

# Issue Analysis Form



**Date:** 1/10/2023  
**Item:** Award of Contract – FEMS ESO Software Purchase (as part of Public Safety Radio System)  
**Lead Department(s):** Fire & EMS, Finance  
**Contact Person(s):** Paul Beamon; Betsy Drewry

## Description and Current Status

The Board of Supervisors approved an award of contract to L3Harris for a replacement Public Safety Radio System on November 26, 2019. The County engaged in Series 2017 and 2018 Borrowing for Radio System Replacement and related consulting services.

Staff briefed the board of available funds remaining in the Radio System Project budget / borrowings during the November 22, 2022 work session. Staff recommends a number of purchases that enhance the Radio System project and / or public safety operations. **Attachment A** provides an updated budget to actual for the Public Safety Radio project; and excludes potential recovery of liquidated damages.

Series 2017 Bonds (spring 2017): \$6,737,452  
Series 2018 Bonds (spring 2018): \$7,442,773  
**Total Bond Proceeds for Project: \$14,180,225**

The Radio Project working group recommends the purchase of integrated Fire & EMS software from ESO.

**Attachment B** is a quote from ESO for **\$57,708.32**, utilizing a cooperative contract through the Western Virginia EMS Council for the software modules specified on the quote.

Annual recurring subscription costs will be included in the operating FY2024 budget and in future budgets (estimated at \$52,309).

Sufficient funds are available to purchase year one of software subscription costs (initial, one-time costs and year-1) as outlined in Attachment A.

### **Board Action Requested:**

Authorize County Administrator to execute a contract (issue purchase order) with ESO for \$57,708.32. A draft board resolution for board review and approval consideration is included.

## Government Path

- Does this require IDA action?  Yes  No
- Does this require BZA action?  Yes  No
- Does This require Planning Commission Action?  Yes  No
- Does this require Board of Supervisors action?  Yes  No
- Does this require a public hearing?  Yes  No
- If so, before what date?  Yes  No

## Fiscal Impact Statement

Series 2017 and 2018 bond proceeds are sufficient to accommodate the purchase of year-1 subscription and set-up costs for ESO integrated software, leaving a contingency available to address any other needed or unforeseen items.

## County Impact

Award of contract will allow County to move forward with purchasing an integrated software solution that will enhance Fire and EMS operations and related reporting. By moving to the ESO reporting platform, PGFEMS will consolidate all career and volunteer members under one system and provide the same reporting system implemented and supported by the Commonwealth. In addition, PGFEMS will:

- Improved data collection and analysis: ESO software allows firefighters to easily enter data about calls, responses, and patient care into a centralized system. This data can then be analyzed to identify trends, identify areas for improvement, and track the department's performance against established goals.
- Enhanced decision-making: With access to accurate and up-to-date data, firefighters and department leaders can make more informed decisions about resource allocation, training, and other vital issues.
- Increased efficiency: By automating data entry and analysis, ESO software can help firefighters save time and focus on their primary duties of responding to emergencies and providing patient care.
- Better communication and collaboration: ESO software can facilitate communication and collaboration among firefighters, allowing them to share information and work more effectively as a team.
- Enhanced accountability: ESO software can provide a clear record of a fire department's activities and performance, which can help to improve accountability and transparency.

Another advantage of ESO (Emergency Services Organization) reporting software over our current reporting software is that ESO is designed specifically for emergency services organizations, such as fire departments and ambulance services. As a result, it is tailored to meet these types of organizations' unique needs and requirements, including data collection and analysis for calls, responses, and patient care. In contrast, PGFEMS's current reporting software is a more general-purpose tool used by various organizations, including healthcare providers and public safety agencies. While it may offer some of the same features as ESO software, it may need to be more specialized and user-friendly for emergency services organizations. As a result, fire departments and ambulance services may find ESO software more efficient and effective for their specific needs.

Public Safety Radio & Consulting Borrowing & Costs [12/15/2022]

	Account	Series 2017	Series 2018	Total	
Consulting	3145	174,435.00		174,435.00	
Radio Project	3163	6,563,017.00	7,442,773.00	14,005,790.00	
					Transfer from Other CIP Project \$1,350; interest Posted to 2017A Pr during 12/2020 Refunding - \$383.81; Contingency / Excess Bond Issue Costs \$207,577.92
Radio Project	3163 ADJ	209,311.73	6,257.52	215,569.25	
<b>Total</b>		<b>6,946,763.73</b>	<b>7,442,773.00</b>	<b>14,395,794.25</b>	
Appropriation of SNAP Interest	3163 ADJ			398,000.00	Approved 7/14/2020
<b>Revised Total Available</b>				<b>14,793,794.25</b>	
				14,619,359.25	

Expenditures & Contracts			Contract	PAID TO DATE	REMAINING ON CONTRACT OR PO
AECOM (Original Consultant)			59,580.00	59,580.00	-
Altairs - Original + Estimated Costs			605,078.00		
Altairs - Contract Modification + Additional Expenses			467,342.00		
Altairs - Contract Modification + Additional Expenses #2	Through	9/30/2022	251,452.00		
Altairs - Contract Modification + Additional Expenses #2	Through	12/31/2022	318,852.00	67,400.00	
L3Harris - Radio System contract approved			11,514,371.00	8,062,812.28	3,451,558.72
VFD Alerting Systems		US Digital Designs	438,024.43	438,024.43	-
ECC Work Stations		Russ Bassett	118,157.90	118,157.90	-
ECC Tower HVAC Replacement		Warwick	12,417.00	12,417.00	-
Garysville Tower Structural Analysis		Crown Castle	3,500.00	3,500.00	-
Radio Tower HVAC Replacement (Warwick)		Warwick	62,085.00	62,085.00	-
Garysville Tower Remediation		Crown Castle	23,868.99	23,868.99	-
Tank Foundation Installation (Whitehill & James River tower sites)		L3Harris Change Order (JG Electrical)			-
Propane Tanks (2, 1,000 gallon tanks Whitehill & James River tower sites)		L3 Harris (Subcontractor)			-
UPS Load service call - training related (measure UPS load)		RCV	315.00	315.00	-
Gari system in ECC (allows for old paging system to still operate on new P25 System)		US Digital Designs	5,593.64	4,806.14	787.50
Remove UPS System at Government Center (Battery Disposal)		AMK Services LLC	2,630.00	2,630.00	-
De-Commissioning of Existing Equipment		L3 Harris (Subcontractor)	55,225.00		55,225.00
Altairs - Removal of nest Tavern Road			2,850.00	2,850.00	-
Warwick Mechanical - HVAC Unit (Disputanta Work Site)			22,341.00	22,341.00	-
Sam's Club - Shelving for Disputanta Work Room			1,215.66	1,215.66	-
Amazon.com - Glass Mount Antenna			962.75	962.75	-
Motorola - Digital Keys			500.00		500.00
US Digital Design; Alerting System Components & Installation - Station 5			50,464.14		50,464.14
RCV - KBM - Keyboard & Mouse Consolidation System			12,600.00		12,600.00
Lumen Serve Burrowsville Tower LED Lighting Replacement			16,874.00		16,874.00
Bay Power Solutions Portable Generator			97,167.00		97,167.00
ESO Software - Fire/EMS			57,708.32		57,708.32

Contract Totals & Commitments 13,949,722.83 10,126,885.86 3,822,836.97  
 9,952,450.86

Available Project Contingency 844,071.42 After Consideration of Requested Generator Purchase and ESO Software request



ATTACHMENT B

Quote Date: 11/16/2022  
 Customer Name: Prince George Fire, EMS, & Emergency Management  
 Quote #: Q-95073  
 Quote Expiration date: 01/31/2023  
 ESO Account Manager: Zac Taylor

CUSTOMER CONTACT

Customer Prince George Fire, EMS, & Emergency Management  
 Name Daniel Thompson  
 Email dthompson@princegeorgecountytva.gov  
 Phone 804-722-8614

BILLING CONTACT

Payor Prince George Fire, EMS, & Emergency Management  
 Name  
 Address 6602 Courts Drive  
 PRINCE GEORGE VA, 23875  
 Billing Frequency Annual  
 Initial Term 12 months

Inventory

Product	Volume	Price	Discount	Total	Fee Type
ESO Inventory - Fire/EMS Agencies	5031 Incidents	\$2,795.00	(\$335.40)	\$2,459.60	Recurring

Fire

Product	Volume	Price	Discount	Total	Fee Type
ESO Activities - Fire and Fire/EMS Agencies	8 Stations	\$1,119.00	(\$134.28)	\$984.72	Recurring
Fire Incidents CAD Integration	5031 Incidents	\$2,495.00	(\$2,495.00)	\$0.00	Recurring
ESO Fire Incidents	8 Stations	\$6,420.00	(\$770.40)	\$5,649.60	Recurring
ESO Properties	8 Stations	\$1,920.00	(\$230.40)	\$1,689.60	Recurring
Fire Personnel Management	240 Employees	\$5,595.00	(\$671.40)	\$4,923.60	Recurring
Properties/Inspections Data Import	8 Stations	\$2,360.00	(\$0.00)	\$2,360.00	One-time
Fire Incidents NFIRS Data Import	5031 Incidents	\$3,995.00	(\$0.00)	\$3,995.00	One-time
Fire Setup & Online Training	5 Sessions	\$2,975.00	(\$0.00)	\$2,975.00	One-time

Education

Product	Volume	Price	Discount	Total	Fee Type
EMS1 & FireRescue1 Academy with ESO Integration	55 Employees	\$5,115.00	(\$0.00)	\$5,115.00	Recurring
FireRescue1 Academy with ESO Integration	185 Employees	\$10,360.00	(\$0.00)	\$10,360.00	Recurring

Scheduling

Product	Volume	Price	Discount	Total	Fee Type
ESO Scheduling Plus	240 Employees	\$12,995.00	(\$1,559.40)	\$11,435.60	Recurring
ESO Scheduling - Setup & Online Training	2 Sessions	\$1,190.00	(\$0.00)	\$1,190.00	One-time

\*Additional fees may be applied by Customer's billing or CAD vendor for certain integrations or interfaces, and Customer is encouraged to discuss this with the applicable vendor.



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ESO Account Manager: Zac Taylor

**Asset Management/Checklist**

Product	Volume	Price	Discount	Total	Fee Type
Assets-Checklist Bundle	15 Vehicles	\$3,495.00	( \$419.40 )	\$3,075.60	Recurring
Asset Management and Checklist - Training and Implementation	15 Vehicles	\$1,495.00	( \$0.00 )	\$1,495.00	One-time
<b>Total Recurring Fees</b>				\$	52,309.00
<b>Total One-Time Fees</b>				\$	12,015.00
<b>Discounts</b>				\$	(6,615.68)
<b>TOTAL FEES</b>				\$	57,708.32



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Quote Expiration date: 01/31/2023  
ESO Account Manager: Zac Taylor

**TERMS AND CONDITIONS:**

1. If the Customer indicated above has an ESO Master Subscription and License Agreement (MSLA) dated on or after February 20, 2017, then that MSLA will govern this Quote. **Otherwise, Customer intends and agrees that this Quote adopts and incorporates the terms and conditions of the ESA and associated HIPAA business associate agreement hosted at the following web address, and that the products and services ordered above are subject thereto:**

<https://www.eso.com/legal-terms/>

- 2. The Effective Date of this Quote shall be the date of Customer's signature.
- 3. Customer is responsible for the payment of all Fees shown. ESO will accept Fee payment from a payor (if indicated above) if ESO has an appropriate agreement with the Payor.
- 4. ESO reserves the right to not accept any Quote signed after the Quote Expiration Date.

**Prince George Fire, EMS, & Emergency Management**

Signature: \_\_\_\_\_  
Print Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

For Fire, Asset Management/Checklist, Scheduling, Inventory, Education, the following payment terms apply:  
Fees are invoiced at the Billing Frequency 15 days after the Effective Date, with recurring fees due on the anniversary.



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**Fire**

Product	Description
Fire Setup & Online Training	Setup and Webinar Training Session for ESO Fire.
Fire Incidents NFIRS Data Import	Data migration from previous RMS platform.
Fire Incidents CAD Integration	Allows for integration of CAD data into the FIRE application. Ongoing maintenance included. Additional fees from your CAD vendor may apply.
Properties/Inspections Data Import	Data migration of Properties data and inspection reports into ESOs Properties and Inspections applications from a previously used RMS.
ESO Properties	Includes CAMEO integration, Pre-Plan view. Stores property and occupant history (presence of chemicals and tanks, incidents, and previous inspections).
ESO Fire Incidents	Includes Auto EHR-import or Auto-CAD import, federal NFIRS data reporting, software updates and upgrades.
Fire Personnel Management	Includes tracking of Training classes, certifications, credentials, immunization records. Discounted as a part of the Fire Bundle.
ESO Activities - Fire and Fire/EMS Agencies	Application for tracking non-response activities, including Operations and Community Risk Reduction and Daily Log.

**Asset Management/Checklist**

Product	Description
Assets-Checklist Bundle	Web-based asset management and apparatus checklist for Fire and EMS.
Asset Management and Checklist - Training and Implementation	Training and configuration to include; group admin training, agency specific web-based sessions, online training and pre-recorded end user training.

**Scheduling**

Product	Description
ESO Scheduling - Setup & Online Training	Webinar Training Session.
ESO Scheduling Plus	Online scheduling, messaging and detailed reporting, plus web-based time clock, attendance tracking, time off management and payroll output files.

**Inventory**

Product	Description
ESO Inventory - Fire/EMS Agencies	Web-based inventory management software for Fire and EMS.

**Education**

Product	Description
EMS1 & FireRescue1 Academy with ESO Integration	Track and report training and access to accredited CAPCE and NFPA standards online courses, with ESO integration.
FireRescue1 Academy with ESO Integration	Track and report Fire training and access to online courses following NFPA standards, with ESO integration.

Board of Supervisors  
County of Prince George, Virginia

Resolution

At a regular meeting of the Board of Supervisors of the County of Prince George held in the Boardroom, Third Floor, County Administration Building, 6602 Courts Drive, Prince George, Virginia this 10<sup>th</sup> day of January, 2023:

Present:

Vote:

Floyd M. Brown, Jr.  
Alan R. Carmichael, Jr.  
Donald R. Hunter  
Marlene J. Waymack  
T. J. Webb

A-11

On motion of \_\_\_\_\_, seconded by \_\_\_\_\_, which carried unanimously, the following Resolution was adopted:

**RESOLUTION; AWARD OF CONTRACT (FIRE & EMS ESO SOFTWARE \$57,708.32)**

WHEREAS, The purchase of integrated Fire/EMS ESO Software is recommended by the Public Safety Radio project working group using Public Safety Radio System replacement borrowings, Bond Series 2017 and 2018, to enhance reporting of Fire/EMS activities; and

WHEREAS, A cooperative contract through the Western Virginia EMS Council is available for County use to purchase the software from ESO for \$57,708.32; and

WHEREAS, Staff is requesting authorization for the County Administrator to enter into a contract with ESO not to exceed \$57,708.32 to move forward with the purchase of integrated FEMS Software.

NOW, THEREFORE, BE IT RESOLVED That the Board of the Supervisors of the County of Prince George this 10<sup>h</sup> day of January, 2023, hereby awards the contract for integrated Fire EMS Software to ESO for \$57,708.32 and authorizes the County Administrator to execute a contract with ESO not to exceed \$57,708.32.



A Copy Teste:

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Jeffrey D. Stoke  
County Administrator