

Fire Inventory Management Software Solution
RFP-RH-22-057

	AdvanTech, Inc. 2661 Riva Road, Suite 1050 Annapolis, MD 21401	EMS Technology Solutions, LLC dba Operative IQ 3781 Tramore Pointe Parkway Austell, GA 30106	PPE Software 620 Manatee Ave. Ellenton, FL 34222	Kunz, Leigh & Associates 28081 Southfield Rd. Lathrup Village, MI 48076	
Year started selling fire Inventory Software	2018	2007	2012	2020	
Support Facility Location	IT Support Facility in Annapolis, MD User and Implementation Support - Detroit, MI	Austell, Georgia	Fort Lauderdale, FL	Lathrup Village, Michigan	
Company Headquarters Location	Annapolis, Maryland	Austell, Georgia	Ellenton, FL	Lathrup Village, Michigan	
Sales of Fire Inventory in the previous four years					
	2021	\$3,243,300.00	97 New Customers	75	\$0.00
	2020	\$3,538,987.00	131 New Customers	75	0
	2019	\$3,612,496.00	111 New customers	75	0
	2018	\$3,920,769.00	124 New Customers	75	0
How many employees does vendor have in each category:					
	Sales/Marketing	3	10	1	3
	Management/Administration	3	6	3	15
	Help Desk Staff	2	4	2	6
	Implementation Staff	3	4	1	12
	Development Staff	2	20	3	111
	Other	2	4		1
	Total	15	48	10	148
How long has current version of software been in production?	Original release in 2017. Most recent in June 2022.	9 years, since 2013.	New modules were released in 2021 and 2022. Outside of the new releases, the platform undergoes regular enhancements to functionality and features.	Since this is a cloud based product, continual releases occur on a weekly basis to the entire Jira solution.	
Does Vendor has a toll-free support line?	Yes	Yes	Yes	Yes	
What is Average response time (hours) for a telephone response to service call?	During normal business hours help desk will answer the call in person. After hours 2-4 base on contract.	Support request resolution will vary based on the individual request, but an initial response for all support requests will be made within 24 hours of receiving request.	Minimum 24 hour response time. Average response time is 1 hour, though their team is usually able to respond right away.	Less than an hour.	
Does the Vendor provide product upgrades automatically or on demand?	Most releases and updates are issued quarterly. Current enhancements are focused on expansion of RFID Technology. Windows updates and patches are automatically applied in the off hours as required. Other maintenance updates are performed during the weekends with a minimum notice to their clients of 10 working days.	Updates to the browser based, back office interface occur automatically. IQ Mobile and Check Sheet Mobile apps may require users to initiate an update to the app via App Store or Google Play Store. The features and enhancements in each upgrade are driven by the needs of their clients.	The platform undergoes regular enhancements/upgrades upon completion of testing. The client is notified via alert message of changes or additions to existing functionality and features.	Atlassian's cloud solution that KL&A is proposing for this RFP is automatically updated on a weekly basis. Weekly release notes are available here.	
How often does the vendor normally release product upgrades or enhancements?	Most releases and are done quarterly.	Monthly.	Team releases upgrades and enhancements upon completion of testing. Client base is notified of upcoming and completed upgrades and enhancements,	Atlassian's cloud solution has weekly releases and can be viewed there.	
How many fully operational installations has the vendor completed as follows:					
	City Government (Michigan)	0	0	0	0
	City Government (Nationally)	0	12	0	0
	Fire Departments (Michigan)	0	4	0	0
	Fire Departments (Nationally)	0	824	40	0
	Other (Michigan)	0	0	0	5
	Other (Nationally)	14	17	0	0

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Overall (Michigan)	0	4	0	5
Overall (Nationally)	14	853	40	0
Plans to re-write or Merge Application Software	All of their code is using the current Microsoft Development Tools and the necessary modifications have been already implemented to address Microsoft's phase out of Internet Explorer. The RFID functional expansion in partnership with Zebra Technologies is their primary focus. The other planned expansion will be into the data visualization and business intelligence areas.	Released a newly updated version of it's Check Sheet application earlier this year, now called Front Line. Front Line is available to customers as an iOS app, or web based app. Operative IQ releases new feature updates each month, bringing more functions to the whole system that add value to their customer base. In 2023 they plan to add a module surrounding facility and station management to its service offerings. No plans have been made to merge Operative IQ with any other vendor, and plans to stay as an independent software company.	N/A	Atlassian has no plans that KL&A is aware of to rewrite or merge their application software with another system. Is careful to ensure all cloud updates are backwards-compatible and minimize risk. They have purchased other software companies and merged their software into Atlassian's current offerings, such as CodeBarrel in 2019 (added Automation for Jira natively), Mindville in 2020 and more. In KL&A's 10 year history with Atlassian, KL&A has not experienced major disruptions in service due to rewrites or merging.
Are any of the implementation service provided by third party partners?	No	No.	No	Yes
Is some services are provided by third party vendors, list which ones.	AdvanTech does not use third party software other than the required printer drivers.	Operative IQ contracts with a third party RFID installer if the client needs assistance installing RFID. This is not required, but an optional service.	N/A	Atlassian works through third parties such as KL&A, to provide implementation services to organizations interested in Atlassian suite. All services in response come from KL&A. KL&A may leverage direct Atlassian assistance if needed.
What is the brand name of the vendor software?	AVA Enterprise Manager Suite, version (release) 22-2c	Operative IQ	PPE Software	Atlassian's Insight for Asset Management and Jira Service Management.
Available Software Modules	RFID Read Point Controller, Measure IT Their AVA Software can integrate with any software application that has an interface module or available API.	Narcotics Tracking - Chain of Custody Tracking RFID for vehicles or supply rooms (fixed readers and handheld). Integrated suppliers for the Purchasing Module. Status Boards -canned and custom status boards can be sent to third party dashboard service. EPCR integration for call supply tracking on check sheet.	Supports an active API that can be used to exchange information. Currently have clients utilizing this functionality.	Many applications available in the Atlassian's marketplace that connect to external systems, while others provide additional functionality within Insight/JSM.
Describe training provided.	Many forms of training. Webinars, online training tutorials and personal sessions. Will train designated personnel on-site as requested, including providing training materials. Help desk is available M-F 8:00 - 5:30 pm plus scheduled physical inventories outside those time frames.	Onsite training: 3 days of on-site training is recommended-one for each proposed module, and if RFID is to be included that is also another factor to discuss. Onsite time will be dedicated to presenting and teaching the users of the system how to use it for every department of interest. Remote data entry, four hours, remote training hours, 10 hours, onsite training hours 3 days.	They recommend pre-scheduling a series of at least 1-2 calls, weekly, 2-3 weeks. Training will cover navigation of platform and review account settings, administrative settings, inventory management, personnel management, maintenance tracking. Continued training will be remote workshops for agencies.	Will provide links to Atlassian documentation that demonstrates how to set up and interact with the data model insight. Will provide up to 8 hours of workshop-style administrator training for up to three (3) RHFD users who will administer the data model in Insight. Will provide up to 2 hours of user training for up to 70 users on the use of insight to manage asset/inventory data.

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Provide detailed timeline for the project.	Detailed timeline is in vendor questionnaire on pages 23-25. Implementation typically takes between 120-150 days.	Timeline of system build out, training and implementation is driven by the customer, but ideally will occur over the course of 3-6 months	Implementation averages between 2-4 weeks. Depends how quickly agency can respond with requested data.	Project Kickoff starts week of 1/2/23 - 1/9/23 Estimated completion date is week of 5/22/23. Detailed timeline on pages 39-40 of response.
Describe software maintenance services.	Warranted to meet the specifications. Support of software includes all upgrades for operating systems and applications. Hardware is warranted for 12 months, and the monthly support costs include ZebraCare hardware replacement program after the warranty has expired. All will provide 100% support, maintenance, and warranties for initial and future hardware and software. Ongoing support costs include all license fees, help desk support, upgrades, hardware and labels costs. They have included a ZEBRA RFID printer so RFID tags and labels can be created during the receipt validation step.	Updates are easily pushed out through the internet. The features and enhancements in each upgrade are driven by the needs of their clients. Release notes will be published to all customers in the Knowledge Center. Software Maintenance and updates are performed regularly during off hours with minimal to no impact on business operations.	Unlimited support during the implementation and roll-out process, as well as ongoing support for the duration of the contract. Service includes ongoing maintenance and updates. Ongoing platform enhancements and upgrades to existing features and functionality. All upgrades and enhancements are announced. System does support external scanning from Barcode and QR code. Provide clients with QR capability by applying a QR code to every asset in the platform. Offers client mobile access to checklists, logging maintenance, notating, submitting requests, and managing assignments/loans.	With Atlassian Cloud, licensing costs reduce the total cost of ownership compared to an on premise version. The RHFD will receive continuous upgrades, security patches, system maintenance, server hosting, infrastructure stability, secured data, compliance with various security protocols, and more.
Describe key staff members and profiles.	Full Bios of staff included in company background.	Staff bios included in response.	Did not provide	Response Human Resource Management Plan will be submitted within fifteen (15) calendar days of the execution of the Contract.
Describe potential issues/pitfalls.	Does more training and implementation remotely via Zoom and Teams. Some of the hardware lead times have been extended. The RFID items proposed have returned back to their standard 4 week lead times. Has maintained base staffing during COVID. They do see more RFID Technologies within their customer and targeted industries to automated data entry functions that were performed manually.	Equipment availability has been impacted by COVID and is a temporary issue that EMS Technology Solutions communicates with customers as soon as it is known about. If there is an equipment delay, a waiting list is created to accommodate clients in a first come first serve basis for when equipment becomes available again.	None	Their business model allowed them to continue offering services with negligible disruption over the past 2.5 years. The software-oriented nature of this project eliminates potential supplier delays. They are not currently experiencing labor shortages with their Atlassian practice and can confidently deliver the proposed solution in a timely manner.
Client reference form completed.	Provided	Provided	Provided	Provided
Cost proposal:	Lump Sum for 3 yr. contract: \$225,680.28	\$37,776.00 Proposed Quote	Three year total project cost - \$11,080.00	\$131,975.00 First Year-includes licensing and implementation
	License Cost for years 2-6: \$2,178.00 per year	RFID Add-On Pricing Cost: \$23,800.00		\$225,000.00 license cost years 2-6

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Year started selling fire Inventory Software	2004	1997	2009	Became incorporated in 2007 and in 2009 they began offering Mtrack solution.	2014
Support Facility Location	Las Vegas, Nevada	Houston, Texas	Littleton, Colorado	Ann Arbor	Buena Park, California
Company Headquarters Location	Las Vegas, Nevada	Houston, Texas	Littleton, Colorado	Ann Arbor	Buena Park, California
Sales of Fire Inventory in the previous four years					
2021	\$1.4 million	\$936,560.58	\$2,962,233.00	\$0.00	\$1,300,817.00
2020	\$1.6 million	\$1,583,042.17	\$2,078,224.00	\$0.00	\$1,765,426.00
2019	\$1.5 million	\$1,278,309.57	\$1,276,731.00	\$0.00	\$755,786.00
2018	\$1.1 million	\$1,318,957.36	\$684,083.00	\$0.00	\$358,300.00
How many employees does vendor have in each category:					
Sales/Marketing	4	7	7	5	2
Management/Administration	5	4/7	4	5	2
Help Desk Staff	10	3	2	6	4
Implementation Staff	5	2	4	8	3
Development Staff	10	10	5	30	3
Other	1	0	0	2	10
Total	35	33	22	56	24
How long has current version of software been in production?	1 month. Provides upgrades every 3-4 months.	Catamaran v.15 was adopted in 2015.	2009	Launched in 2009, new version iM3SCM Suite was launched in 2016 and has been continuously upgraded.	Since January 1, 2022
Does Vendor have a toll-free support line?	Yes	Yes	Yes	No	Yes
What is Average response time (hours) for a telephone response to service call?	Less than an hour.	8 working hours	During business hours, support calls are fielded by a live personnel and answered immediately. After hours calls are typically responded to in 1-2 hours or sooner.	Based on the severity of the incident, the team will assign priority High Priority-within 4 hours Medium Priority-within 8 hours Low Priority-within 24 hours	Less than one hour
Does the Vendor provide product upgrades automatically or on demand?	Upgrades are provided on demand. Release notes are provided in advance and the upgrade is completed on an agreed upon schedule with minimal disruption to service.	Automatic and On Demand	Updates are automatic since PStrax is a multi-tenant, cloud-based solution. Agencies are on the same instance of the application, therefore, all customers receive product releases with new functionality, enhancements and bug fixes.	In normal release cycle the product is upgraded automatically and they send advance notification to their customers. For new functionality, team will release details documentation, training videos or run live sessions.	Automatic. System updates implemented every 12 months during first week of January. Demand upgrades-implemented as needed to accommodate customer service requests.
How often does the vendor normally release product upgrades or enhancements?	Every 3 to 4 months.	Security related updates on Monthly Basis. System features on demand.	Typically every 4 weeks.	Typically every 3 months.	Annually
How many fully operational installations has the vendor completed as follows:					
City Government (Michigan)	0* *Detroit Public Schools	0	0	0	0
City Government (Nationally)	1	5	0	1	4
Fire Departments (Michigan)	0** **Oakland Cty Emergency Mgmt Div	0	18	0	0
Fire Departments (Nationally)	4	0	750	0	2
Other (Michigan)	0	0	0	8	0
Other (Nationally)	98	50+	0	25	8

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Overall (Michigan)	0* *Detroit Public Schools	0	18	8	0
Overall (Nationally)	103	50+	750	26	14
Plans to re-write or Merge Application Software	No plans for major rewrite and/or merge; MASS group does provide enhancements/new features via upgrades.	No, Shipcom will continue to upgrade their existing platform. They have no plans to do a major re-write of application software or merge their product with the software applications of another vendor.	Plan to remain a private and do not intend to be bought or to merge with another software application. PStrax has been built over 13 years based on feedback and suggestions from 750 agencies they work with.	No immediate plans for re-write of the application and/or merging the application with another vendor.	N/A. Their software was developed in-house and customized per client specifications.
Are any of the implementation service provided by third party partners?	No	No	No	Has internal resources available that have familiarity with the iM3SCM Suite and appropriate skill sets to assist, from time to time they use third party partner resources when necessary and with the permission from the customer	No
Is some services are provided by third party vendors, list which ones.	N/A	No, software installation services will be performed by a 3rd party.	Not applicable. All of their implementation and unlimited ongoing support services are provided by in-house staff.	Advaitaa Technologies LogicSoft Inc.	N/A
What is the brand name of the vendor software?	Traceability Made Easy (TME)	Catamaran NextGen	PStrax	iM3SCM Suite	EXTRAK
Available Software Modules	RFID Location Tracking Computerized Maintenance Management System(CMMS) Manufacturing Execution System (MES) TME can integrate with any third-party system that utilizes API's, Web Services, file swaps, etc.	Provided list of modules available.	Is a specialty software solution purpose-built for Checklists and Inventory Management. Integrates First Arriving for dashboards and is capable of integrating with other Fire-EMS software solutions based on certain use cases.	Project Management is available to manage ongoing, multi-transaction projects such as a remodel or rebuild. Equipment Advisor, module allows users to create database for each equipment by providing fault codes, tasks and parts used, repair procedures, videos on How to, drawings etc.	Safety Data Sheets (SDS) and Chemical Inventory Management System Real-time GPS Fleet Tracking Mobile Application Hardware: Barcode Scanners, printers, mobile devices Physical on-site inventory services available
Describe training provided.	Will conduct end-user technical training and provide knowledge transfer to the City's key personnel. MASS Group's certified trainers will perform standard training on all software components, hardware devices, system administration, and provide hard and soft copies of training materials. Offers cost effective methods of training such and web based training and train the trainer approaches.	Proposes to conduct a one-day on-site or virtual live training event for their Catamaran NextGen Platform for all Customer System users. Will include end user training and super user training. Super users are taught how to design reports, modify alerts, notifications, and set compliance ranges along with adding and removing users. Will provide user, administrator, and systems documentation of the system.	Will provide the City's users with unlimited training and support.	Team will conduct training or the staff of the customer, training will be based on the staff members functional role. The training can be a mix of onsite and offsite training. Offers extended support services; they use their experience to provide the recommended support package and present in a bundled price. Outputs: Training material, videos, user manual, online help.	Maintenance package includes customer support, daily server backups, hosting, updates, software patches and emergency support. EZTRAK supports RFID, UPS, QR and all standard barcode formats.

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Provide detailed timeline for the project.	Phase 1- Project Initiation Phase 2 - Project Planning Phase 3 - Project Execution Phase 4 - Project Closure	Complete Timeline provided on page 29 of response. Recommends a 2-3 month timeline from the date of project award for complete configuration, integration and testing of the software to go live	Implementation timeline from start to finish typically takes 6 weeks once they receive the City's documentation. Detailed timeline with milestones listed in response.	Detailed timeline provided on page 25. Project scheduled to begin 1/9/23 and be implemented by 3/4/23.	Timeline provided on page 10. Approximate time frame is 10 weeks.
Describe software maintenance services.	Support services include: Technical Phone Support, Direct Access to Group Engineers from 8 am-5 pm, and available off hours, weekends, and holidays 24x7; On-Line Support, Full access to online resources and unlimited email technical support. Major version releases. Full access to product improvements during the support period which include software updates, patches, and service packs.	Updates per Product Road Map, Security updates monthly, Catamaran supports RFID, UPC, QR and other barcode technologies. Annual maintenance fees covers customer support for all system users, system updates and maintenance. See section 3.4.2 for complete information concerning their Maintenance Services.	Software is provided as a SaaS, meaning they manage all software performance, maintenance updates, bug fixes, and product enhancements. Updates with improvements to functionality and performance occur regularly, generally every month. Assists with maintaining the data and unique configuration of every client's environment within the platform. Annual license fee is all-inclusive and includes unlimited virtual support and training.	Supports RFID, UPC, QR and barcodes. The Suite can manage the manufacturer UPC, vendor item/part # and multiple barcodes on inventory/parts, iM3SCM also incorporates barcodes on all warehouse transactions. Utilizes QR codes to tag assets & equipment, each tagged asset can be scanned through the iM3SCM lite, their mobile work order app to bring information to the user's device, through Mobile App the user can view important asset information, warranty status, service and part history, etc.	Maintenance package includes customer support, daily server backups, hosting, updates, software patches and emergency support. EZTRAK supports RFID, UPS, QR and all standard barcode formats.
Describe key staff members and profiles.	Staff bios included in response.	Staff bios included in response.	Staff bios included in response.	Listed two staff members. No bios included.	Staff bios included in response.
Describe potential issues/pitfalls.	Does not expect delays, but if the City needs to purchase hardware, it can expect supply chain delays. Quality rugged scanners can take months to procure.	For projects that required integration with hardware devices such as GPS, they were able to mitigate supply chain delays by ordering in advance. All implementations have proceeded on schedule during COVID.	They have grown approximately 50% or more each year dating back to 2018. They do not anticipate any delays.	Did not see any impact on their customers in terms of service or support for their clients quickly adapted to the new environment and migrated services from in-person to virtual seamlessly.	Covid has increased their revenues. Public Health Departments across the Country have experienced significant increases in inventory and have outgrown previous tracking methods. Web development Team has doubled in size, allowing PMM to provide excellent customer service.
Client reference form completed.	Provided	Provided	Provided	Provided	Provided
Cost proposal:	Total Project Cost: \$74,000.00 Years 2-6 \$325,654.86	Year 1 without value add ons \$182,000.00 Year 1 Total Implementation \$309,800.00 Yrs 2-6 without value add ons \$614,201.987 Years 2-6 w/live tracking \$905,139.70	First Year Project Total: \$24,500 (\$12,600 Annual License Fee + One-time implementation fee \$11,900) Years 2-6: \$12,600 license fee per year	First year project total: \$91,440.00 Total Project cost 3 yrs - \$212,400.00	\$129,600.00 lump sum price includes travel, 40 hours of onsite training and implementation. \$289,200.00 Years 2-6

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	Univerus Inc. 514 Kennett Pike, Ste. #1 Chadds Ford, PA 19317	Wireless Data Systems, Inc. 20423 State Road 7, F6 6182 Boca Raton, FL 33498
Year started selling fire Inventory Software	2000	1990
Support Facility Location	Windsor, ON	NE Ohio
Company Headquarters Location	Chadds Ford, PA and Port Moody, BC	Boca Raton, Florida
Sales of Fire Inventory in the previous four years		
2021	\$2,100,000.00	\$0.00
2020	\$3,900,000.00	\$0.00
2019	\$1,000,000.00	\$0.00
2018	\$0.00	\$0.00
How many employees does vendor have in each category:		
Sales/Marketing	17	2
Management/Administration	28	2
Help Desk Staff	18	3
Implementation Staff	20	2
Development Staff	62	3-6
Other	12	
Total	157	15
How long has current version of software been in production?	4 months	Has been in production for 12 years, and new installations in early 2022. The latest systems are updated to 2022 code and database platforms.
Does Vendor has a toll-free support line?	Yes	No
What is Average response time (hours) for a telephone response to service call?	2 hours	1-2 hours - Immediate for emergencies.
Does the Vendor provide product upgrades automatically or on demand?	Automatically deploys upgrades unless specified by client.	On-demand via Statement of Work (SOW)
How often does the vendor normally release product upgrades or enhancements?	Approximately every 6 months for major upgrades, incremental updates occur monthly.	Driven by clients or Microsoft required service packs.
How many fully operational installations has the vendor completed as follows:		
City Government (Michigan)	1	0
City Government (Nationally)	0	1
Fire Departments (Michigan)	1	0
Fire Departments (Nationally)	0	0
Other (Michigan)	1	0
Other (Nationally)	0	56

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Overall (Michigan)	3	0
Overall (Nationally)	145 -Univerus 2-AM	70
Plans to re-write or Merge Application Software	The current assets software is not currently planned to merge the application code with another vendor. However, they are currently undergoing a migration of the software from its current, mature codebase into their Unity Platform. This migration will enable leveraging the rest of the Univerus platform through a single, web-based interface, so if any additional software from Univerus is added, the training and usability for that software would essentially be the same, reducing training time and ensuring a cohesive product experience.	No plans to rewrite. They do not utilize third party-code. If new functionality is needed, they write the code internally. All code is owned and controlled by WDS. If they are integrating to share data with another system, they typically use any of the integration tools that an organization has available for their system. They prefer web services, APIs, and file transfers.
Are any of the implementation service provided by third party partners?	No	No
Is some services are provided by third party vendors, list which ones.	N/A	N/A
What is the brand name of the vendor software?	Univerus Assets	TSX for their systems. They do not use a third-party vendor's software.
Available Software Modules	Work order mgmt, Fleet mgmt, Health & Safety Mgmt, Staff Scheduling, Route Optimization, Applicant tracking system, & Recruitment CRM, SAP Business One, Utility Billing, School District Planning, Energy Management, and Parks & Recreation Management.	They do not have any fire installations. Have been in business for 31 years and only focus on inventory and asset control/tracking. They have a substantial number of modules that they have created for their clients through those three decades of providing solutions.
Describe training provided.	A train-the-trainer approach will be adopted to ensure key staff are familiar with the software. Exploration of this suggested approach or alternative may require further discussion.	Will have training sessions.

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Provide detailed timeline for the project.	Timeline provided on page 49. Approximate time frame is 4-6 weeks.	Timeline not provided. Pages missing from response. Response goes from page 14-31.
Describe software maintenance services.	Services such as support, updates and patches are included in the annual maintenance fees. Business-Day Technical Support, Emergency Technical Support, Levels of urgency	Support covers any faults or bugs in the code at any time during the term of the contract. Typically, their clients have team internally to provide Tier One support. Those teams are usually comprised of people that have some level of technical ability and day-to-day understanding of the system for answering questions about mobile devices, printers, and daily system functions. To assist that team (and users), the system includes query screens and criteria filter options to allow their clients to perform basic data forensics to answer most user questions.
Describe key staff members and profiles.	Staff members listed, no profiles.	Information not provided. Pages missing from response. Response goes from page 14-31.
Describe potential issues/pitfalls.	Primary barrier during COVID has been restrictions on project related travel. They have addressed this by adopting technologies and tools to take the project management team and task management experience online and staffing the project appropriately on both sides. With lifting of travel restrictions, they have increased on-site presence to help keep projects on track.	COVID had minimal impact on their operations and their ability to support the election departments through their election cycle. If City decides to go with RFID, the industry supply chain challenges has impacted technology. Most of the readers are completely out of stock until December 2022, and the tags are also difficult to purchase.
Client reference form completed.	Provided	Provided
Cost proposal:	\$52,000.00 exclusive of any travel, Travel will be billed at estimated \$2,200.00 Years 2-6 \$23,000.00	\$364,280.00 Total project cost Years 2-6 \$200,140.00