside) Apparatus Bay	AED	philips heartstart fr2+	Philips	--	\$1,200.00	--	105139374	68010003
Medic 1 #17 AE	AED	AED	Phillips FR2+	--	\$2,100.00	--	--	68000346
Medic 2 #73	AED	AED	Phillips FR2+	--	\$2,100.00	--	209297644	68000348
Station 2 Supply Room Checks	AED	AED	Phillips FR2+	--	\$2,100.00	--	209297648	68000350
Station 1 (Sunnyside)	AED	AED FR2+	Phillips	--	\$2,200.00	--	1204135305	68000225
Station 1 (Sunnyside)	AED	AED FR2+	PHILLIPS	--	\$1,500.00	--	504116994	68010002
Station 2 Supply Room Checks	AED	AED FR3	PHILLIPS	--	\$2,200.00	--	C141-00641	68000498
--	AED	AED	philips heartstart fr2+	--	\$1,200.00	--	105139375	68010004
Station 3 (Holy Oaks) Apparatus Bay	AED	AED	philips heartstart fr2+	--	\$1,200.00	--	105139376	68010005
Station 4 (Lake View) Apparatus Bay	AED	AED	philips heartstart fr2+	--	\$1,200.00	--	105139377	68010006

(The Assets list allows admins to view and manage all the high-dollar assets across the agency.)

Item	Station	Unit	Container	Sub-Container	Qty On Hand	Earliest Exp Date	Lot #	Max	Min	Description
1/2 ounce bottles Emergency Eyewash	Station 1 (Sunnyside)	N/A	Central Supply	Hazmat Supplies	20	N/A		20	0	10 10
1/2 ounce bottles Emergency Eyewash	Station 1 (Sunnyside)	Station 1 Checks	Station 1 Supply Closet	Hazmat Supplies	4	N/A		4	0	2 2
4 X 4%	Station 1 (Sunnyside)	Engine 1	Engine 1	Main Compartment	10	N/A		10	0	5 5
4 X 4%	Station 1 (Sunnyside)	Medic 1	Medic 1	Main Compartment	10	N/A		10	0	5 5
4 X 4%	Station 1 (Sunnyside)	N/A	Central Supply	EMS Supplies	50	N/A		50	0	25 25
4 X 4%	Station 1 (Sunnyside)	Station 1 Checks	Station 1 Supply Closet	Main Compartment	24	N/A		24	0	24 0
5 X 9%	Station 1 (Sunnyside)	Engine 1	Engine 1	Main Compartment	10	N/A		10	0	5 5
5 X 9%	Station 1 (Sunnyside)	Medic 1	Medic 1	Main Compartment	11	N/A		10	1	5 6
5 X 9%	Station 1 (Sunnyside)	N/A	Central Supply	EMS Supplies	50	N/A		50	0	25 25
5 X 9%	Station 1 (Sunnyside)	Station 1 Checks	Station 1 Supply Closet	Main Compartment	8	N/A		8	0	8 0
AA Batteries	Station 1 (Sunnyside)	N/A	Central Supply	Station Supplies	40	N/A		40	0	20 20 Dur
AA Batteries	Station 1 (Sunnyside)	Station 1 Checks	Station 1 Supply Closet	Station Supplies	10	N/A		10	0	5 5 Dur
Adult No-Neck C-Collars	Station 1 (Sunnyside)	N/A	Central Supply	EMS Supplies	50	N/A		50	0	25 25
Adult Regular C-Collars	Station 1 (Sunnyside)	N/A	Central Supply	EMS Supplies	20	N/A		20	0	10 10

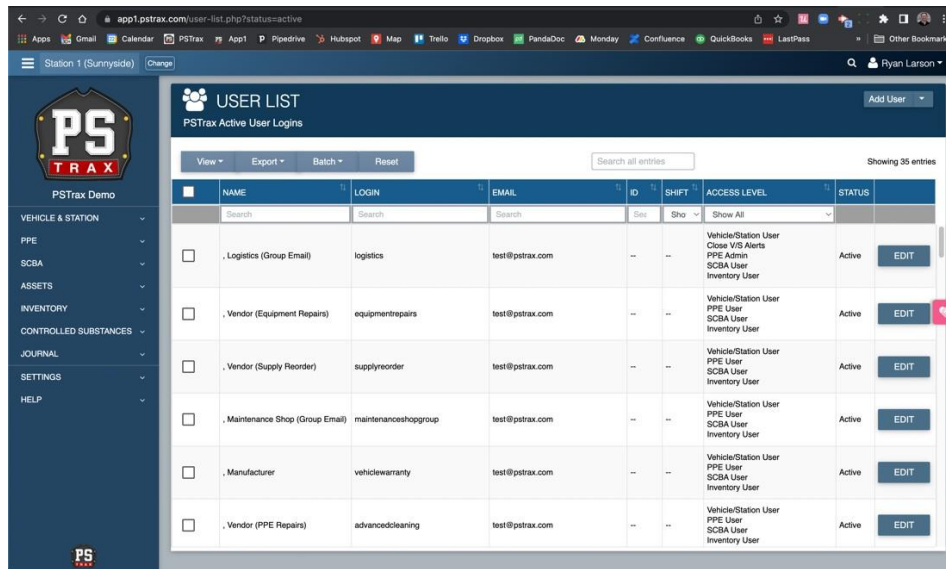
(The Inventory list allows admins to view and manage all the consumable supplies across the agency.)

- The System must support multiple users with unique logins, single sign on and multi- factor authentication**

  - It is required that each person who will access the system have an individual log in (username) and password. There are currently approximately 70 members within the organization (system must be able to accommodate up to 100 users), various members would require different levels of access to the system.



You may add as many users as needed into the system. Each user will have a unique login and password and role-based security for each module. Multiple users can access the system at the same time with real-time updates for everyone to see.



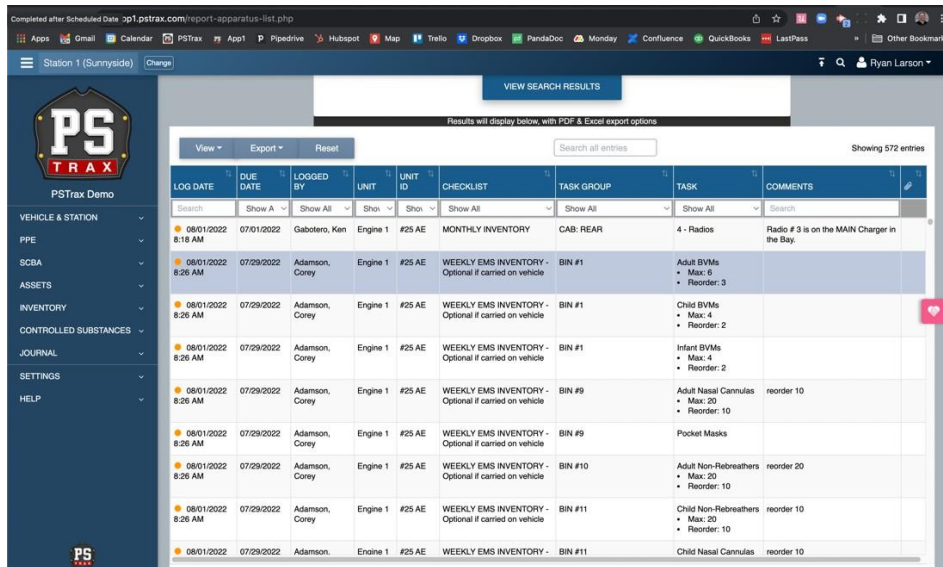
*(The Users list allows you to view all the users in the system and make permission changes.)*

- **The system should allow for temporary deactivation of a user (medical leave, etc.).**

PSTrax allows you to temporary inactivate a user, if needed in these types of situations.

4. **It is desired that the system have the ability to customize reports, along with the ability to create ad hoc reports on an as-needed basis. The City does not want to have to write reports in order to produce customized reports, and prefers it to be an option of where you can select certain fields, or boxes in order for a report to be produced with the data the department needs.**

All of your data can be exported any time using the front-end user interface. There is no coding or IT involvement needed. PSTrax comes with many standard reports and logs that can be custom-configured based on the data attributes you wish to see. Each report can be printed or exported into Excel or PDF. You can create custom reports or ad hoc reports in the front-end user interface any time.



Completed after Scheduled Date: app1.pstrax.com/report-apparatus-list.php

Station 1 (Sunnyside) Change

VIEW SEARCH RESULTS

Results will display below, with PDF & Excel export options

Showing 572 entries

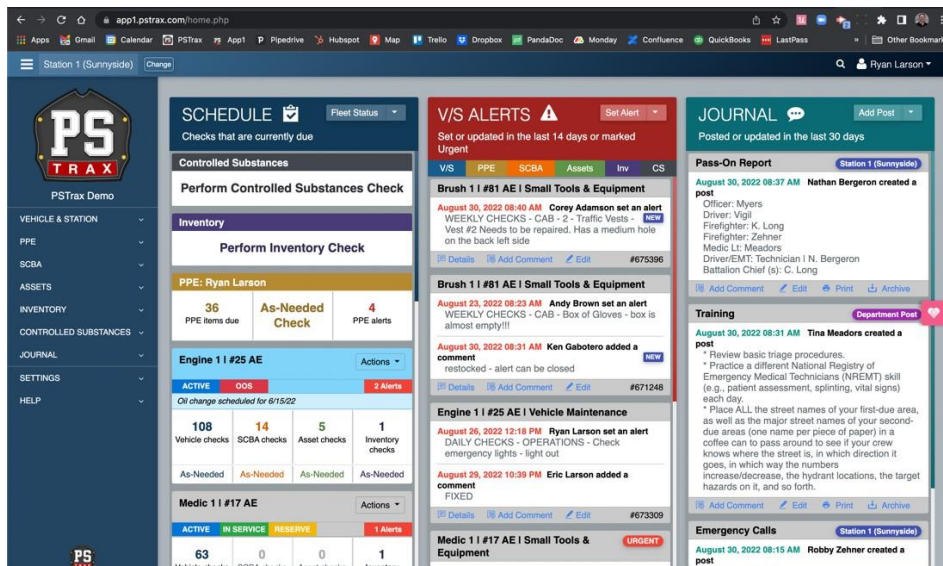
LOG DATE	DUE DATE	LOGGED BY	UNIT	UNIT ID	CHECKLIST	TASK GROUP	TASK	COMMENTS
08/01/2022 8:18 AM	07/01/2022	Gabotero, Ken	Engine 1	#25 AE	MONTHLY INVENTORY	CAB: REAR	4 - Radios	Radio # 3 is on the MAIN Charger in the Bay.
08/01/2022 8:26 AM	07/29/2022	Adamson, Corey	Engine 1	#25 AE	WEEKLY EMS INVENTORY - Optional if carried on vehicle	BIN #1	Adult BVMS • Max: 6 • Reorder: 3	
08/01/2022 8:26 AM	07/29/2022	Adamson, Corey	Engine 1	#25 AE	WEEKLY EMS INVENTORY - Optional if carried on vehicle	BIN #1	Child BVMS • Max: 4 • Reorder: 2	
08/01/2022 8:26 AM	07/29/2022	Adamson, Corey	Engine 1	#25 AE	WEEKLY EMS INVENTORY - Optional if carried on vehicle	BIN #1	Infant BVMS • Max: 4 • Reorder: 2	
08/01/2022 8:26 AM	07/29/2022	Adamson, Corey	Engine 1	#25 AE	WEEKLY EMS INVENTORY - Optional if carried on vehicle	BIN #9	Adult Nasal Cannulas • Max: 20 • Reorder: 10	reorder 10
08/01/2022 8:26 AM	07/29/2022	Adamson, Corey	Engine 1	#25 AE	WEEKLY EMS INVENTORY - Optional if carried on vehicle	BIN #9	Pocket Masks	
08/01/2022 8:26 AM	07/29/2022	Adamson, Corey	Engine 1	#25 AE	WEEKLY EMS INVENTORY - Optional if carried on vehicle	BIN #10	Adult Non-Rebreathers • Max: 20 • Reorder: 10	reorder 20
08/01/2022 8:26 AM	07/29/2022	Adamson, Corey	Engine 1	#25 AE	WEEKLY EMS INVENTORY - Optional if carried on vehicle	BIN #11	Child Non-Rebreathers • Max: 20 • Reorder: 10	reorder 10
08/01/2022 8:26 AM	07/29/2022	Adamson, Corey	Engine 1	#25 AE	WEEKLY EMS INVENTORY - Optional if carried on vehicle	BIN #11	Child Nasal Cannulas	reorder 10

*(The Logs report is a popular standard report that lists each individual check that was completed.)*

### 5. The ability to track items and inventory for multiple stations.

PSTrax allows you to track items and inventories across all your stations. Additionally, each station has its own dashboard that shows the items and inventories currently at that station, a schedule of any checks due, any open alerts or issues, and a journal with timely information.

Crews can set a default station in their user profile settings but can always change their station, if needed – for example, if they are filling in somewhere else for the day and need to see the dashboard for a different location.



app1.pstrax.com/home.php

Station 1 (Sunnyside) Change

VIEW SEARCH RESULTS

Results will display below, with PDF & Excel export options

Showing 572 entries

**SCHEDULE** Fleet Status

Checks that are currently due

**Controlled Substances**

Perform Controlled Substances Check

**Inventory**

Perform Inventory Check

**PPE: Ryan Larson**

PPE items due: 36 | As-Needed Check | PPE alerts: 4

**Engine 1 | #25 AE** Actions

ACTIVE: 108 | ODS: 14 | 5 Alerts

Oil change scheduled for 8/15/22

Vehicle checks: 108 | SCBA checks: 14 | Asset checks: 5 | Inventory checks: 1

As-Needed: As-Needed | As-Needed | As-Needed

**Medic 1 | #17 AE** Actions

ACTIVE: 63 | IN SERVICE: 0 | RESERVE: 0 | 1 Alerts

Vehicle checks: 63 | SCBA checks: 0 | Asset checks: 0 | Inventory checks: 1

**V/S ALERTS** Set Alert

Set or updated in the last 14 days or marked Urgent

V/S PPE SCBA Assets Inv CS

**Brush 1 | #1 AE | Small Tools & Equipment**

August 30, 2022 08:40 AM Corey Adamson set an alert

WEEKLY CHECKS - CAB - 2 - Traffic Vests - [NEW]

Vest #2 Needs to be repaired. Has a medium hole on the back left side

#675396

**Brush 1 | #1 AE | Small Tools & Equipment**

August 23, 2022 08:23 AM Andy Brown set an alert

WEEKLY CHECKS - CAB - Box of Gloves - box is almost empty!!!

#671248

**Engine 1 | #25 AE | Vehicle Maintenance**

August 26, 2022 12:18 PM Ryan Larson set an alert

DAILY CHECKS - OPERATIONS - Check emergency lights - light out

August 29, 2022 10:39 PM Eric Larson added a comment

FIXED

#673309

**Medic 1 | #17 AE | Small Tools & Equipment** URGENT

**JOURNAL** Add Post

Posted or updated in the last 30 days

**Pass-On Report** Station 1 (Sunnyside)

August 30, 2022 08:37 AM Nathan Bergeron created a post

Officer: Myers  
Driver: Vigil  
Firefighter: K. Long  
Firefighter: Zehner  
Medic Lt: Meadors  
Driver/EMT: Technician I N. Bergeron  
Battalion Chief (s): C. Long

**Training** Department Post

August 30, 2022 08:31 AM Tina Meadors created a post

- Review basic triage procedures.
- Practice a different National Registry of Emergency Medical Technicians (NREMT) skill (e.g., patient assessment, splinting, vital signs) each day.
- Place ALL the street names of your first-due area, as well as the major street names of your second-due areas (one name per piece of paper) in a coffee can to pass around to see if your crew knows where the street is, in which direction it goes, in which way the numbers increase/decrease, the hydrant locations, the target hazards on it, and so forth.

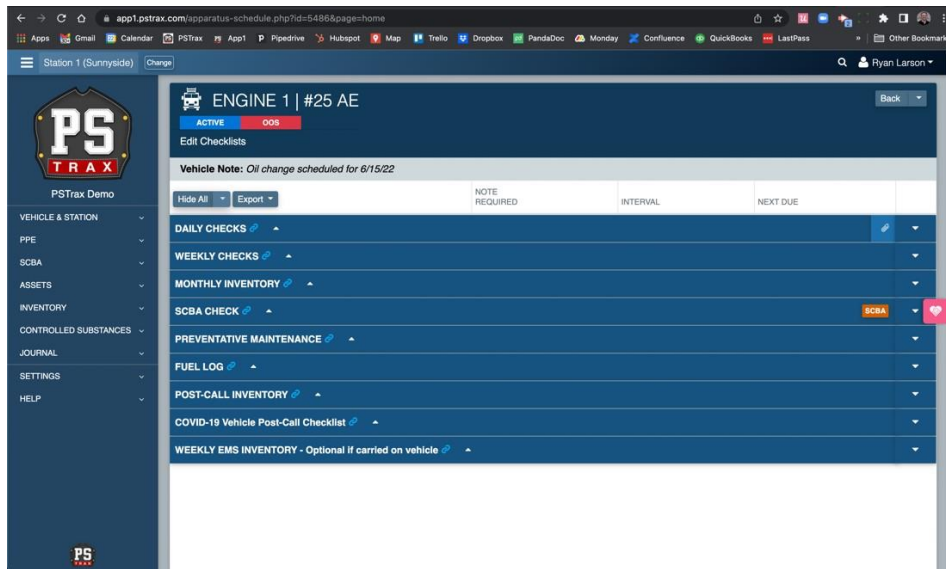
**Emergency Calls** Station 1 (Sunnyside)

August 30, 2022 08:15 AM Robby Zehner created a post

*(The Dashboard page shows all the pertinent information at that station including the Schedule, Alerts and Journal)*

**6. The ability to create multiple checklists with different schedules**

PSTrax allows you to have unlimited checklists and unlimited checks. Each checklist can be scheduled for whatever frequency needed. The system keeps track of all the various schedules and simply shows the crews what’s due on their home dashboard. In addition to scheduled checklists, you can complete as-needed checklists such as PMs, post-call inspections, and fuel logs. Transfer checklists can also be completed to move items from one vehicle to another.



*(The Edit Checklists page is where all the different checklists and associated tasks are managed.)*

**7. Desire a system that has an open API that can integrate with the departments other systems (e.g. dashboard (First Due), email platform (Google Workspace), etc.)**

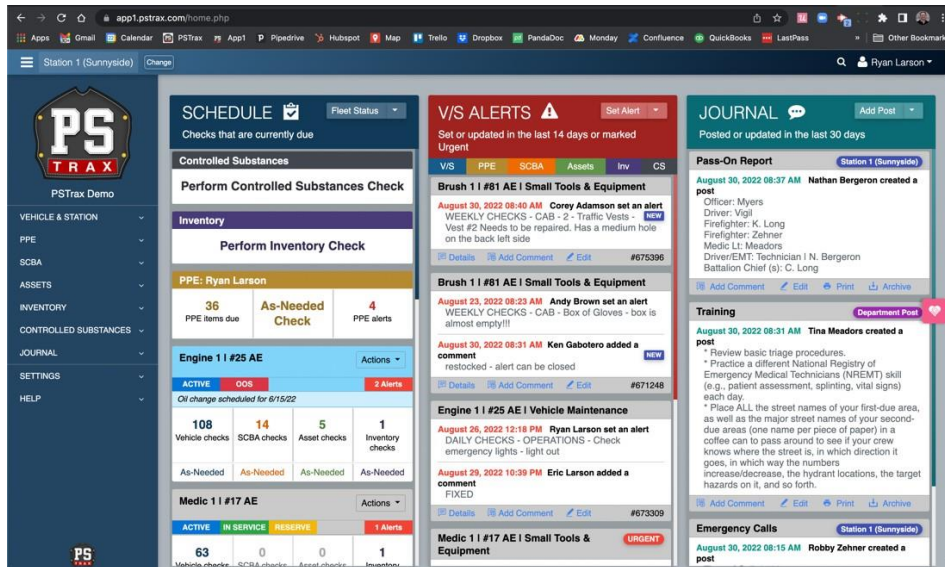
PSTrax currently has an API for First Arriving dashboards. We are also expanding our API capabilities throughout the entire system by creating endpoints for all core functionality that can be used to integrate with other software solutions (ex. Fleet, etc.).

**8. The department desires a system that is easy to use, with click and drag features and is user friendly in order that users with varying technological skills can easily utilize the system.**

User-friendliness is one of the biggest differentiators of PSTrax. We believe that if the system is not user-friendly and intuitive that the crews won’t use it. That’s why we designed PSTrax to be “firefighter friendly” for both crew members and administrators.

One the station dashboard, any checks due populate as a number for the crews. They simply click the box and complete their checks. Any new issues that arise can be reported to the appropriate individuals to take action.

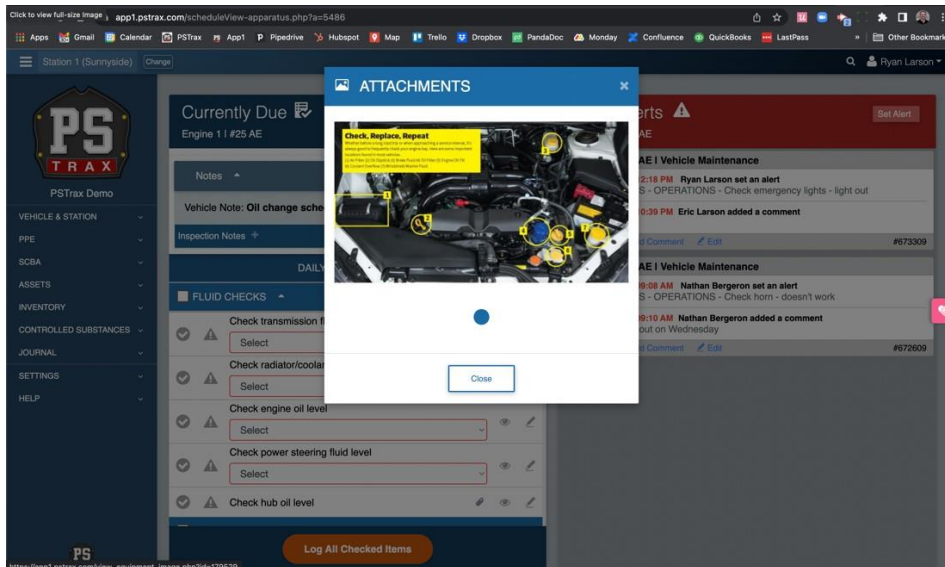




*(The Dashboard is intentionally designed to be very user-friendly and intuitive for crews to navigate.)*

**9. The department desires the ability to upload pictures, attachments, documents, and PDF's or embed documents/reference materials into checklists as backup/support to any issues or notations made.**

PSTrax allows you to attach training resources to checklists for the crews to reference. Common resources include PDFs, images and videos. You can even take pictures of the various inventory compartments to help the crews remember where inventories belong.



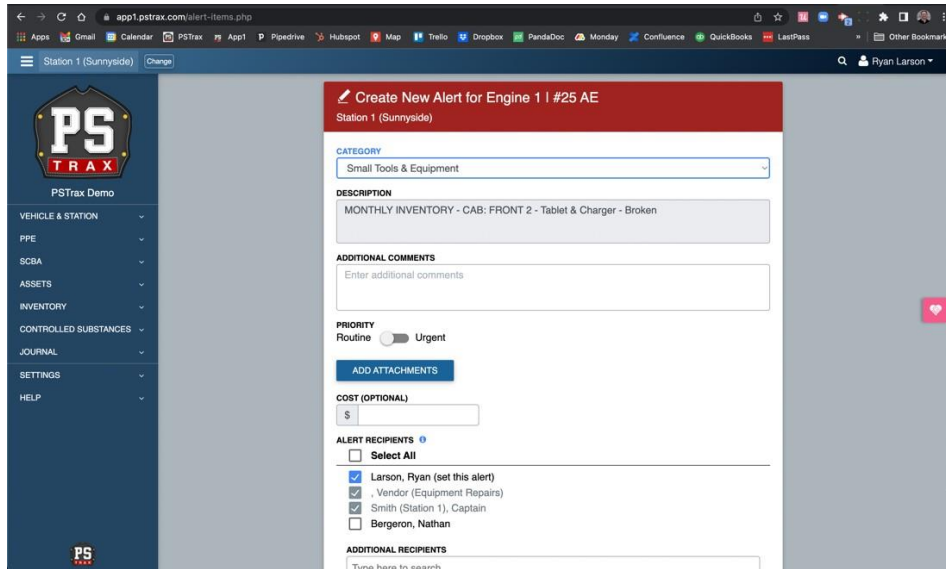
*(Training resources can be attached to individual tasks or task groups for crews.)*

**10. The ability to send automatic emails to predetermined recipients based on deficiencies in checklists. This includes various email addresses based on the issue being notated.**



- **Example: If a small power tool is noted on the checklist as having deficiencies and automated email would be sent to the email address of the staff that is assigned to perform small engine repairs.**

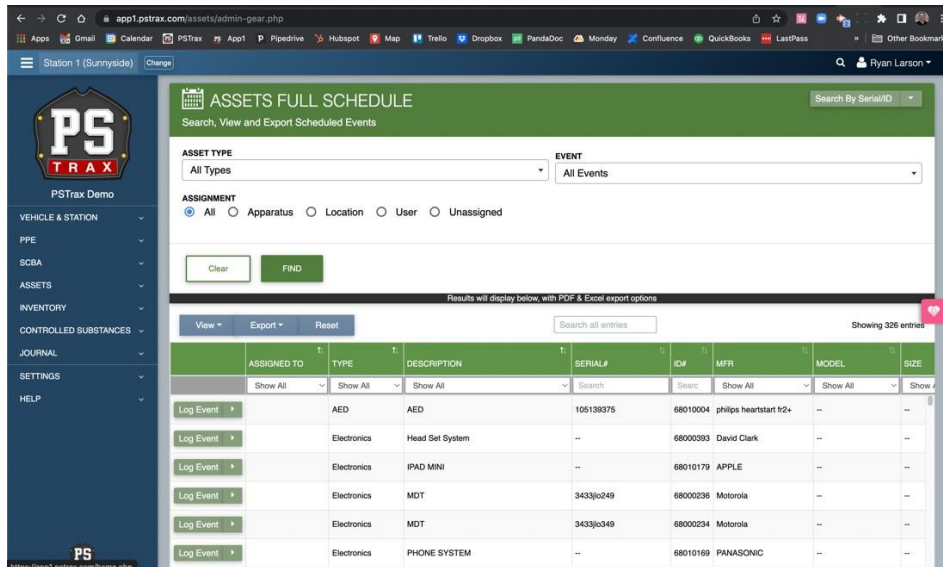
You can have unlimited alert categories in the system. This allows you to delegate different types of issues based on who needs to receive them. Each alert category can have predetermined recipients (individuals or groups) that can be required or optional. In the example presented, you can have an alert category called “Small Power Tools” and you can have items on a checklist default to that alert category. Alert recipients receive new alert notifications via email and text message, based on their preference.



*(Each alert category can have different alert recipients that it's sent to.)*

- 11. The ability for the system to provide alerts for scheduled maintenance that has date presets as a reminder to perform regularly scheduled service such as winterizing vehicles, summer maintenance, etc.**

Scheduled maintenance events can be scheduled on any frequency needed and can be viewed by administrators at any time in their work queue. Administrators can also receive email status reports with upcoming items due.



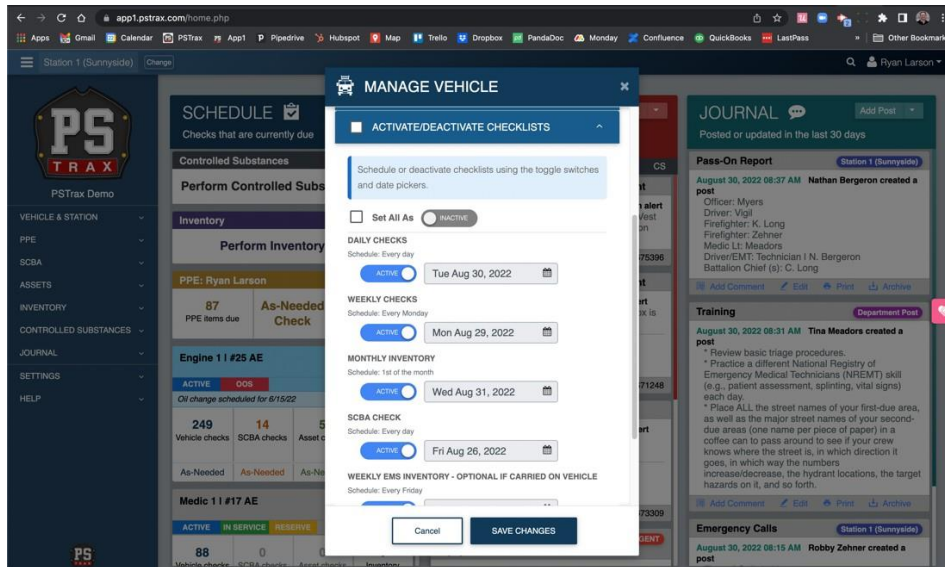
*(The Full Schedule is accessible anytime and shows all the upcoming events based on due date.)*

**12. The ability for the system to provide alerts for scheduled calibrations, etc.**

Calibration and other maintenance events can be scheduled on any frequency needed and can be viewed by administrators at any time in their work queue. Administrators can also receive email status reports with upcoming items due.

**13. The ability to hide or deactivate, but not eliminate a checklists associated with a specific vehicle, or task. An example would be the department’s utility vehicle that is used as a grass rig through the summer, but once winter comes the grass rig is taken out of service and the checklist is no longer relevant to be completed for the winter months, but will be needed again at the start of the summer season.**

Each vehicle can have multiple checklists that can be activated or deactivated, as needed. PSTRax takes this one step further by allowing you to automatically activate or deactivate certain checklists based on a vehicle’s status (in-service or out-of-service) and reserve status. In the example presented, when the brush truck is moved to a status of out-of-service the checklist can automatically be deactivated. This eliminates the human error factor.

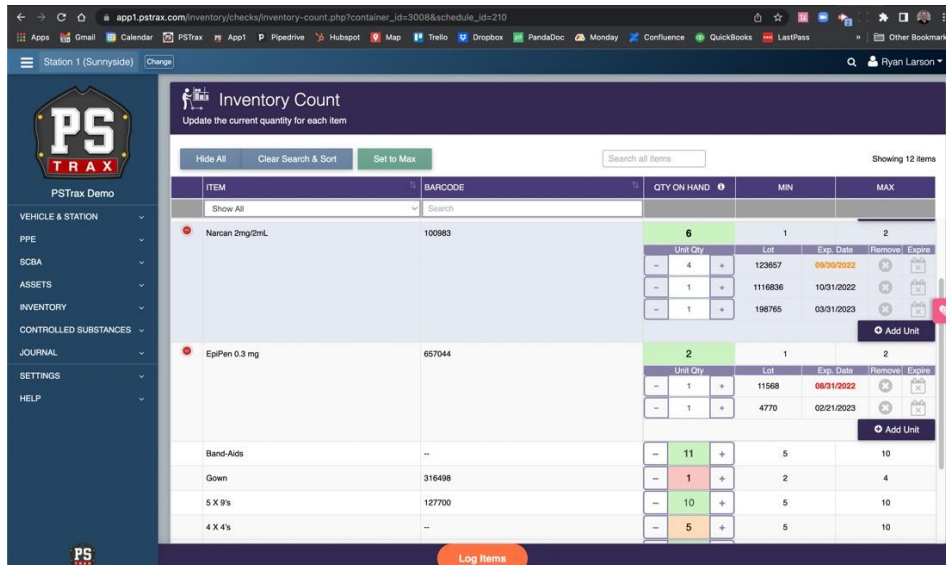


*(Checklists can be configured to be automatically activated and deactivated based on operational procedures such as in-service vs. out-of-service.)*

**14. The department seeks an inventory module that can provide for the following functionality:**

- **Track both EMS and station supply inventory**
- **Track central supply inventory with the ability to transfer and account for supplies from central supply to each station level and to each truck level. The truck level would integrate back into hall check inventory levels with automatic reporting.**
- **Ability to inquire and receive real-time inventory levels throughout the department at all levels (station, truck, etc.)**
- **Ability to scan and use UPC codes from existing products**
- **RFID is a desired feature, but considered optional for purposes of this RFP. If RFID is proposed, the department desires the ability to view what was checked by RFID and what was manually entered by user.**

Our Inventory Module tracks any type of consumable supplies such as EMS supplies, station supplies and repair parts. You can track consumables across all of your locations including your central supply, station supply closets and vehicles. Inventory checks can be completed at each location to track quantities, expiration dates and lot numbers. Items can also be transferred from one location to another (ex. from central supply to a station supply closet). Min and Max levels can be set for each location and automatic alerts are sent any time items dip below Min levels. Barcodes and QR codes can be used to locate and update items. We just partnered with Silent Partner Technologies, the leading RFID company for Fire-EMS agencies, and will be incorporating their RFID technology in the coming months.



ITEM	BARCODE	QTY ON HAND	MIN	MAX
Narsan 2mg/2mL	100983	6	1	2
EpiPen 0.3 mg	657044	2	1	2
Band-Aids	--	11	5	10
Gown	316498	1	2	4
5 X 9's	127700	10	5	10
4 X 4's	--	5	5	10

*(Inventory checks can be completed for any supply location for basic and advanced items.)*

**15. Reports that provide for the following:**

- **Tracking of station level to automatically trigger restock email**
- **Station heavy check that sends an automatic email when complete - highlights deficiencies on supply levels based on pre-set quantities**
- **Station heavy check that sends an automatic email when expiration dates are within 3 months of set timeframe**

Min and Max levels can be set for each station location and automatic alerts are sent any time items dip below Min levels. Additionally, administrators can pull a Below Min report to see all items across the agency that need to be restocked. An Expiration Date report can be run to see all items expiring by a certain date. Administrators can also receive an email report that shows equipment and inventories coming up for expiration.



Item	Station	Unit	Container	Sub-Container	Qty On Hand	Max	Max Diff	Min	Min Diff	Vendor
Diesel Engine Oil	Maintenance Shop	N/A	Parts Closet	Main Compartment	38	150	-112	40	-2	Amazon
O-Rings	Maintenance Shop	N/A	Parts Closet	Main Compartment	4	20	-16	10	-6	N/A
Oral Glucose Tubes	Station 2 (Castle Pines)	Station 2 Supply Room Checks	Station 2 Supply Closet	Main Compartment	1	3	-2	3	-2	N/A
Petroleum Gauze	Station 2 (Castle Pines)	Station 2 Supply Room Checks	Station 2 Supply Closet	Main Compartment	4	10	-6	10	-6	N/A
5 X 9's	Station 2 (Castle Pines)	Station 2 Supply Room Checks	Station 2 Supply Closet	Main Compartment	3	8	-5	8	-5	N/A
Shielded Face Masks	Station 2 (Castle Pines)	Station 2 Supply Room Checks	Station 2 Supply Closet	EMS Supplies	4	10	-6	5	-1	N/A
4 X 4's	Station 4 (Lake View)	Station 4 Checks	Station 4 Supply Closet	Main Compartment	22	24	-2	24	-2	N/A
5 X 9's	Station 4 (Lake View)	Station 4 Checks	Station 4 Supply Closet	Main Compartment	6	8	-2	8	-2	N/A
Trauma Scissors	Station 4 (Lake View)	Station 4 Checks	Station 4 Supply Closet	EMS Supplies	0	1	-1	1	-1	N/A
Gown	Station 4 (Lake View)	Station 4 Checks	Station 4 Supply Closet	EMS Supplies	4	10	-6	5	-1	McKesson
4 X 4's	Station 4 (Lake View)	Medic 4	Medic 4	Main Compartment	4	10	-6	5	-1	N/A
Oral Glucose Tubes	Station 4 (Lake View)	Medic 4	Medic 4	Main Compartment	2	3	-1	3	-1	N/A

(The Below Min report is a popular standard report that shows a “pick list” of all items that need to be restocked.)

Item	Station	Unit	Container	Sub-Container	Lot Number	Exp Date	Qty On Hand	Vendor
N95 Mask	Station 4 (Lake View)	Engine 4	Engine 4	Main Compartment	2346	02/18/2022	3	Bound Tree Medical
Narcan 2mg/2mL	Station 4 (Lake View)	Engine 4	Engine 4	Main Compartment	5378	02/18/2022	2	Henry Schein
EpiPen 0.3 mg	Station 4 (Lake View)	Station 4 Checks	Station 4 Supply Closet	EMS Supplies	65849	02/28/2022	1	McKesson
Narcan 2mg/2mL	Station 4 (Lake View)	Station 4 Checks	Station 4 Supply Closet	Main Compartment	486	03/03/2022	3	Henry Schein
Narcan 2mg/2mL	Station 4 (Lake View)	Medic 4	Medic 4	Main Compartment	486	03/03/2022	1	Henry Schein
EpiPen 0.3 mg	Station 4 (Lake View)	Station 4 Checks	Station 4 Supply Closet	EMS Supplies	476755	03/24/2022	2	McKesson
N95 Mask	Station 3 (Holy Oaks)	Station 3 Checks	Station 3 Supply Closet	Main Compartment	5846	04/20/2022	15	Bound Tree Medical
N95 Mask	Station 4 (Lake View)	Engine 4	Engine 4	Main Compartment	5846	04/20/2022	1	Bound Tree Medical
EpiPen 0.3 mg	Station 3 (Holy Oaks)	Station 3 Checks	Station 3 Supply Closet	EMS Supplies	125	04/28/2022	2	McKesson
Hazmat Masks	Station 3 (Holy Oaks)	Station 3 Checks	Station 3 Supply Closet	Hazmat Supplies	36789	04/30/2022	25	Henry Schein
EpiPen 0.3 mg	Station 4 (Lake View)	Medic 4	Medic 4	Main Compartment	6789	05/31/2022	2	McKesson
Narcan 2mg/2mL	Station 3 (Holy Oaks)	Station 3 Checks	Station 3 Supply Closet	Main Compartment	85479	05/31/2022	5	Henry Schein
EpiPen 0.3 mg	Station 3 (Holy Oaks)	Station 3 Checks	Station 3 Supply Closet	EMS Supplies	125	06/21/2022	1	McKesson
EpiPen 0.3 mg	Station 1 (Sunnyside)	Medic 1	Medic 1	Main Compartment	4669	06/24/2022	0	McKesson
EpiPen 0.3 mg	Station 4 (Lake View)	Engine 4	Engine 4	Main Compartment	289	07/20/2022	2	McKesson

(The Expiration Date report can be accessed to shows all items expiring by a particular date.)

## 16. Customizable reports for calibrations for each unit for state reporting needs

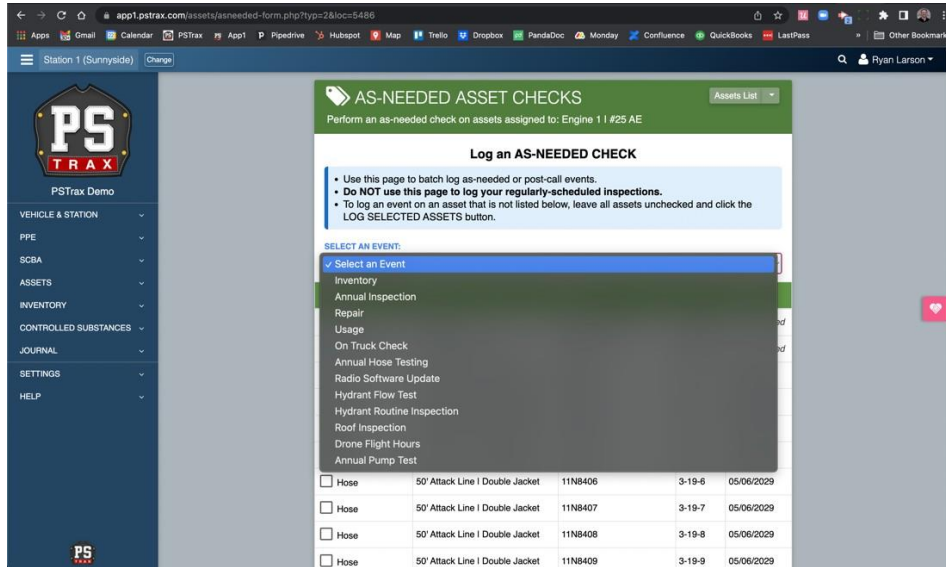
Calibrations can be documented as part of the full history to ensure you have all the documentation available for state reporting and investigations.

## 17. The department seeks an asset management module that can provide for the following:

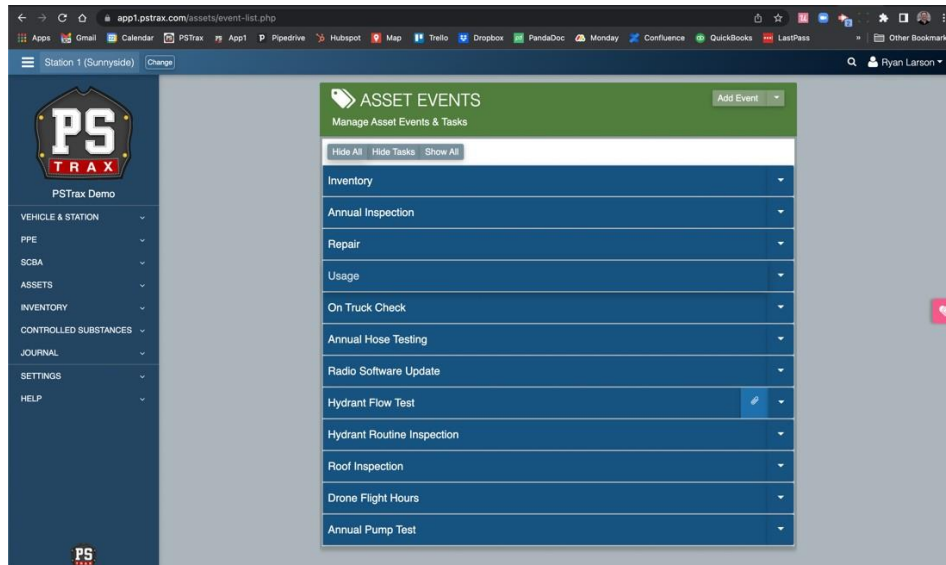
- Post-incident quick check ability
- Ensure functionality as part of a checklist - multi layered checklists
- Preventative maintenance tracking



Our Asset Module tracks can track any type of high-dollar asset such as Radios, TICs, Hose, Hydrants, Ladders, Pumps, Electronics, AEDs, Drones, etc. Scheduled events can be completed for each asset such as Inventories, Annual Hose Tests, Calibrations, etc. You can also complete as-needed events such as post-incident checks and preventative maintenance. All of the events are logged in the history for each asset so it can be reported on.



*(As-needed events can be completed and documented at any time.)*



*(You can track any type of events that you wish, and each event can have specific tasks associated.)*



## PROJECT APPROACH



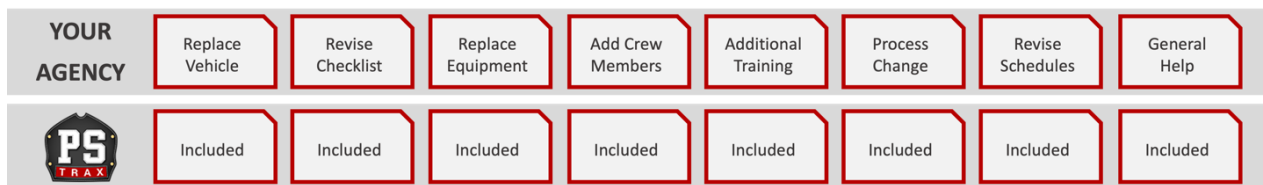
An initial project kickoff meeting will be held, including at a minimum the Project Managers for both PSTrax and Peoria FD. Instructions will be provided to Peoria FD’s project manager on what information needs to be sent to the PSTrax project manager.

The information can be provided in any format available (e.g., excel, other record systems, scanned documents, etc.). As PSTrax receives documentation (typically on a gradual, rolling basis) the PSTrax will clean, format, and upload the data into the platform. In tandem with receiving the necessary documentation, PSTrax will also set up basic settings and custom configure the platform to Peoria FD’s specifications (e.g., stations, supply rooms, apparatus, compartments, medic bags, users, categories of assets, inventories, and narcotics, etc.).

Once the Peoria FD’s project manager has provided all information they’d like included in the initial project and PSTrax has configured the information into the platform, both parties will review/test the configuration to ensure alignment with Peoria FD’s preferred processes and workflows. If changes are needed, PSTrax will reconfigure the software in any way necessary within the limits of the platform’s existing capabilities.

Once the software is fully configured and approved by Peoria FD’s project manager, PSTrax will provide training for administrators and assist with rolling out the software to users. To ensure a smooth rollout to general users and on-going enablement, several forms of support are provided: user training videos, in-app ticket submittal, and phone support.

After the platform is rolled out to users, the implementation project is complete. Beyond the implementation project, PSTrax will continue to provide unlimited, on-going support for the platform’s configuration and maintenance. As Peoria FD’s project manager and power users identify required changes, Peoria FD’s administrative users will have the ability to make changes to the platform or they can request PSTrax to make the changes. Here is a visual providing some types of changes PSTrax will assist with on an on-going basis (though they are by no means limited to these examples):



## PSTRAX RESPONSIBILITIES

- Be responsible for the initial implementation and ongoing maintenance of any modules licensed as part of the project. These responsibilities include the import and setup of all Peoria FD’s asset inspections provided to PSTrax, as well as any ongoing adjustments to these inspections upon request.





- Assign a Project Manager to work with Peoria FD during the implementation. The Project Manager shall be responsible for organizing the documents provided by Peoria FD, ensuring the platform is configured to the requirements of Peoria FD, and determining timelines to deliver the completed system back to Peoria FD.

**PEORIA FD RESPONSIBILITIES**

- Will provide PSTrax with all existing documentation for all the apparatus, assets, SCBA, PPE, inventory, and controlled substance inspections it wishes to include. Peoria FD shall have the opportunity to review and approve the system prior to the rollout.
- May license additional modules at any time. If additional modules are added during the first year of the initial term, PSTrax will honor any previous pricing provided. New modules added can be prorated to sync up with existing modules on the anniversary renewal invoice so only one invoice would be issued.
- May add as many users as necessary in the system at no additional cost. It is the responsibility of Peoria FD to add and remove users from the platform or provide PSTrax with a list of its users and the security access levels each person will require.
- Must ensure that all checks and inspection provided by PSTrax comply with local and federal regulations, including but not limited to: NFPA guidelines, Department of Transportation guidelines, manufacturer warranty specifications, and the standard operating procedures of the authority having jurisdiction. PSTrax will assist in custom configuring the platform to these specifications but it is Peoria FD’s responsibility to make any necessary requests to ensure compliance.

**PROJECT TIMELINE**

Timeframe	Responsibilities	Implementation Step
Day 0	Both	Counter-signed contracts are received by PSTrax (do not need PO to proceed to next steps).
Day 0	PSTrax	PSTrax reaches out to Client’s project manager to coordinate project kickoff.
Week 1	PSTrax	PSTrax begins preliminary configuration of the software and provides access to the Client’s Project Manager and other administrators.
Week 1	Both	Initial project kickoff meeting for Project Managers and additional stakeholders.
Week 1	Both	PSTrax provides guidance on required information, provides optional templates, and the Client may or may not provide limited access into existing systems of record to directly access required information. Providing PSTrax with limited access into existing systems is at the sole discretion of the Client, is not required, and is not necessary, though it may expedite the required information gathering.
Week 1 - 4	PSTrax	As PSTrax receives the required information (typically on a rolling basis throughout the project), the Build Team will promptly upload all information and custom configure the platform to the specifications of the Client’s information and desired workflows.
Week 4	Both	Once all information has been provided by the Client and PSTrax has configured the provided information into the platform, the Project Managers from both parties will review/test the solution in-depth to ensure proper configuration of all information and workflows according to intended usage of the software. If changes are needed or requested,



		the PSTrax Build Team will continue making improvements and doing reviews/testing with the Client’s Project Manager. All requested changes must be requested by the Client’s Project Manager to ensure requested changes are aligned with the Client’s Project Manager’s desired configuration.
Week 5	Both	Once the Client’s Project Manager approves the software’s configuration, training for the Client’s Project Manager and other system administrators will be provided. Training is provided remotely since it entirely consists of being trained within the online system.
Week 6	Both	Once training is complete, the PSTrax Build Team will work with the Client’s Project Manager to assist with rolling the software out to end-users. Once the software is rolled out to the Client’s end users, the project is complete.
Week 6 - Beyond	PSTrax	After project completion, PSTrax will continue to provide unlimited, on-going, support (at no additional cost) with maintaining the platform, such as uploading new data, re-configuring the system to Peoria FD’s needs, providing on-going training, etc.

**PROJECT MILESTONES**

- Project kickoff meeting complete
- Platform pre-configured by PSTrax and ready for data import
- PSTrax receives all required data for import from Peoria FD
- PSTrax imports and custom-configures all data to Peoria FD’s specifications
- Peoria FD’s Project Manager approves the configuration of the platform as being ready for rollout to users
- PSTrax provides all required training for Super Users and System Administrators, as designated by Peoria FD
- Peoria FD, working with PSTrax, successfully rolls out the platform to all users
- The project is complete but PSTrax continues to provide unlimited on-going support, as needed, to help maintain the usefulness of the platform

**MAINTENANCE**

The PSTrax platform is provided as software-as-a-service (SaaS), meaning PSTrax manages all software performance, maintenance, updates, bug fixes, and product enhancements. Updates with improvements to functionality and performance occur regularly, generally every month. PSTrax also assists with maintaining the data and unique configuration of every client’s environment within the platform.

**SUPPORT**

PSTrax support is available Monday through Friday, 7am – 5pm MT. Extensive support resources are available within the software as well, consisting of help videos, documentation, and frequently asked questions, for each module.

The PSTrax Project Team above will be available any time to assist. Additionally, the PSTrax Support Team is available Monday through Friday, 7am – 5pm MT and can be reached at [help@pstrax.com](mailto:help@pstrax.com) or 888-330-6006. Extensive support resources are available within the software in our “Help” section, consisting of help videos, documentation, and frequently asked questions, for each module. Training videos for both administrators and



users are available 24x7 online, as well as training documentation for each module. The PSTrax Support Team is also available to provide unlimited training for administrators at no additional cost.

#### **TRAINING**

Training videos for both administrators and users are available 24x7 online, as well as training documentation for each module. The PSTrax Support Team is also available to provide unlimited training for administrators at no additional cost.







## SECTION 4 – MANAGEMENT PLAN FOR THE PROJECT



PSTrax is a turnkey solution that is custom configured for your agency. The PSTrax team handles the entire implementation and delivers your system in weeks. This includes set up of the purchased modules, organizing documents provided by your agency, configuring modules to your requirements, importing your data, admin training, and assisting with go-live. PSTrax has assembled an experienced team to ensure the project is completed in the agreed upon time period for Peoria FD.

**PROJECT MANAGEMENT TEAM**

Team Member	Experience & Project Role
<p><b>Salli Squires</b> Senior Customer Success Manager</p> 	<p>Salli has 5 years experience at PSTrax. As your Account Executive she will be your main point of contact throughout your time using PSTrax. She will reach out periodically to make sure Peoria FD is having a great experience and getting the most value from the system. You may contact her with any questions - she will provide an answer or get you in touch with the right person on our team to help.</p>
<p><b>Ben Rasmussen</b> Senior Project Manager</p> 	<p>Ben has 3 years experience at PSTrax. As your Project Manager he is responsible for managing the implementation process to ensure your system gets built and rolled out successfully. Ben has successfully managed over 200 implementations for departments, and he manages around 10 "active" projects. He knows the in-and-outs of PSTrax and will share recommendations and best practices to configure your system the best way based on Peoria FD's processes.</p>
<p><b>Shaunta Vigil</b> Senior Build Specialist</p> 	<p>Shaunta has 5 years experience at PSTrax. As your Build Specialist she completes all the "heavy lifting" behind the scenes to take the project off your plate and deliver you a turnkey solution. She will setup your system, organize the documents you provide, clean up and standardize your data to ensure its consistent, and finally import your data into the system.</p>
<p><b>Nathan Bergeron</b> VP Customer Experience</p> 	<p>Nathan has 11 years experience at PSTrax. As your VP Customer Experience, he manages our entire customer service team. You will be in wonderful hands with your project team but may reach out to Nathan at any time if ever necessary.</p>

**PROJECT SCHEDULE**

The estimated implementation timeline is approximately 6 weeks. The single greatest impact to the project timeline is how quickly PSTrax receives the required data from Peoria FD. If the data is received quickly the project completion date may be able to be expedited. This project timeline uses January 1, 2023 as a start date based on the responses shared by Peoria FD in Addendum #1, but PSTrax is able to start the project any time.

Timeframe	Responsibilities	Implementation Step
Now	Both	Estimated time to prepare and finalize contract documents.



January 2, 2023	Both	Counter-signed contracts are received by PSTrax (do not need PO to proceed to next steps).
January 2, 2023	PSTrax	PSTrax reaches out to City's project manager to coordinate project kickoff.
January 2-9, 2023	PSTrax	PSTrax begins preliminary configuration of the software and provides access to the City's Project Manager and other administrators.
January 2-9, 2023	Both	Initial project kickoff meeting for Project Managers and additional stakeholders.
January 2-9, 2023	Both	PSTrax provides guidance on required information, provides optional templates, and the Client may or may not provide limited access into existing systems of record to directly access required information. Providing PSTrax with limited access into existing systems is at the sole discretion of the Client, is not required, and is not necessary, though it may expedite the required information gathering.
January 2-30, 2023	Both	As PSTrax receives the required information (typically on a rolling basis throughout the project) from Peoria FD, PSTrax will promptly upload all information and custom configure the platform to the specifications of the Client's information and desired workflows.
January 23-30, 2023	Both	Once all information has been provided by the Client and PSTrax has configured the provided information into the platform, the Project Managers from both parties will review/test the solution in-depth to ensure proper configuration of all information and workflows according to intended usage of the software. If changes are needed or requested, the PSTrax Build Team will continue making improvements and doing reviews/testing with the Client's Project Manager. All requested changes must be requested by the Client's Project Manager to ensure requested changes are aligned with the Client's Project Manager's desired configuration.
January 30 – February 6, 2023	Both	Once the Client's Project Manager approves the software's configuration, training for the Client's Project Manager and other system administrators will be provided. Training is provided remotely since it entirely consists of being trained within the online system.
February 6-13, 2023	Both	Once training is complete, the PSTrax Build Team will work with the Client's Project Manager to assist with rolling the software out to end-users. Once the software is rolled out to the Client's end users, the project is complete.
Post-Project	PSTrax	After project completion, PSTrax will continue to provide unlimited, on-going, support (at no additional cost) with maintaining the platform, such as uploading new data, re-configuring the system to the City's needs, providing on-going training, etc.



**SECTION 5 – VENDOR QUESTIONNAIRE (ATTACHMENT A)**



**ATTACHMENT A – VENDOR QUESTIONNAIRE**

<b>Date:</b>	August 15, 2022
<b>Firm Name:</b>	Station Automation, Inc. (DBA PSTrax)
<b>Address:</b>	5837 South Gallup Street, Suite 140
<b>City/State/Zip Code:</b>	Littleton, CO 80120
<b>Telephone Number</b>	888-330-6006
<b>Fax Number:</b>	<a href="mailto:sales@pstrax.com">sales@pstrax.com</a>
<b>Contact Person:</b>	Ryan Larson, Chief Operating Officer
<b>Contact Person Email:</b>	<a href="mailto:ryan@pstrax.com">ryan@pstrax.com</a>

**1. Please state the year the Vendor started in the business of selling fire inventory software solutions?**

PSTrax was founded in 2009.

**2. Where is the Vendor’s closest support facility/sales office?**

Our headquarters is in Littleton, Colorado. We also have remote employees across the country.

Additionally, PSTrax support is available Monday through Friday, 7am – 5pm MT. Extensive support resources are available within the software as well, consisting of help videos, documentation, and frequently asked questions, for each module.

**3. Where is the Vendor Company’s headquarters?**

5837 South Gallup Street, Suite 140, Littleton, CO 80120

**4. Please list the Vendor’s sales of fire inventory software system solutions in the previous four years:**

Year	Sales
<b>2021</b>	\$2,962,233
<b>2020</b>	\$2,078,224
<b>2019</b>	\$1,276,731
<b>2018</b>	\$684,083

\* This information is Confidential.

**5. How many total employees does the Vendor have in each of the following categories:**

Area	Number
<b>Sales/Marketing</b>	7
<b>Management/Administration</b>	4
<b>Help Desk Staff</b>	2
<b>Implementation Staff</b>	4
<b>Development Staff</b>	5
<b>Other</b>	1
<b>Total</b>	23





**6. How long has the current version of the Vendor software been in production?**

PSTrax was founded in 2009.

**7. Does the Vendor have a toll-free support line?**

Yes. Our toll-free support line is 888-330-6006.

**8. What is the Vendor’s average response time (hours) for a telephone response to a service call?**

During business hours, support phone calls are fielded by live personnel and answered immediately. After hours, support phone calls are typically responded to in 1-2 hours or sooner.

**9. Does the Vendor provide product upgrades automatically or on demand?**

Product updates are automatic since PSTrax is a multi-tenant, cloud-based solution. This means our 750 Fire-EMS agencies are on the same instance of the application, therefore, all customers receive product releases with new functionality, enhancements, and bug fixes.

**10. How often does the Vendor normally release product upgrades or enhancements?**

Our product development utilizes an agile methodology. This is an iterative approach where we have releases more frequently – typically ever 4 weeks. Releases include new functionality, enhancements, and bug fixes.

How many fully operational installations has the Vendor completed as follows:

Location	Illinois	Nationally
City Government		
Fire Departments/Public Safety/EMS	23	750
Other		
Overall	23	750

**11. Please describe any plans the Vendor has to do a major re-write of their application software and/or merge their application software with that from another vendor.**

We are a private company that answers to our customers, not to VC firms or shareholders. We plan to remain private and do not intend to be bought or to merge with another software application. The entire PSTrax system has been built over 13 years based on feedback and suggestions from the 750 agencies we work with. We are continuously working to modernize our solution and proactively implementing modern technologies and frameworks to ensure it remains the most functional and easy-to-use for years to come.

**12. Are any of the implementation services provided by third party partners?**

No.

**13. If some services are provided by third party vendors, list which ones.**

Not applicable. All of our implementation and unlimited ongoing support services are provided by in-house staff.



**14. What is the brand name of the Vendor software?**

PSTrax

**15. What other software modules (over and above those required for this installation) are available from your company? What other fire related software applications does your software integrate with?**

PSTrax is a specialty software solution purpose-built for Checklists and Inventory Management. We don't try to be "all things to all people". We maintain a laser focus and it's why we're what you would call the "best tool for the job".

Our API integrates First Arriving for dashboards and is capable of integrating with other Fire-EMS software solutions based on certain use cases.

Additionally, for agencies seeing an alternative to "end to end" solutions like ESO, we have established an ecosystem of software partners similar to PSTrax that specialize in specific operations such as Scheduling, Incidents, Pre-Plans, Training and Dashboards.

## SPECIALTY SOFTWARE PARTNERS

<b>CHECKLISTS &amp; INVENTORY</b> 	<b>SCHEDULING &amp; INCIDENT COMMAND</b> 	<b>INCIDENTS (RMS &amp; ePCR)</b> 
<b>PREPLANNING &amp; GIS</b> 	<b>TRAINING &amp; CERTIFICATIONS</b> 	<b>DASHBOARDS &amp; MARKETING</b> 

**16. Describe software maintenance services that are included as part of the annual fee (e.g. support, on-site support, updates and software patches, support from updates and patches, etc.) Does your system support RFID, UPC, QR or other barcodes?**

The PSTrax platform is provided as software-as-a-service (SaaS), meaning PSTrax manages all software performance, maintenance, updates, bug fixes, and product enhancements. Updates with improvements to functionality and performance occur regularly, generally every month. PSTrax also assists with maintaining the data and unique configuration of every client's environment within the platform.



The Annual License Fee is all-inclusive and includes unlimited virtual support and training. All maintenance services, updates and software patches are also included. We typically provide all of our support virtually. However, we are able to come onsite if requested but travel fees would apply.

PSTrax currently supports barcodes and QR codes. We are also partnering with Silent Partner Technologies to introduce RFID technology in the next few months.

PSTrax is hardware agnostic so Peoria FD can use any barcodes or QR codes that it would like. It can use any Bluetooth scanner or a free app such as ScanKey to scan vials. PSTrax is built to be extremely user-friendly for crews. So, while PSTrax supports barcodes and QR codes, most of our customers do not implement it for the crews in the field because in some cases it actually slows them down. Where we see it make operations more efficient is on the administrator side of things. Those are just best practices based on our experience, but we will configure the system however Peoria FD desires.

**17. How has COVID impacted your business? What potential problems/delays should the City anticipate during this project related to COVID (e.g. labor shortage, service delays, supplier delays, etc.)?**

We feel fortunate to have been one of the few businesses that was not negatively impacted by COVID. In fact, we have grown approximately 50% or more each year dating back to 2018. As such, we do not anticipate any such delays.



**SECTION 6 – CLIENT REFERENCES (ATTACHMENT B)**



**ATTACHMENT B – CLIENT REFERENCES**

**Reference #1 – Seminole County Fire Rescue (Florida)**

Vendor Name:	PSTrax
Customer Name:	Seminole County FR (FL)
Customer Contact:	John Thibert, Deputy Chief
Customer Phone Number:	407-665-5160
Customer Email Address:	JThibert@seminolecountyfl.gov
PSTrax Modules:	Vehicles, Stations, SCBA, PPE, Controlled Substances

**Describe Nature of Project and Services Provided to This Client:**

Seminole County FR has used PSTrax since June 2020. They are located in Florida and operate 10 stations. Seminole County FR was doing things the old-fashioned way on paper and wanted to modernize the agency to make truck checks and inventories easier for admins to track.

Seminole County FR initially purchased one of the PSTrax modules based on their needs – Controlled Substances. They have since added three other modules – Vehicles, SCBA, PPE.

**Configuration of Solution Implemented (Hardware, Software, Operating Systems):**

PSTrax is a turnkey solution so Seminole County FR simply emailed their existing documentation in its current format (paper, Word, Excel, etc.). The PSTrax build team completed the entire implementation project including project management, setup, data import, configuration, testing and training.

PSTrax also provides unlimited ongoing support so we can act as an “admin assistant” for Seminole County FR. They can reach out any time they need assistance or additional training. This includes operational changes such as adjustments to checklists or loading new vehicles and equipment.



**ATTACHMENT B – CLIENT REFERENCES**

**Reference #2 – Boulder Fire Department (Colorado)**

Vendor Name:	PSTrax
Customer Name:	Boulder FD (CO)
Customer Contact:	Jeff Long, Deputy Chief
Customer Phone Number:	303-441-3355
Customer Email Address:	longj@bouldercolorado.gov
PSTrax Modules:	Vehicles, Stations, Critical Assets, SCBA, PPE

**Describe Nature of Project and Services Provided to This Client:**

Boulder FD has used PSTrax since October 2019. They are located in Colorado and operate 9 stations. Boulder FD was doing things the old-fashioned way on paper and wanted to modernize the agency to make truck checks and inventories easier for admins to track.

Boulder FD initially purchased five of the PSTrax modules based on their needs – Vehicles, Stations, Critical Assets, SCBA, PPE.

**Configuration of Solution Implemented (Hardware, Software, Operating Systems):**

PSTrax is a turnkey solution so Boulder FD simply emailed their existing documentation in its current format (paper, Word, Excel, etc.). The PSTrax build team completed the entire implementation project including project management, setup, data import, configuration, testing and training.

PSTrax also provides unlimited ongoing support so we can act as an “admin assistant” for Boulder FD. They can reach out any time they need assistance or additional training. This includes operational changes such as adjustments to checklists or loading new vehicles and equipment.



**ATTACHMENT B – CLIENT REFERENCES**

**Reference #3 – Coweta County Fire Rescue (Georgia)**

Vendor Name:	PSTrax
Customer Name:	Coweta County FR (Georgia)
Customer Contact:	Matt Dailey, Logistics Chief
Customer Phone Number:	678-850-5253
Customer Email Address:	mcdaily@coweta.ga.us
PSTrax Modules:	Vehicles, Stations, Critical Assets, SCBA, PPE, Controlled Substances

**Describe Nature of Project and Services Provided to This Client:**

Coweta County FR has used PSTrax since October 2017. They are located in Georgia and operate 15 stations. Coweta County FR was doing things the old-fashioned way on paper and wanted to modernize the agency to make truck checks and inventories easier for admins to track.

Coweta County FR initially purchased two of the PSTrax modules based on their needs – Vehicles, SCBA. They have since added four other modules – Stations, Critical Assets, PPE, Controlled Substances.

**Configuration of Solution Implemented (Hardware, Software, Operating Systems):**

PSTrax is a turnkey solution so Coweta County FR simply emailed their existing documentation in its current format (paper, Word, Excel, etc.). The PSTrax build team completed the entire implementation project including project management, setup, data import, configuration, testing and training.

PSTrax also provides unlimited ongoing support so we can act as an “admin assistant” for Coweta County FR. They can reach out any time they need assistance or additional training. This includes operational changes such as adjustments to checklists or loading new vehicles and equipment.



**ATTACHMENT B – CLIENT REFERENCES**

**Reference #4 – Spring FD (Texas)**

Vendor Name:	PSTrax
Customer Name:	Spring FD (TX)
Customer Contact:	Matthew Corso, Senior Captain
Customer Phone Number:	832-642-7766
Customer Email Address:	Matthew.Corso@springfd.org
PSTrax Modules:	Vehicles, Stations, SCBA

**Describe Nature of Project and Services Provided to This Client:**

Spring FD has used PSTrax since August 2015. They are located in Texas and operate 10 stations. Spring FD was doing things the old-fashioned way on paper and wanted to modernize the agency to make truck checks and inventories easier for admins to track.

Spring FD initially purchased three of the PSTrax modules based on their needs – Vehicles, Stations, SCBA.

**Configuration of Solution Implemented (Hardware, Software, Operating Systems):**

PSTrax is a turnkey solution so Spring FD simply emailed their existing documentation in its current format (paper, Word, Excel, etc.). The PSTrax build team completed the entire implementation project including project management, setup, data import, configuration, testing and training.

PSTrax also provides unlimited ongoing support so we can act as an “admin assistant” for Spring FD. They can reach out any time they need assistance or additional training. This includes operational changes such as adjustments to checklists or loading new vehicles and equipment.





**ATTACHMENT B – CLIENT REFERENCES**

**Reference #5 – Hartford Fire Department (Connecticut)**

Vendor Name:	PSTrax
Customer Name:	Hartford FD (CT)
Customer Contact:	Rodney Barco, Assistant Chief Operations
Customer Phone Number:	(860) 722-4503
Customer Email Address:	BarcR001@hartford.gov
PSTrax Modules:	Vehicles, SCBA, PPE

**Describe Nature of Project and Services Provided to This Client:**

Hartford FD has used PSTrax since March 2020. They are located in Connecticut and operate 11 stations. Hartford FD was doing things the old-fashioned way on paper and wanted to modernize the agency to make truck checks and inventories easier for admins to track.

Hartford FD initially purchased three of the PSTrax modules based on their needs – Vehicles, SCBA, PPE.

**Configuration of Solution Implemented (Hardware, Software, Operating Systems):**

PSTrax is a turnkey solution so Hartford FD simply emailed their existing documentation in its current format (paper, Word, Excel, etc.). The PSTrax build team completed the entire implementation project including project management, setup, data import, configuration, testing and training.

PSTrax also provides unlimited ongoing support so we can act as an “admin assistant” for Hartford FD. They can reach out any time they need assistance or additional training. This includes operational changes such as adjustments to checklists or loading new vehicles and equipment.



**ATTACHMENT B – CLIENT REFERENCES**

**Additional PSTrax references located in Illinois:**

Vendor Name:	PSTrax
Customer Name:	Dale Township FPD (IL)
Customer Contact:	Andrew Eich, Assistant Chief
Customer Phone Number:	309-830-7227
Customer Email Address:	andreweich87@gmail.com
PSTrax Modules:	Vehicles, Station, SCBA, PPE, Inventory

Vendor Name:	PSTrax
Customer Name:	Normal FD (IL)
Customer Contact:	Mike Morrison, Assistant Chief
Customer Phone Number:	309-433-3405
Customer Email Address:	mmorrison@normal.org
PSTrax Modules:	Vehicles, Controlled Substances

Vendor Name:	PSTrax
Customer Name:	Danvers Community FPD (IL)
Customer Contact:	Glenn Rosecrans, Fire Chief
Customer Phone Number:	309-963-4812
Customer Email Address:	grosecrans@normal.org
PSTrax Modules:	Vehicles

Vendor Name:	PSTrax
Customer Name:	Pekin FD (IL)
Customer Contact:	Steven Amstutz, EMS Operations
Customer Phone Number:	309-478-5285
Customer Email Address:	sgamstutz@ci.pekin.il.us
PSTrax Modules:	Controlled Substances

**ATTACHMENT B – CLIENT REFERENCES**

**Additional PSTrax video testimonials (click to watch):**





**SECTION 7 – COST & PRICE SCHEDULE (ATTACHMENT C)**



**1. Please provide a lump sum total not-to-exceed Project Cost for a complete turnkey solution as described herein: (Please itemize all fees below).**

We have priced seven modules based on the needs outlined by Peoria FD in the RFP. The modules are “a la carte” and Peoria FD may start with any modules it wishes. Additionally, we have included optional pricing for single sign-on authentication and First Arriving dashboard integration. Please see attached proposal for itemized pricing.

First Year Total Project Cost = \$47,450 (\$24,950 Annual License Fee + \$22,500 One-Time Implementation Fee)

The One-Time Implementation Fee includes the following:

- Turnkey Implementation
  - Project Management
  - Data Import (e.g., apparatus and station checklists, inventories, equipment (assets, SCBA, PPE), consumable supplies, controlled substances, etc.)
  - Custom Configuration of Data and Settings (based on department preferences and feedback)
  - Training of Admin Users
  - Assistance with Rollout to General Users

The Annual License Fee includes the following:

- Software License
  - Seven (7) PSTrax modules – Vehicles, Stations, Critical Assets, SCBA, PPE, Inventory, Controlled Substances
  - SSO authentication
  - First Arriving dashboard integration
- Unlimited Users and Data
- System Hosting, Maintenance, and Upgrades
- Unlimited Customer Support
  - 888-330-6006
  - [help@pstrax.com](mailto:help@pstrax.com)
  - In-system knowledgebase and tutorials
- Unlimited On-Going Training, Changes and Data Import (System admins can update the system or PSTrax will help make changes for no additional cost):
  - Adding users and/or permission adjustments
  - Adding new vehicles and stations with associated checklists and inventories
  - Adjusting existing checklist tasks or inventories
  - Adjusting checklist and event schedules
  - Adding new equipment or assets purchased from vendors
  - Adjusting system configurations for process changes
  - General help and assistance

**2. Please provide a lump sum total not-to-exceed Project Cost for a complete turnkey solution as described herein: (Please itemize all fees below).**

Cost Proposal (Years 2-6) = \$24,950 Annual License Fee per year



\* Estimate does NOT include any pricing adjustments resulting from annual CPI adjustments or scope of work increases.

- 3. Explain the licensing model, for example if it is by member, by station, by vehicle, or a site license. Indicate if an expanded use of the system could impact future licensing costs (adding more apparatus, personnel, etc.):**

The pricing for PSTrax is based on the modules purchased and the scope of work (see attached proposal). The Annual License Fee and One-Time Implementation Fee are inclusive of everything for the turnkey solution including Implementation, Software, Hosting, Support, Training and Ongoing Changes.

Expanded use (adding vehicles or stations) would increase the scope of work and therefore the Annual License Fee for future. However, this only applies to net new additions (ex. building a 6th station). Any items that are simply retired and replaced (ex. retiring an engine and replacing it with a new one) would not affect the scope of work or the pricing.

- 4. Indicate the recommended numbers and types of bar code readers, RFID readers, RFID tags etc. needed, based on information provided above and that is needed to fully implement the recommended solution. If you include devices and associated equipment in the purchase, provide full costing information for them. If you only recommend devices, provide a full list of supported devices so that the City can price the devices to be part of the proposal analysis.**

PSTrax currently supports barcodes and QR codes. We are also partnering with Silent Partner Technologies to introduce RFID technology in the next few months.

PSTrax is “hardware agnostic” so you can use any scanners that you wish as well as any barcode and QR labels. Amazon and Zebra Technologies are popular suppliers of these items.

PSTrax is very user-friendly to use. If your agency is not using barcode and QR code technology today, we recommend initially using the system without it before making a big capital investment in those items. Many agencies find they do not need that technology or only need it for specific use cases (ex. for the admin in the logistics warehouse) because of the way PSTrax functions.

- 5. Provide pricing for the implementation of the system, and document your methodology for the project. Include the following efforts in the cost of the implementation, but provide them as separate line-items, so that the City can choose which of them to include in the final scope of work.**

**Specify where the work will be performed (on premise or remotely), and include all applicable travel costs.**

- 1. Include costs associated with loading the current list of equipment.**
- 2. Include costs associated with loading the current list of vehicles and the equipment associated with each.**
- 3. Include costs associated with loading the initial physical count of consumable inventory by location.**

PSTrax is a completely turnkey solution. The One-Time Implementation Fee includes PSTrax loading in all your current checklists, equipment lists, vehicles and inventories, and consumable inventories. You can provide these to us in whatever format they currently exist in (paper, Word, Excel, etc.).



**6. Document any other third-party costs not identified above that the City will need to pay as part of your solution:**

The only additional costs would be for purchasing barcode, QR code or RFID technology. PSTrax is “hardware agnostic” so you can use any barcode and QR code scanners you wish as well as any barcode and QR labels. Amazon and Zebra Technologies are popular suppliers of these items.

PSTrax is very user-friendly to use. If your agency is not using barcode and QR code technology today, we recommend initially using the system without it before making a big capital investment in those items. Many agencies find they do not need that technology or only need it for specific use cases.

**7. Document any additional interface costs the City will need to pay as part of your solution. Identify which solutions your software interfaces with.**

PSTrax itself doesn’t have any additional interface costs.

We currently integrate with First Arriving for dashboards. This integration has been included as an optional item in our pricing proposal. Our API is capable of integrating with other systems (ex. Fleet, etc.) and pricing would be determined based on the requirements and scope of work.

**8. Confirm, that the following rules apply to Data Ownership, or provide text to explain any deviations from these rules:**

**1. The City has unlimited data storage throughout the terms of service Circle One: YES NO Explain:**

Yes. You have unlimited data storage as part of the Annual License Fee.

**2. The City of Peoria Fire Department retains the rights and ownership of all data collected. Circle One: YES NO Explain:**

Yes. Under all circumstances. You always own all your data that is input and stored in PSTrax.

**3. At the end of the contractual agreement, regardless of the method of termination, the City will receive a full set of any data stored in the System and the Proposer will purge the City’s data after it is successfully extracted and provided to the City. Circle One: YES NO Explain:**

Yes. You may export your data at any time using the front-end user interface. Upon request, PSTrax can also provide a full export of your data. PSTrax will retain your data the entire time you are using PSTrax, and for 36 months after you stop using the system unless you would like us to purge your data in which case it would be deleted.

# BEST TOOL FOR THE JOB.

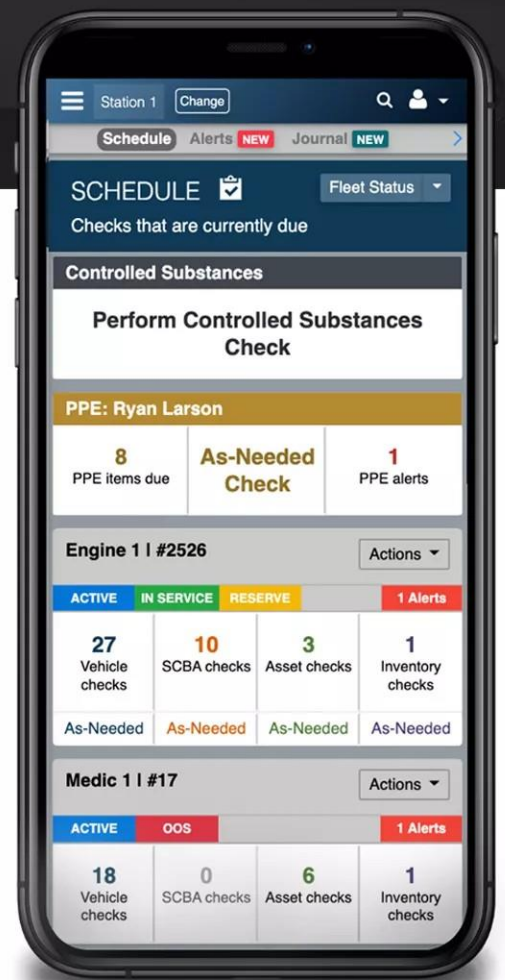
Purpose-built software for checklists and inventory management.

## PSTRAX PROPOSAL FOR

### Peoria Fire Department

Shawn Sollberger, Chief  
505 NE Monroe St  
Peoria, IL 61603

### Response to RFP 36-22



Prepared By:

Dave Zachau

Station Automation, Inc. (DBA PSTrax)

Sep 26, 2022



**YOUR CHECKS.  
OUR PRIORITY.**



# MODULES OVERVIEW

The PStrax system consists of seven modules. Simply select the modules your agency would like to start with. You may add additional modules at any time.



The [Vehicle Module](#) automates vehicle maintenance checks and all tools and equipment carried on each vehicle. Each apparatus can be customized based on its checklists (daily/weekly/monthly/PMs) and inventories, with unlimited check scheduling options - any frequency. Track inventory transfers and complete as-needed checks for fuel logs, PMs, and post-call inventories. Easily manage your entire fleet and update see the location of each vehicle and make status updates for in-service, out-of-service, and reserve units.



The [Station Module](#) schedules building maintenance inspections, chore schedules, safety inspections, specialty equipment inspections, and basic EMS and station supply checks. Each station, building, training facility, or headquarters checklist can be customized based on its individual desired inspections or checks, (daily/weekly/monthly/quarterly, etc.), with unlimited check scheduling options - any frequency.



The [SCBA Module](#) tracks the full history for each piece of SCBA gear from purchase to retirement. Document any type of event - inspections, hydrostat tests, flow tests, air fills, repairs, contaminant exposures, and more. Convenient, easy to access reports can be pulled in real time, or pushed to you as requested. View expiration dates and maintenance costs for better forecasting and justification for replacement as needed. Includes all SCBA inventories across your agency.

The [PPE Module](#) tracks the full history for each piece of PPE gear from purchase to retirement. Manage gear assignments and



document any type of event - routine inspections, advanced inspections, cleanings, repairs, contaminant exposures, and more. View expiration dates and maintenance costs for better forecasting and justification for replacement as needed. Includes all PPE inventories - including multiple sets and unassigned gear.



The [Critical Asset Module](#) tracks the full history for each critical, or high dollar asset from purchase to retirement. Track grant-funded equipment, manage assignments and document any type of event - inspections, testing, repairs, and more. Create custom events for anything you would like to track, such as hydrant flow tests, annual hose testing, and radio software updates. View expiration dates and maintenance costs for better forecasting and justification for replacement as needed.



The [Inventory Module](#) provides visibility and tracking of all consumable supplies (EMS supplies, station supplies, and repair parts) across every location in your agency. Real time reporting on below par, expirations, and usage trends. Save time and money with streamlined inventory processes that reduce stock issues, manage expiration dates, and restock supplies that need refilled.



The [Controlled Substance Module](#) tracks every vial handoff for DEA Schedule II, III and IV controlled substances such as arriving/departing checks, usage events, restocks, and inventory checks. Track and document each vial by its control number, lot number and expiration date. Electronic signature and dual authentication provide even more secure verification.

# EXHIBIT A: MODULES & PRICING

The PSTRax system consists of seven modules. You may add additional modules at any time. Each module has an annual software license fee and a one-time implementation fee that is based on the scope of work.

Pricing is valid for 90 days. Please contact your PSTRax Representative for adjustments to the modules priced below.

Module	Scope	of Work	Price	Total
<b>Annual Software License Fees</b> (includes software, hosting, support, training, ongoing changes)				
Vehicle - Heavy Includes: 15 front-line	15	Heavy Vehicles	\$200	\$3,000
Vehicle - Support Includes: 12 support; (plus 12 admin vehicles at no cost)	12	Support Vehicles	\$75	\$900
Station Includes:	12	Stations / Buildings	\$200	\$2,400
SCBA Includes:	12	Stations / Buildings	\$250	\$3,000
PPE Includes:	12	Stations / Buildings	\$250	\$3,000
Critical Asset Includes:	12	Stations / Buildings	\$250	\$3,000
Inventory Includes:	12	Stations / Buildings	\$350	\$4,200
Controlled Substance Includes: 12 boxes, 3 safes	15	Managed Containers	\$200	\$3,000
Single Sign On Connect PSTRax as a Service Provider to your Identity Provider (ex. Active Directory, AuthO)	185	SSO Users	\$10	\$1,850
First Arriving Integration Includes:	12	Stations	\$50	\$600
				<b>\$24,950</b>
<b>One-Time Implementation Fees</b> (includes project management, data import, configuration, training, rollout)				
Vehicle - Heavy	15	Heavy Vehicles	\$200	\$3,000
Vehicle - Support	12	Support Vehicles	\$75	\$900

Station	12	Stations / Buildings	\$200	\$2,400
SCBA	12	Stations / Buildings	\$250	\$3,000
PPE	12	Stations / Buildings	\$250	\$3,000
Critical Asset	12	Stations / Buildings	\$250	\$3,000
Inventory	12	Stations / Buildings	\$350	\$4,200
Controlled Substance	15	Managed Containers	\$200	\$3,000
				<b>\$22,500</b>

**Year 1 Total (USD): \$47,450**

**Years 2+ Estimated Annual License Fee (Each Year) \$24,950**

*\* Estimate is NOT inclusive of any amortized one-time implementation fees or pricing adjustments resulting from the agreement terms.*

**Average Annual Fee per station (based on selected modules) :** \$2080 / station / year

# EXHIBIT B: FINANCING TERMS

## Initial Term

The Initial Term "locks in" the general pricing in Exhibit A: Modules & Pricing. During the time period selected, pricing adjustments will only occur because of Section 9 - Scope of Work Increases & Annual Audit and Section 10 - Annual Inflation Adjustments in the terms below.

Select the Initial Term of the Agreement:

Choose 1 to 5 years: \_\_\_\_\_

## Annual Software License Fees

Check a payment preference for the Annual Software License Fees:

- Pay the entire Annual Software License Fees now.
- Prorate the Annual Software License Fees to sync up with this date: \_\_\_\_\_
- Other instructions (optional):

## One-Time Implementation Fees

Check a payment preference for the One-Time Implementation Fees:

- Pay the entire one-time implementation fees now.
- Amortize/spread the implementation fees into equal annual parts over the Initial Term selected above (if multi-year Initial Term is selected).
- Other instructions (optional):

# MASTER AGREEMENT

This Master Agreement (this "Agreement") is entered into by and between Station Automation, Inc. dba PSTrax, a Colorado corporation ("PSTrax") with a place of business at 5837 S. Gallup St., Suite 140, Littleton, CO 80120, and Peoria Fire Department ("CLIENT"). PSTrax and CLIENT are sometimes referred to jointly as the "Parties" or singularly as a "Party."

**WHEREAS**, CLIENT desires to obtain access to the hosted "software as a service" modules with respect to automate its operations; and PSTrax wishes to provide the hosted "software as a service" modules to CLIENT, each on the terms and conditions set forth in this Agreement. Any changes to this Agreement shall be mutually agreed upon by the Parties.

**NOW, THEREFORE**, in consideration of the mutual terms and promises set forth herein, the Parties agree as follows:

- 1. INITIAL TERM.** The Initial Term of this Agreement shall be the number of years selected by CLIENT in Exhibit B: Financing Terms. The start date of the Initial Term shall be the date this Agreement is mutually executed by the Parties.
- 2. 365 DAY MONEY BACK GUARANTEE.** PSTrax shall provide CLIENT a 365 Day Money Back Guarantee to ensure its satisfaction with the system. At the purchase date of each module, CLIENT shall have 365 days to "trial" the module. If CLIENT is unsatisfied with the performance of the module, within the 30 days immediately following the 365 day period CLIENT may notify PSTrax to cancel the module. PSTrax shall provide a full refund of the module's first year annual software license fees and any one-time implementation fees paid to date. Any refunded monies shall be paid by PSTrax within 90 days. In order for CLIENT to be eligible for the 365 Day Money Back Guarantee it agrees to:
  - Use commercially reasonable efforts to build, implement and "go-live" with the module.
  - Have its crews use the module as part of their regular operations to consistently log and complete tasks for at least six (6) months of the 365 day period.
  - Attempt to contact and work with PSTrax to resolve issues prior to notifying PSTrax to cancel the module(s).

**3. TERMINATION NOTICE.** With the exception of Section 2 – 365 Day Money Back Guarantee, CLIENT shall be committed to the entirety of the Initial Term. At the end of the Initial Term (or any subsequent Renewal Term), either Party may give the other Party written notice of its intent to terminate this Agreement by providing at least 30 days notice.

**4. AUTO RENEWAL.** Upon the expiration of the Initial Term (or any subsequent Renewal Term), and provided neither Party has given Termination Notice, this Agreement shall be automatically renewed for a one (1) year Renewal Term. This will allow CLIENT to continue using its license(s) without any service interruption. During any Renewal Term, the terms, conditions and provisions set forth in this Agreement shall remain in effect.

**5. LICENSED MODULES.** PSTrax is a hosted "software as a service" that consists of several modules. This Agreement grants CLIENT a license to use one or more of the modules. CLIENT has selected the modules it wants to license in Exhibit A: Modules & Pricing. CLIENT has the right to use the modules for the duration this Agreement remains in effect.

**6. ADDITIONAL MODULES.** CLIENT may license additional modules at any time by executing an amendment to this Agreement. If additional modules are licensed in the first year of this Agreement, PSTrax will honor any previous pricing that was provided.

**7. USER LICENSES.** PSTrax does not limit the numbers of users in the system. CLIENT may add as many users as needed. Each user in the PSTrax system will have a unique login and password and role-based security access for each module.

**8. SCOPE OF WORK.** Pricing for each module is determined by the scope of work. The scope of work is based on either the "number of active" stations, vehicles or managed locations. Active means items being actively managed in the system. Active does not include retired items. CLIENT'S initial scope of work is detailed in Exhibit A: Modules & Pricing.

**9. SCOPE OF WORK INCREASES & ANNUAL AUDIT.** CLIENT is able to add stations, vehicles or managed locations into the system at any time throughout the year. Before each anniversary date, PSTrax will perform an audit of CLIENT'S system to compare the "number of active" stations, vehicles or managed locations to the initial scope of work detailed in Exhibit A: Modules & Pricing. Additional charges may apply if the "number of active" stations, vehicles or managed locations exceeds the initial scope of work. PSTrax shall notify CLIENT about any additional charges due to scope of work increases.



**10. ANNUAL INFLATION INCREASE.** Annual software license fees may be subject to annual increases to account for inflation. Compared to the previous year's rate, annual increases shall not be more than five (5) percent or the Consumer Price Index (CPI) percentage published by the Bureau of Labor Statistics, whichever is lower.

**11. CHANGES TO PRICING TERMS.** Occasionally PSTrax makes changes to its pricing terms. With the exception of Section 9 - Scope of Work Increases & Annual Audit and Section 10 - Annual Inflation Adjustments, the general pricing terms in Exhibit A: Modules & Pricing shall be "locked in" for the duration of the Initial Term. After the Initial Term, should a change to the pricing terms be necessary, PSTrax shall notify CLIENT at least 60 days prior to any changes occurring.

**12. PAYMENT.** PSTrax shall send invoices to the contact provided by CLIENT in the Invoicing section below. Payment terms for all invoices shall be Net-45 days. Annual software license fees and one-time implementation fees shall be invoiced at the time this Agreement is mutually executed by the Parties and according to the preferences selected by CLIENT in Exhibit B: Financing Terms. Each year thereafter, the annual software license fees, and any amortized/spread one-time implementation fees, shall be invoiced at least 30 days prior to the anniversary date. PSTrax may suspend CLIENT'S license(s) in the event of payment delinquency. In the event this Agreement is terminated, any outstanding unpaid fees shall be due including any amortized/spread one-time implementation fees.

**13. IMPLEMENTATION.** PSTrax shall be responsible for managing the implementation of the modules licensed by CLIENT. This includes set up of the modules, organizing documents provided by CLIENT, configuring modules to CLIENT'S requirements, importing CLIENT'S data, admin training, and assisting with go-live. PSTrax will assign a Project Manager from its team to manage the implementation process and to ensure the project is completed in the agreed upon time period. CLIENT shall provide its existing documentation to PSTrax in a timely manner. CLIENT shall have the opportunity to review and approve the modules prior to go-live.

**14. ONGOING CHANGES & SUPPORT.** As part of CLIENT'S annual software license fees, PSTrax shall provide unlimited ongoing changes and support to CLIENT including configuration, training, technical support and adjustments for the licensed modules.

**15. TRAVEL.** PSTrax shall conduct all implementation, training and support meetings with CLIENT virtually using a video conferencing service. Travel is not anticipated and is not included in the pricing provided. Any travel requested by CLIENT shall be invoiced separately. PSTrax shall have CLIENT approve all travel requests in writing prior to purchasing.

**16. CHANGES TO PLATFORM.** PSTRax is a multi-tenant platform. PSTRax may, in its sole discretion, make any changes to the modules that it deems necessary or useful to maintain or enhance the quality or delivery of PSTRax's products or services to its customers, the competitive strength of, or market for, PSTRax's products or services, the modules' cost efficiency or performance, or to comply with applicable law.

**17. DATA OWNERSHIP & RETENTION.** CLIENT owns its data stored in PSTRax under all circumstances. CLIENT may export its data at any time using the front-end user interface. Upon request, PSTRax will provide CLIENT a copy of its data in digital format. CLIENT may request a copy of its data while this Agreement remains in effect, and up to 36 months after the termination of this Agreement. PSTRax shall retain CLIENT'S data for at least 36 months after the termination of this Agreement, unless CLIENT requests otherwise.

**18. HOSTING SERVICES.** The PSTRax system is hosted by Rackspace Inc. – or a comparable top-tier hosting services provider – and uses commercially reasonable measures to maintain the security, stability and availability of the service. PSTRax and its hosting services provider shall not be responsible or liable for any failure or delay in the performance of its obligations hereunder arising out of or caused by, directly or indirectly, failure, outages, delay or interruption of service resulting from the hosting services. PSTRax shall use commercially reasonable efforts to resume performance as soon as practicable under the circumstances.

**19. FORCE MAJEURE.** PSTRax shall not be responsible or liable for any failure or delay in the performance of its obligations hereunder arising out of or caused by, directly or indirectly, forces beyond its control, including, without limitation, pandemics, strikes, work stoppages, accidents, acts of war or terrorism, civil or military disturbances, nuclear or natural catastrophes or acts of God, and interruptions, loss or malfunctions of utilities, communications or computer (software and hardware) services. PSTRax shall use commercially reasonable efforts to resume performance as soon as practicable under the circumstances.

**20. COMPLIANCE.** CLIENT is responsible for ensuring that its checks and inspections being documented in PSTRax comply with local, state and federal regulations, including, without limitation, NFPA guidelines, Department of Transportation (DOT) guidelines, OSHA guidelines, DEA requirements, manufacturer recommendations, and the standard operating procedures (SOP) of the authority having jurisdiction (AHJ).

**21. INTELLECTUAL PROPERTY.** Except for rights expressly granted under this Agreement, nothing in this Agreement shall function to transfer any of either Party's intellectual property

rights to the other Party, and Parties shall retain exclusive interest in and ownership of its intellectual property developed before this Agreement or developed outside the scope of this Agreement.

**22. CONFIDENTIAL INFORMATION.** The terms, provisions, and conditions of this Agreement and any software, materials, information, files, and documentation provided by one Party to the other Party in connection herewith shall be regarded as confidential and proprietary, and shall be treated and maintained as such. Parties shall not disclose any confidential or proprietary information received from the other Party in connection herewith without the prior written consent of the other Party, except as may be required by law and public records requirements.

**23. USE OF NAME.** CLIENT agrees that PSTrax may identify it as a customer and use CLIENT'S logo in its promotional materials for the purpose of identifying a business relationship only. CLIENT may request that PSTrax stop doing so by submitting an email to [marketing@pstrax.com](mailto:marketing@pstrax.com) at any time. Customer acknowledges that it may take PSTrax up to 30 days to process such request.

**24. DISPUTE RESOLUTION.** The Parties agree to attempt to resolve any disputes amicably by mutual discussion. If the dispute cannot be resolved by mutual discussion, the Parties shall participate in mediation to attempt to resolve the dispute before conducting litigation.

**25. GOVERNING LAW.** This Agreement shall be governed by and construed in accordance with the laws of the State of Colorado.

**26. LIMITATION OF LIABILITY.** In no event shall PSTrax's liability arising out of or related to this Agreement, whether in contract, tort or under any other theory of liability exceed in the aggregate the total annual software license fees paid by CLIENT during the three (3) months immediately preceding the date of the event giving rise to the claim.

**27. SEVERABILITY.** If any provision of this Agreement is held in whole or in part to be unenforceable for any reason, the remainder of that provision and of the entire Agreement shall be severable and remain in effect.

**28. ENTIRETY OF AGREEMENT.** This Agreement sets forth the entire Agreement and understanding of the Parties relating to the subject matter contained herein. Neither party shall be bound by any representation other than as expressly stated in this Agreement, or by a written amendment to this Agreement signed by authorized representatives of the Parties.

**29. ELECTRONIC SIGNATURES.** The City and Consultant may conduct this transaction, including any Contract amendments, by electronic means, including the use of electronic signatures.

# INVOICING

Please provide the best billing contact information for your agency. This should be the person/department that is responsible for receiving and processing invoices.

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Address:** \_\_\_\_\_

# ACCEPTANCE

By signing below, CLIENT and PSTrax agree to the pricing, terms and conditions of this Agreement. CLIENT certifies that the signer is an authorized purchaser.

**Peoria Fire Department**

**Station Automation, Inc. (dba PSTrax)**

**Signature:**

**Signature:**



**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Name:** Scott Bergeron

**Title:** President

**Email:** scott@pstrax.com

**Phone:** 303-918-3169

**Date:** **Sep 26, 2022**

If signed electronically, a copy of the executed Agreement will be automatically emailed to the Parties. If printed and signed with pen, please email ALL PAGES of this Agreement to sales@pstrax.com.



## SECTION 9 – ALTERNATIVE NEEDS/ELEMENTS



## **CREW ADOPTION**

Crew adoption is the most important element to a successful project. Generally, we suggest a crawl, walk, run approach so that the crews are not alienated by many process changes at once. PSTrax provides unlimited support which is valuable because Peoria FD does not need to design for the end in mind. We can build the system to accommodate your current process and then evolve the system together over time as you want to add more into the system.