SERVICE
ORDER

LOGIS
SOLUTIONS

Description of Logis modules
and licensing options for

MISSION FIRE DEPARTMENT

VLI TECH
EMS Technology Solutions

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INTRODUCTION

VLI Tech looks forward to working with <u>Mission Fire Department</u> to implement Logis Intelligent Decision Support (IDS).

The following defines the Hosted IT Infrastructure, software modules, components, and permitted use for the Logis IDS Solution. VLI Tech provides all customers a Production and Test environment before going live.

This proposal is valid until <u>10/08/2024</u>

IT INFRASTRUCTURE

As your SaaS provider of Logis IDS, VLI Tech provides all needed IT Servers, Software, Tier 1 Support, Configuration, and Training for your implementation.

The Cloud:

We are collocated in the Data Foundry Texas 1 Facility in Austin, TX, and our mirror site is the Data Foundry Houston 2 facility. The facilities are SOC2/SSAE16 and HIPAA Compliant.

All customer VMs and physical equipment are designed to be fully redundant throughout. There is no single point of failure from the public internet connections down to the cabling paths. All VMware hosts are run in an N+2 high availability configuration to ensure customer workloads remain operational even during a system failure.

Security:

Customer networks are built in our system using the entire VMware virtualization stack. Each customer is assigned a subnet with no east/west communication allowed unless required explicitly by two customers. In such a case, the traffic would go out of customer A's firewall and enter through customer B's firewall and vice versa. All internal and external network access is done via an explicit allow method. This method ensures that only designated traffic is allowed to traverse the networks. Within the customer subnet, we further restrict traffic even between the virtual machines in the customers' own network. We deploy VMware NSX to allow us to control the endpoints with their own firewall rules imposed at the hypervisor layer and transparent to the VM. This allows us to control what traffic is allowed to and from each endpoint using micro-segmentation. The micro-segmentation configuration is also done in a strict deny all, explicitly allow method.

The Backups:

RPO and RTO for the databases:

- RPO is 15 minutes for all dispatch and billing-related databases

- RTO is dependent on the size of your database. A general guideline is 1 hour per 50 GB of database size. This assumes a total server failure and the entire database server must be restored.

For the file share:

- RPO is 3 hours

- RTO is again dependent on size (primarily affected by the size of the attachment directory). Assuming a catastrophic failure recovery time is about 1 hour per 200 GB of data

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For all Service Machines:

- RPO is 1 week – this is due to no data being stored on services machines and configuration rarely changes after initial setup

- RTO is 1 hour per VM depending on the modules used this is typically 1 – 2 VM's

All backups on our platform that contain data are tested quarterly. Backups that contain installed software are tested annually. Tests on backups are conducted to ensure consistency and viability of recovery.

Backups are replicated to three other storage repositories other than the Rubrik appliance. One of these is in an internal storage array in another data center operated by VLI and the other two are in separate AWS regions.

Internal copy is performed in real time as backups are made

AWS copies are performed in real-time to one region and daily to the second region. The secondary data center has a warm failover copy of each database. Another copy is shipped out to Amazon AWS storage off-site.

LOGIS ENCOUNTER MODEL PRICING

Our Logis IDS multi-tenant system is based on a per Encounter Pricing Model.

An "Encounter" occurs when Logis IDS is used to direct a "Resource" to the scene of an incident, transfer, assist location, landing zone, or event location.

A "Resource" is any traditional vehicle, land, sea, or air-based, or any crew in/on alternative methods such as golf carts, bikes, horses, etc.

If a Resource does not make it to the scene, then an Encounter does not occur. Service requests referred to an external provider are not counted as an Encounter.

GENERAL SOFTWARE DESCRIPTION

VLI modules included in the full STANDARD SYSTEM:

VLI Logis Data Importer (LDI)

- The Data Importer will pull in your current CAD data into Logis IDS and allow you to configure and set up your business rules with real-time CAD Call Data from your existing system. The LDI will also enable your staff to train with your actual data before go-live.

VLI Logis Billing Exporter (compatible billing software required)

- The Billing Exporter will create a billable Logis trip in your billing software and update it with the essential data from Logis IDS.

VLI Vanguard Analytics – Premier

- Vanguard Platinum provides robust analytics and dashboards for your specific needs internally and to share with your partners. These are web-based and available in native iOS and Android apps for mobile devices.

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Logis modules included in the full STANDARD SYSTEM:

Logis IDS

- The Intelligent Decision Support includes all functionality needed to track incidents, transports, phone calls and other events and manage and dispatch resources to these events.

IDS R3i (integration services component)

- IDS R3I is a dedicated Enterprise Service Bus, which exposes open API's to IDS and other products from Logis. In addition, it can manage all 3rd. Party integrations allowing complete segregation of systems in case of interruptions on any of those systems.

IDS Data Warehouse

- IDS Data Warehouse provides access to data in Logis IDS to be used for reporting.

IDS Admin

- IDS Admin is an administrative client/server setup that monitors all server services provided by Logis as well as general metrics such as disk space, DB space and general system health. It also allows remote access to event logs and custom logs.

IDS Mobile

- The IDS Mobile module consists of an Android application installed on remote devices to exchange data and call information between resources and IDS. The configuration of IDS will determine the functionality and data available in the Mobile applications.

IDS Playback

- The IDS Playback module is deployed on a separate machine allowing investigations of historical events through a special client with the ability to load any past data and step through what happened in IDS during that time. All screens from the normal IDS client are accessible during the playback.

IDS Dynamic Deployer (Can be configured and turned on six months after go-live)

- The IDS Dynamic Deployer module consists of a server service that continuously monitors the probability of incidents happening throughout the service area and recommends where to position available resource to obtain the shortest response time to future incidents. Deploy requires at least six months of production data before implementing

IDS Resilience

- The IDS Resilience module allows server-side replication between multiple separate environments while keeping the IT infrastructure cost at a minimum. In addition, the Failover module will ensure the most rapid and seamless failover between such environments for maintenance, upgrades or disasters.

IDS Portal Booking

- The IDS Portal Booking product allows online booking of non-emergency transfers ensuring the request is for the right level of service. Booking includes the ability to set up custom eligibility questions to also set various requirements the patient will have during transport. In addition, rules in the Booking product can determine what documentation should be uploaded with the booking, and where the booking should be sent for transport. Booking also includes and arrival/departure screen with ETA's for patients.

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IDS Patients

- The IDS Patients module extends IDS with the ability to manage patients including financial coverage, journals, membership management and care plans for individual patients. The module provides a central searchable data storage for all patient related information.

Standard subscription license fees:

The initial license fee for the core system is $3.79 per encounter per month, or a minimum of $4,795.00 per month, whichever is higher. The costs are based on the Tiers below.

Encounters per Year	Encounter Fee
Tier 1 - <50,000	$3.79
Tier 2 – 50,001 to 125,000	$3.25
Tier 3 – 125,001 to 200,000	$2.75
Tier 4 – >200,000	$2.25

Next generation mapping and fees:

With HERE™ as the provider, Logis IDS offers next-generation mapping, including multiple map layers, searching of both online and offline addresses, and real-time map updates. Logis IDS can also utilize your existing address data for a combined search.

Licenses per Month	
HERE Navigation License (per Mobile Device with LMA)	$2.00
HERE IDS License (per resource in IDS)	$5.00

Optional modules available at an additional cost:

VLI ModivCare Data Exchanger

- ModivCare Data Exchanger provides an electronic integration with ModivCare for importing trips into Logis IDS and the electronic reporting back to ModivCare.

IDS Triage

- The IDS Triage module is a fully integrated software framework that allows custom content to drive the call triage for all tasks handled by IDS. Individual questionnaires can be configured, and the resulting criteria are used to drive the response generated in IDS.

IDS Stream

- IDS Stream uses IP-based cameras, and the IDS Stream module can allow command staff or staff on, for instance, receiving hospitals, to control and monitor patients and surroundings with live video streaming. In addition, stream has a separate media server component and a web-based frontend allowing easy sharing of information across the organization or external partners/customers.

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IDS Portal Operations

- The web-based IDS Portal Operations module supplies an electronic window into your operations, including:

  - Overview of all ongoing activities

  - Managing the phone book on crew devices

  - Dispatch of incidents to individual resources

  - Station-based dispatch for remote stations/districts

- What information is displayed is controlled by the configuration, which allows for individual setup for each customer/community serviced.

IDS Portal Outpatient Manager

- The IDS Portal Outpatient Manager module can work as a standalone or fully integrated into IDS and consists of a queue service and a web frontend. Administrators at the outpatient clinic or the emergency department can maintain staffing levels to determine the capacity for patients, allowing patients to be given appointments for emergency care, thereby greatly reducing the wait times and overload of patients.

IDS Portal Incident Manager

- The IDS Provider Mobile is a mobile application to be used with external providers, first responders, and for general alerting of crew on resources that do not necessarily have a distributed version of the Logis mobile application. It allows for crew to use any device and be part of a notification group to get alerts. In addition, Provider Mobile includes functionality to status tasks in IDS.

IDS Flow

- The IDS Flow module is a fully integrated software framework that allows custom content to drive the call triage for all tasks handled by IDS. Individual questionnaires can be configured, and the resulting criteria is used to drive the response generated in IDS.

IDS Provider Mobile

- The IDS Provider Mobile is a mobile application for external providers, first responders, and general alerting of the crew on resources that do not necessarily have a distributed version of the Logis mobile application. It allows the crew to use any device and be part of a notification group to get alerts. In addition, Provider Mobile includes functionality to status tasks in IDS.

Logis Voice (may be purchased post-go-live)

- Communication Centers historically have multiple methods of receiving phone and radio traffic from customers, resources, and providers. The Logis Voice product enables using one common frontend for all voice communication, while in the backend, the disparate systems are integrated for complete transparency to the user.

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Logis product add-ons:

The following add-on products and modules are available with the Logis IDS, Inventory, Billing, and ePCR Products mentioned above.
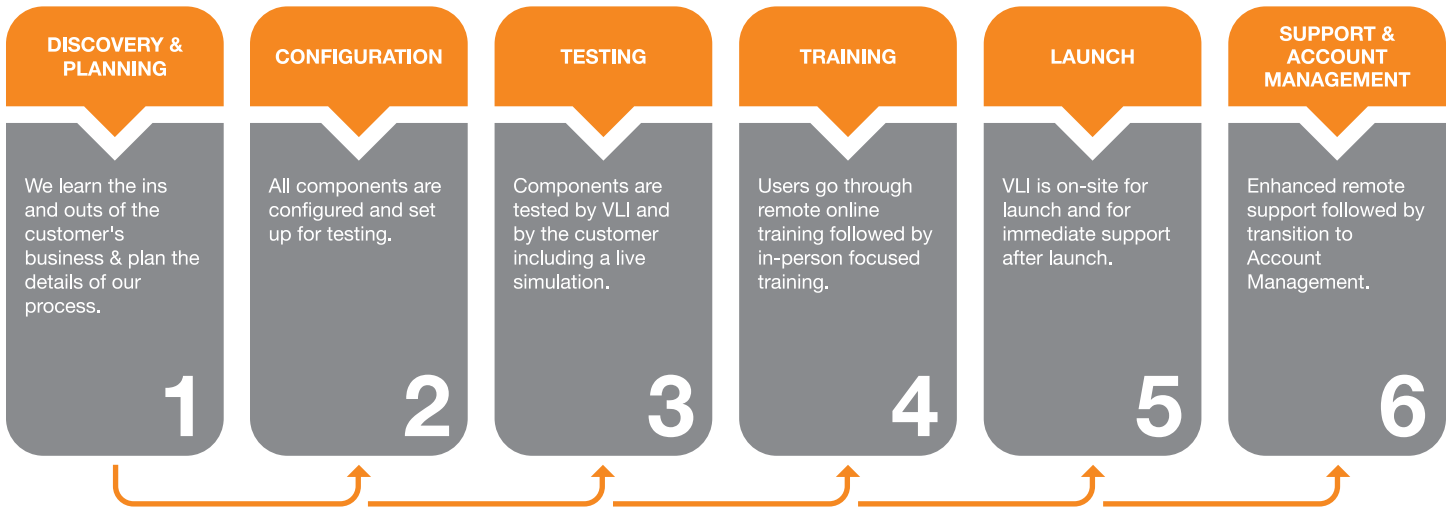
- The Logis Clarity add-on comes as standard with the Insights module. Clarity allows you to create reports and dashboards on the Logis IDS and Logis Inventory data. Additional modules can be added to assist in executing daily operations with trend detection and AI as well as a module designed to help in shift bids, station placement, etc.

  - Clarity Insights (Logis IDS)

    - Insights is the basic module in Clarity that allows customer built reporting and dashboarding on the extensive data set supplied by Logis IDS and Inventory. Reports can be assigned to individual users and user groups using the same permission structure as Logis IDS.

Optional module license fees:

Optional Modules	
VLI ModivCare Data Exchanger	+ 15% of the software license fee for the Core System
IDS Patients	+ 15% of the software license fee for the Core System
IDS Triage	+ 15% of the software license fee for the Core System
IDS Stream	+ 20% of the software license fee for the Core System
IDS Portal Operations	+ 10% of the software license fee for the Core System
IDS Portal Outpatient Manager	+ 15% of the software license fee for the Core System
IDS Provider Mobile	+ 10% of the software license fee for the Core System
IDS Portal Incident Manager	Custom Quote
IDS Flow	+ 10% of the software license fee for the Core System
IDS Clarity Insights	+ 15% of the software license fee for the Core System
Logis Voice (may be purchased post-go-live)	+ 30% of the software license fee for the Core System
Logis Learning (per user, initial 30 days)	$200.00

IMPLEMENTATION & INTEGRATIONS

Implementation and Integrations Fees are separate from the licensing option selected. The implementation consists of six steps. Therefore, we have included the Logis IDS Implementation Process as a supplemental document with this Service Order.

DISCOVERY & PLANNING	CONFIGURATION	TESTING	TRAINING	LAUNCH	SUPPORT & ACCOUNT MANAGEMENT
We learn the ins and outs of the customer's business & plan the details of our process.	All components are configured and set up for testing.	Components are tested by VLI and by the customer including a live simulation.	Users go through remote online training followed by in-person focused training.	VLI is on-site for launch and for immediate support after launch.	Enhanced remote support followed by transition to Account Management.
1	2	3	4	5	6

Total Implementation = $63,027.00

The integrations included are as follows.

ESO PCR CAD Export

Fire RMS CAD Export

Total Integrations = $3,600.00

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PRODUCTS AND SERVICES INCLUDED IN THIS SERVICE ORDER

Logis IDS Encounters for the system are defined as a resource (Fire Truck, Ambulance, Supervisor/Chief Vehicle) being

assigned to an incident and then directed to the scene and finally recorded as on-scene in the system. Based on 6,000

EMS calls and 2,500 Fire Calls, we counted each with two resources responding. This can be less or more, depending

on needs for each call. Monthly estimate for encounters is based on that estimation.

Service	
VLI Vanguard Analytics and Live View – Premier	Included
Logis IDS Standard System Modules	$3.79 per encounter, minimum $4,750.00 per month
HERE Navigation License (per Mobile Device with LMA)	$2.00 per device per month
HERE IDS License (per resource in IDS)	$5.00 per resource per month
Logis On-line Learning 30 day license	$200.00 per dispatcher
Optional	
Rushed Timeline Setup and Integration Fee	Increased by 50% of listed fee

SUMMARY AND ACCEPTANCE

We look forward to working with you. Below is a summary of the Service Order. Please indicate your acceptance of the Service Order by signing below. Upon receipt of an accepted quote, we will generate a SaaS agreement for you to review and execute.

Set up and Integration Fee = $69,402.00

Recurring Monthly IDS Encounter Fees = $5,370.00 Estimated based on encounters

Accepted By: _____

Name: _____

Title: _____

Initials:_____