## ER Contact Details

| | | | |
|---|---|---|---|
| Prepared by | Billy Craft | Phone | (512) 608-8355 |
| Email | billy.craft@emergencyreporting.com | Fax | (866) 929-6157 |

## Customer Contact Details

| | | | |
|---|---|---|---|
| Account Name | Williamson County Fire Marshal Office | Quote Number | 00014630 |
| Contact Name | Marty Herrin | Created Date | 3/9/2018 |
| Phone | (512) 864-8224 | Expiration Date | 3/31/2018 |
| Email | mherrin@wilco.org | Customer Type | New |
| Ship To | 911 Tracy Chambers Ln, Georgetown, TX 78626 | | |
| County | Williamson | | |
| Department Type | Career | | |

## Order Summary

| Product | Product Code | Quantity | Sales Price | Total Price | Line Item Description |
|---|---|---|---|---|---|
| Fire Prevention Package | OC-1 | 1.00 | $1,260.00 | $1,260.00 | Annual Subscription |
| Fire Prevention Package Setup Fee | OC-S1 | 1.00 | $450.00 | $450.00 | One-Time Setup |
| Google Maps | GM-1 | 1.00 | $588.00 | $588.00 | Annual Subscription |
| Google Maps Setup Fee | GM-S1 | 1.00 | $149.00 | $149.00 | One-Time Setup |
| non-NFIRS Data Import Fee | DI-3 | 1.00 | $200.00 | $200.00 | Occupancy Data Imports from County Users |

## Summary

| | |
|---|---|
| Bill To Name | Williamson County Fire Marshal Office |
| Bill To | 911 Tracy Chambers Ln, Georgetown, TX 78626 |
| # Years | 1 |
| Payment Schedule | Yearly |

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

**Year 1 Total**

| | |
|---|---|
| Yearly Subscription Fees | $1,848.00 |
| Annual CAD Link Maintenance Fees | $0.00 |
| Annual Vision Fee | $0.00 |
| Annual Safety Analytics Fee | $0.00 |
| One-Time Setup Fees | $599.00 |
| Annual Interface Fee | $0.00 |
| Data Import Fee | $200.00 |
| Training Fees | $0.00 |
| Year 1 Cost | $2,647.00 |
| Recurring Yearly Total: Year 2+ | $1,848.00 |

**PLEASE FAX SIGNED ORDER TO 1-866-929-6157 OR SCAN / E-Mail to orders@emergencyreporting.com**

FDID:

00507

EMS ID:

**\*Is the organization tax exempt?**  yes [   ]     no [   ]
If "Yes", please email a copy to orders@emergencyreporting.com or
fax a copy to 866-929-6157.

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

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

**Other Imports (Check all that apply - imported for a fee)**
[   ] Equipment
[   ] Occupancy
[   ] Hydrants
[   ] Flow Test
[   ] Personnel
[   ] Apparatus

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

**\*Dept. NFIRS Email Recipient:**

_____

**- Please check one. *(New Customer Accounts Only)***
**For Occupancy Module configuration would you like your setup
to be based on NFPA [   ] or ICC [   ]?**
**\* This is for setting up Categories and Subcategories.**

**\*Account Setup Contact Name:**

_____

**\*Phone#:**_____

**\*e-mail:** _____

## Notes / Comments

Special Order
Terms

Initial year service cost to be prorated from 4/1/2018 through 9/30/2018 to coincide with annual budget cycle starting
10/12018.

Initial setup and six months of service starting 4/1/2018 equals $1723.00.

Annual Subscription starting 10/1/2018 equals $1848.00.

## Terms & Conditions

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

**Fire & EMS Solution Terms & Conditions**

**RSI shall perform the following services:**

1. Collect emergency response data via a website accessible at https://secure.emergencyreporting.com.
2. Maintain collected data to standards set by FEMA's National Fire Incident Reporting System (NFIRS) and/or the National Emergency
   Medical Services Information System (NEMSIS), version 3.3.4 or 3.4.0 as supported by your state.
3. Provide EMS export services for states that are officially supported by RSI for EMS exports. Due to the number of states that have
   modified the NEMSIS standard, NEMSIS 3 is not a supported EMS Export type in many cases. State EMS reporting is not supported
   unless the state is specifically listed on our website.
4. Provide ongoing changes and bug fixes, at no additional charge, to remain in compliance with NFIRS & NEMSIS 3.
5. For supported states and exports (NFIRS, state specific EMS, or other export types) provide email or direct HTTPS download to the
   necessary recipients. If possible, RSI will configure direct submission to the state; if the state prohibits third party submissions, RSI will
   provide Agency with the applicable data for state reporting requirements.
6. Ensure appropriate security, privacy, and encryption of data transmitted to and from the website, in compliance with RSI's internal
   polices, federal HIPAA regulations, industry practices regarding security, and (if applicable) Department of Defense (DoD)
   requirements as outlined in DoD directive 8500.1, 8500.2, PIA & SORN, necessary STIGS, and others, as defined by the Secretary of
   Defense or his/her designee.
7. Provide access to the website by current browser technology as stated in the RSI Users Policies Manual.
8. Provide data backup to guard against data loss in the event of catastrophic system failure.
9. Guarantee uptime of 99.9%, as calculated on an annual basis.

**The Agency shall be responsible for the following:**

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

## Additional CAD Link Terms & Conditions

**RSI shall perform the following services:**

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

**The Agency shall be responsible for the following:**

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

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

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

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

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

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

**Billing Cycle Start Date**. The AGENCY agrees that the billing cycle start date will become affective on the 1st of the following month in which the signed order form is received by RSI.

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

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

## Order Agreement

**Select Billing Frequency:**

**PLEASE FAX SIGNED ORDER TO 1-866-929-6157 OR SCAN / E-Mail to orders@emergencyreporting.com**

**Print Name** _____

**Title** _____

**Phone #** _____

**Email** _____

**Signature** _____

**Date** _____

Monthly [     ]       Yearly [     ]

Billing Contact:
*Invoices and billing related information will be sent electronically to this contact. If left blank ER will use the primary contact information listed at the top of this order form:*

Name   _____

Email   _____

Would you like to receive a copy of your invoice via mail please check here:  Mail [    ]

Mailed invoices will be sent to the billing address list above.