



Quote Date: 05/10/2023
 Customer Name: Mission Fire Department (TX)
 Quote #: Q-115717
 Quote Expiration date: 11/08/2023
 ESO Account Manager: Wade Estes

CUSTOMER CONTACT

Customer Mission Fire Department (TX)
 Name Christopher Navarrete
 Email cnavarrete@missiontexas.us
 Phone (956) 537-9568

BILLING CONTACT

Payor Mission Fire Department (TX)
 Name Adrian Garcia
 Email algarcia@missiontexas.us
 Phone (956) 580-8705
 Address 415 W. Tom Landry Ave.
 Mission TX, 78572
 Billing Frequency Annual
 Initial Term 12 months

Scheduling

Product	Volume	Total	Fee Type
ESO Scheduling	87 Employees	\$2,560.25	Recurring
ESO Scheduling - Setup & Online Training	3 Sessions	\$1,785.00	One-time

Asset Management/Checklist

Product	Volume	Total	Fee Type
ESO Checklists	8 Vehicles	\$707.75	Recurring
ESO Asset Management	8 Vehicles	\$1,420.25	Recurring
Asset Management & Online Training	1 Sessions	\$595.00	One-time

Fire

Product	Volume	Total	Fee Type
Fire Incidents CAD Integration	2800 Incidents	\$0.00	Recurring
ESO Fire Incidents	5 Stations	\$5,011.25	Recurring
ESO Inspections	5 Stations	\$2,256.25	Recurring
ESO Properties	5 Stations	\$1,971.25	Recurring
ESO Hydrants	5 Stations	\$1,610.25	Recurring
ESO Activities - Fire and Fire/EMS Agencies	5 Stations	\$1,135.25	Recurring
Fire Setup & Online Training	2 Sessions	\$1,190.00	One-time
Fire Incidents NFIRS Data Import	2800 Incidents	\$0.00	One-time
Properties/Inspections Data Import	5 Stations	\$0.00	One-time
IFC 2021 - National Codeset	5 Stations	\$875.00	One-time

Inventory

Product	Volume	Total	Fee Type
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*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 Inventory - Fire/EMS Agencies 2800 Incidents \$1,895.25 Recurring

Personnel Management

Product	Volume	Total	Fee Type
Personnel Management	87 Employees	\$3,035.25	Recurring
Personnel Management Data Migration	87 Employees	\$0.00	One-time
Total Recurring Fees		\$	21,603.00
Total One-Time Fees		\$	4,445.00
TOTAL FEES		\$	26,048.00

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Asset Management/Checklist

Product	Description
Asset Management & Online Training	Setup and Webinar Training Session for ESO Asset Management.
ESO Asset Management	Web-based asset management for Fire and EMS.
ESO Checklists	Web-based apparatus checklist for Fire and EMS.

Fire

Product	Description
Fire Setup & Online Training	Setup and Webinar Training Session for ESO Fire.
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.
ESO Fire Incidents	Includes Auto EHR-import or Auto-CAD import, federal NFIRS data reporting, software updates and upgrades.
ESO Inspections	Includes the ability to manage multiple code sets, using those to developed customized Check-lists for inspections. The application allows you to schedule, manage, execute and finalize inspections as well as reschedule any required follow up inspections.
ESO Properties	Includes CAMEO integration, Pre-Plan view. Stores property and occupant history (presence of chemicals and tanks, Incidents, and previous inspections).
Properties/Inspections Data Import	Data migration of Properties data and inspection reports into ESOs Properties and Inspections applications from a previously used RMS.
ESO Hydrants	Inventory and document testing and status of hydrants.
ESO Activities - Fire and Fire/EMS Agencies	Application for tracking non-response activities, including Operations and Community Risk Reduction and Daily Log.
Fire Incidents NFIRS Data Import	Data migration from previous RMS platform.
IFC 2021 - National Codeset	Complete set of IFC 2021 Code set in the software used for inspections.

Personnel Management

Product	Description
Personnel Management Data Migration	Migration of Information in Personnel Management that includes Demographics, Training Classes, Certifications, and Drivers License information.
Personnel Management	Includes tracking of Training classes, certifications, credentials, immunization records. Integrated with ESO EHR and Ad Hoc Reporting.

Scheduling

Product	Description
ESO Scheduling	Online scheduling, messaging and detailed reporting.
ESO Scheduling - Setup & Online Training	Webinar Training Session.

Inventory

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



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September 1, 2023

To Whom It May Concern:

ESO Solutions, Inc. ("ESO") is the owner and sole authorized provider of both the Electronic Health Record software ("EHR") and "ESO Fire RMS" NFIRS report management software offered as a service, as well as its associated modules and integrations; fire codes and online training modules are provided by third parties on a non-exclusive basis.

As Mission Fire Department, TX, desires to upgrade software services from Backdraft Opco, LLC (more commonly known as Emergency Reporting, "ER" which was sold to ESO on July 22, 2021 and became a wholly-owned subsidiary of ESO) to the ESO software suite, no other organization can offer the level of cooperation and shared incentives as ESO in this endeavor. ESO offers unparalleled control over said products and their development as compared to any third-party supplier with no direct control over the ER Software. Following the acquisition, ESO has determined that ER would be sunset and ER Customers would be able to upgrade to ESO Fire RMS (which includes support and maintenance) that is only available for purchase directly from ESO. ESO Fire has numerous advantages, such as cloud hosting and an optimized end-user experience.

This letter is to confirm that no other company is in the unique position of ownership/control of both ESO and Emergency Reporting Records Management Systems. As a result of this unique position, ESO has developed proprietary migration tooling software connecting back-end systems to migrate data directly from Emergency Reporting databases to ESO databases. This proprietary migration tooling has been purpose built for agencies upgrading from Emergency Reporting software to ESO.

ESO does not license its rights to any of the above-named ESO products to any third party, and only ESO can support, maintain, upgrade, and host data for ESO Fire, ESO Scheduling and EHR. ESO (i) does work with billing partners, prime integrators and other third-party payment intermediaries for the benefit of customers, and (ii) has been awarded National Public Bid #2023-04 with Savvik Buying Group, a cooperative purchasing organization; however, ESO remains the contracting and fulfilling party in each case foregoing.

If you desire additional information, do not hesitate to contact me at 866-766-9471 at any time or visit our website at www.eso.com.

Thank you for your interest in ESO's software products.

Sincerely,

Robert Munden
Chief Legal & Compliance Officer