

NAME ADDRESS	EPR Systems, Inc 257 Plaza Dr., Suite D Oviedo, FL 32765	First Due 390 NE 191st St., STE 17328 Miami, FL 33179	FSH Technologies 1010 Cherry St., 2 FL Philadelphia, PA 19107	ImageTrend LLC 1305 Corporate Center Dr., Suite 500 Eagan, MN 55121
Year Started Selling Fire and EMS RMS?	2016	2016	2021	2001
Where is the closest support Facility location?	Sales Executive located in Bay City, MI. Support located in North Carolina.	First Due is a remote-first company. Their employees work remotely from their own homes and support is typically provided remotely. First Due can provide on-site training or support, subject to further discussions. Support facility location in Miami, FL.	Philadelphia, PA 19107	All ImageTrend services and support are provided within the United States. Our headquarters is located in Eagan, MN. Our employees work throughout the United States, either remotely or at our Eagan office.
Where is the company headquarters location?	Jacksonville, FL	Miami, FL		Eagen, MN
Vendor's sales of fire and emergency records management software system solutions in the previous four years:	For all years, they state "Supplied upon request if awarded contract"	As a private company, First Due states will not publish sales figures. Stated continually grown since founding in 2016 & continually re-invested in their business, developing new modules & products every year. Goal is to meet the needs of statewide agencies, enterprise agencies, & local departments throughout North America, with focus on developing first responder & fire personnel focused software is the result of the deep functionality within their end-to-end software for Fire, EMS and Police agencies.		In 2024, added 202 new fire & emergency record management software system customers. In 2023, added 2392 new fire & emergency record management software system customers. In 2022, added 296 new fire & emergency record management software system customers. In 2021, added 296 new fire & emergency record management software system customers.
How many total employees does the Vendor have in each of the following categories:			*They specified that these numbers are just for the City's project:	
Sales / Marketing	7	86		73
Management / Administration	8	63		86
Help Desk Staff	15	28		60
Implementation Staff	13	88		39
Development Staff	30	208	6	100
Other	5	57	4	20+
Total:	73	530	10	380+
How long has the current version of the Vendor software been in production?	EPR Fireworks maintains continuous product evolution with reagrul updates and enhancements, 5 years plus	First Due was most recently updated in October 2025.	2 years	ImageTrend Elite has been in production since 2014.
Does the Vendor have a toll-free support line?	Yes	Yes	yes	Yes
What is the Vendor's average response time (hours) for a telephone response to a service call?	Their goal is to answer in 30 seconds and call back/respond within 1 hour. Support Matrix will explain Tier Support.	Response times are subject to SLAs that we sign with all customers. We aim to respond to customers as quickly as possible, ensuring that the typical hold time for an initial support call is low.	4-24 hours depending on severity	1 hour
Does the Vendor provide product upgrades automatically or on demand?	The software is automatically upgraded, as well the customer has the ability to select upgrades. Example: ePCR and versions you can select.	Automatically.	They state that they continue upgrades throughout duration to maintain excellence.	ImageTrend provides product upgrades automatically. Many upgrades or fixes are applied without system downtime or service disruption, & updates are pushed automatically with no human interaction required. Manages all aspects of the software implementation & server infrastructure, ensuring that software updates are included in support agreements & that applications continually offer the latest technology & features.
How often does the Vendor normally release product upgrades or enhancements?	They say they are upgrading their software monthly and this is at no cost to the customer.	We deliver regular updates as part of our software development cadence, with significant updates occurring multiple times a month.	As needed to meet client needs and maintain excellence.	ImageTrend releases regular monthly maintenance updates that include product upgrades & enhancements. Elite receives one major & one minor update published every month. Hotfixes & minor releases are pushed as needed between major releases. Customers are notified before each major release, and these updates typically require less than five minutes of downtime. Enhancements are applied following a release schedule.

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How many fully operational installations has the Vendor completed as follows:		*First Due adds that they have over 2,700 customer and these figures are approximate bc they do not categorize their customers in	*They state they are moving into this industry and provide other sophisticated software.	
City Fire Agencies	Michigan: 22 Nationally: 0	Michigan: approx 365 Nationally: approx 25000	0	ImageTrend does not collect this specific type of record.
County Fire Agencies	Michigan: 0 Nationally: 61	Michigan: approx 36 Nationally: approx 263	0	Michigan: 25 Nationally: 248
State Fire Agencies	Michigan: 0 Nationally: 0	Michigan: 1 Nationally: 1	0	Michigan: ImageTrend is not the current Michigan State RMS provider Nationally: 14 Fire Marshals' Offices
Overall:	Michigan: 22 Nationally: 584	Michigan: approx 402 Nationally: 2,700+	0	Michigan: 388 Nationally: 2,369
Plans to Re-write or Merge Application Software	Currently they have no plans of rewriting the software, although they will do enhancements through the year this could be something that is asked for by multiple customers. No plans to merge with any other software company or application.	N/A. First Due has no plans to re-write or merge its software.	N/A	ImageTrend states no public plans for a major rewrite of their application software, nor merging with another vendor or their solution(s). ImageTrend is committed to a continuous innovation roadmap, including feature enhancements, user experience improvements, & bug fixes.
Are any of the implementation services provided by third party partners?	Yes	No	No.	No.
If some services are provided by third party vendors, list which ones:	The EPCR and Inventory Maintenance/Work Order can be set up by a contractor we have an agreement with to do all the setup and settings in the back office. This is supplied at an extra cost for both ePCR and Inventory module. THIS IS OPTIONAL and pricing would be supplied for this feature.	N/A	N/A	N/A
What is the brand name of the Vendor software?	N/A	First Due RMS	FSH Emergency Services	ImageTrend Elite for Rescue
How does your billing integration work with the EMS Module? Provide a list of billing companies you have successfully integrated with. The City's current EMS billing provider is EMS I MC. Confirm your software can transmit data to this firm.	They have many departments that have EMS MC for a billing company. They integrate with them with no issue or no cost to the department. They can and will integrate with any and all EMS billing companies. Their ePCR module exports complete patient care documentation to a billing company through secure HIPAA compliant data transfer, real time or batch data transfers. HL7 and FHIR Healthcare Standards Configurable field mapping for different billing systems.	First Due has experience integrating with EMS I MC and does so for numerous customers. First Due's ePCR module includes secure & tested capabilities d to transmit necessary patient care data to third-party EMS billing providers via API or other compliant means. They provide billing exports free of charge in all industry-standard formats, including XML files delivered directly to sFTP folders, with or without attachments and PDF outputs. First Due can integrate with all major billing companies.	They say they are an integrations partner with dozens of providers nationwide, and they can integrate wherever needed. They say they can transmit data to EMSIMC, and are also strip billing partners.	Has years of experience in integrating with many other products & vendors, typically using secure web services or secure FTP locations. We are familiar with integrating EMSMC & other third-party billing vendors for our customers. Exploration of this integration & configuration are required at an additional cost, outlined in a mutually agreed-upon Statement of Work (SOW).
Attachment B Client References	5 references provided	5 references provided	3 referenced provided	3 references provided
Attachment C Cost Proposal - see cost summary tab	see tab	see tab	see tab	see tab
Attachment D System Functionality - see system functionality tab	see tab	see tab	see tab	see tab
Attachment E Contract Exceptions	none	Yes. Revision of Section 2, regarding Payment Terms. The Annual Subscription Fee for renewal terms shall beinvoiced annually on the anniversary of the Effective Date of the Agreement 45 days prior to the service renewal date.	No	Yes. Several exceptions have been provided and can be found outlined on pages 52-57 of their submitted proposal.

**Fire and Emergency Services Records Management**  
**RFP-RH-25-060**  
**Proposals Opened: Wednesday, 11/5/25 @ 3:00 p.m.**

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DESCRIPTION	Year 1	Year 2	Year 3	Total Cost 3 Years	Year 1	Year 2	Year 3	Total Cost 3 Years	Year 1	Year 2	Year 3	Total Cost 3 Years	Year 1	Year 2	Year 3	Total Cost 3 Years
Licensing	\$27,662.00	\$28,491.86	\$29,346.62	\$85,500.48	\$33,600.00	\$35,280.00	\$37,044.00	\$105,924.00	\$49,000.00	\$49,000.00	\$49,000.00	\$147,000.00	\$51,700.00	\$54,285.00	\$56,999.25	\$162,984.25
Implementation	included			included	\$2,400.00			\$2,400.00	\$34,000.00			\$34,000.00	\$15,650.00			\$15,650.00
Training	\$5,400.00			\$5,400.00	\$800.00			\$800.00	\$0.00			\$0.00	\$11,650.00			\$11,650.00
Maintenance & Support	included	included	included	included	included	included	included	included	\$0.00	\$0.00	\$0.00	\$0.00	\$3,000.00	\$3,000.00	\$3,000.00	\$9,000.00
Other Fees or Charges																
Bill & Payment Portal	\$3,050.00	\$3,141.50	\$3,235.75	\$9,427.25												
ePCR Set Up (one time fee)	\$1,899.00			\$1,899.00												
ICC Codes	\$163.00	\$167.89	\$172.93	\$503.82												
ICC Annual Maint Fee	\$595.00	\$612.85	\$631.24	\$1,839.09												
NFPA Codes	\$230.00	\$236.90	\$244.01	\$710.91												
NFPA Access	\$200.00	\$206.00	\$212.18	\$618.18												
Permits, Microsoft Entra, CAD Distribution													\$7,338.25			\$7,338.25
<b>Total Cost / Year</b>	\$39,199.00	\$32,857.00	\$33,842.73	<b>\$105,898.73</b>	\$36,800.00	\$35,280.00	\$37,044.00	<b>\$109,124.00</b>	\$83,000.00	\$49,000.00	\$49,000.00	<b>\$181,000.00</b>	\$89,338.25	\$57,285.00	\$59,999.25	<b>\$206,622.50</b>

Renewal Years	Renewal Years	
DESCRIPTION	Year 4	Year 5
Licensing	\$30,227.02	\$31,133.83
Maintenance & Support	N/C	N/C
Other Fees or Charges		
Bill & Payment Portal	\$3,332.82	\$3,432.81
ICC Codes	\$0.00	\$0.00
ICC Annual Maint Fee	\$178.12	\$183.46
NFPA Codes	\$650.18	\$669.68
NFPA Access	\$251.33	\$258.87
Total Renewal by Year	\$34,639.47	\$35,678.65

Renewal Years	Renewal Years	
DESCRIPTION	Year 4	Year 5
Licensing	\$38,896.00	\$40,841.00
Maintenance & Support	included	included
Other Fees or Charges		
Bill & Payment Portal		
ICC Codes		
ICC Annual Maint Fee		
NFPA Codes		
NFPA Access		
Total Renewal by Year	\$38,896.00	\$40,841.00

Renewal Years	Renewal Years	
DESCRIPTION	Year 4	Year 5
Licensing	\$49,000.00	\$49,000.00
Maintenance & Support	\$0.00	\$0.00
Other Fees or Charges		
Bill & Payment Portal		
ICC Codes		
ICC Annual Maint Fee		
NFPA Codes		
NFPA Access		
Total Renewal by Year	\$49,000.00	\$49,000.00

Renewal Years	Renewal Years	
DESCRIPTION	Year 1	Year 2
Licensing	\$59,849.21	\$62,841.67
Maintenance & Support	\$3,000.00	\$3,000.00
Other Fees or Charges		
Bill & Payment Portal		
ICC Codes		
ICC Annual Maint Fee		
NFPA Codes		
NFPA Access		
Total Renewal by Year	\$62,849.21	\$65,841.67