AGREEMENT FOR
ONLINE TRAINING SERVICES FOR FIRE DEPARTMENT PERSONNEL
City of Glendale Solicitation No. RFP 19-13

This Agreement for Online Training Services for the Fire Department Personnel ("Agreement") is effective and entered into between CITY OF GLENDALE, an Arizona municipal corporation ("City"), and TargetSolutions Learning, LLC, dba Vector Solutions a Delaware limited liability company, authorized to do business in Arizona, (the "Contractor" or "TSL"), as of the _____ day of ____________, 2019.

RECITALS

A. City intends to undertake a project for the benefit of the public and with public funds that is more fully set forth in Exhibit A, pursuant to Solicitation No. RFP 19-13 (the "Project");

B. City desires to retain the services of Contractor to perform those specific duties and produce the specific work as set forth in the Project attached hereto;

C. City and Contractor desire to memorialize their agreement with this document.

AGREEMENT

In consideration of the Recitals, which are confirmed as true and correct and incorporated by this reference, the mutual promises and covenants contained in this Agreement, and other good and valuable consideration, City and Contractor agree as follows:

1. Key Personnel; Sub-contractors.

1.1 Services. Contractor will provide all services necessary to assure the Project is completed timely and efficiently consistent with Project requirements, including, but not limited to, working in close interaction and interfacing with City and its designated employees, and working closely with others, including other contractors or consultants, retained by City.

1.2 Project Team.

a. Project Manager.

(1) Contractor will designate an employee as Project Manager with sufficient training, knowledge, and experience to, in the City's option, complete the Project and handle all aspects of the Project such that the work produced by Contractor is consistent with applicable standards as detailed in this Agreement;

(2) The City must approve the designated Project Manager; and

(3) To assure the Project schedule is met, Project Manager may be required to devote no less than a specific amount of time as set out in Exhibit A.

b. Project Team.

(1) The Project Manager and all other employees assigned to the project by Contractor will comprise the "Project Team."

(2) Project Manager will have responsibility for and will supervise all other employees assigned to the Project by Contractor.

c. Discharge, Reassign, Replacement.

(1) Contractor acknowledges the Project Team is comprised of the same persons and roles for each as may have been identified in the response to the Project’s solicitation.
(2) Contractor will not, without good cause, reassign or replace or diminish the responsibilities of any of the employees assigned to the Project who have been approved by City without City's prior written consent unless that person leaves the employment of Contractor, in which event the substitute must first be approved in writing by City, which approval will not be unreasonably delayed or withheld.

(3) Contractor will use commercially reasonable efforts to accommodate change of any of the members of the Project Team at the City's reasonable request if an employee's performance does not equal or exceed the level of competence that the City may reasonably expect of a person performing those duties or if the acts or omissions of that person are determined by the concurrence of both Parties to be detrimental to the development of the Project.

d. Sub-contractors.

(1) Contractor may engage specific technical contractor (each a "Sub-contractor") to furnish certain service functions.

(2) Contractor will remain fully responsible for Sub-contractor's services.

(3) Sub-contractors must be approved by the City, unless the Sub-contractor was previously mentioned in the response to the solicitation.

(4) Contractor shall certify by letter that contracts with Sub-contractors have been executed incorporating requirements and standards as set forth in this Agreement.

2. Schedule. The services will be undertaken in a manner that ensures the Project is completed timely and efficiently in accordance with the Project.


3.1 Standard. Contractor must perform services in accordance with the standards of due diligence, care, and quality prevailing among contractors having substantial experience with the successful furnishing of services for projects that are equivalent in size, scope, quality, and other criteria under the Project and identified in this Agreement.

3.2 Licensing. Contractor warrants that:

a. Contractor and Sub-contractors will hold all appropriate and required licenses, registrations and other approvals necessary for the lawful furnishing of services ("Approvals"); and

b. Neither Contractor nor any Sub-contractor has been debarred or otherwise legally excluded from contracting with any federal, state, or local governmental entity ("Debarment").

(1) City is under no obligation to ascertain or confirm the existence or issuance of any Approvals or Debarments or to examine Contractor's contracting ability.

(2) Contractor must notify City immediately if any Approvals or Debarment changes during the Agreement's duration and the failure of the Contractor to notify City as required will constitute a material default under the Agreement.

3.3 Compliance. Services will be furnished in compliance with applicable federal, state, county and local statutes, rules, regulations, ordinances, building codes, life safety codes, and other standards and criteria designated by City.

Contractor must not discriminate against any employee or applicant for employment on the basis of race, color, religion, sex, national origin, age, marital status, sexual orientation, gender identity or expression, genetic characteristics, familial status, U.S. military veteran status or any disability. Contractor will require any Sub-contractor to be bound to the same requirements as stated within this section. Contractor, and on behalf of any subcontractors, warrants compliance with this section.
3.4 Coordinating Professionals.
   a. For projects that the City believes requires the coordination of various professional services, Contractor will work in close consultation with City to proactively interact with any other professionals retained by City on the Project ("Coordinating Project Professionals").
   b. Subject to any limitations expressly stated in the Project Budget, Contractor will meet to review the Project, Schedule, Project Budget, and in-progress work with Coordinating Project Professionals and City as often and for durations as City reasonably considers necessary in order to ensure the timely work delivery and Project completion.
   c. For projects not involving Coordinating Project Professionals, Contractor will proactively interact with any other contractors when directed by City to obtain or disseminate timely information for the proper execution of the Project.

3.5 Intellectual Property Rights.
   a. Client acknowledges that Contractor alone (and its licensors, where applicable) shall own all rights, title and interest in and to Contractor's software, website or technology, the course content, and the Services provided by Contractor, as well as any and all suggestions, ideas, enhancement requests, feedback, recommendations or other information provided by the City, and this Agreement does not convey to the City any rights of ownership to the same. The TargetSolutions Learning, LLC name and logo are trademarks of Contractor, and no right or license is granted to the City to use them.
   b. Except as otherwise agreed in writing or to the extent necessary for the City to use the Services in accordance with this Agreement, the City shall not: (i) copy the course content in whole or in part; (ii) display, reproduce, create derivative works from, transmit, sell, distribute, rent, lease, sublicense, transfer or in any way exploit the course content in whole or in part; (iii) embed the course content into other products; (iv) use any trademarks, service marks, domain names, logos, or other identifiers of Contractor or any of its third party suppliers; or (v) reverse engineer, decompile, disassemble, or access the source code of any Contractor software.

4. Compensation for the Project.

4.1 Compensation. Contractor's compensation for the Project, including those furnished by its Subcontractors will not exceed $125,000 as specifically detailed in Exhibit B (the "Compensation").

4.2 Change in Scope of Project. The Compensation may be equitably adjusted if the originally contemplated scope of services as outlined in the Project is significantly modified.
   a. Adjustments to the Compensation require a written amendment to this Agreement and may require City Council approval.
   b. Additional services which are outside the scope of the Project contained in this Agreement may not be performed by the Contractor without prior written authorization from the City.
   c. Notwithstanding the incorporation of the Exhibits to this Agreement by reference, should any conflict arise between the provisions of this Agreement and the provisions found in the Exhibits and accompanying attachments, the provisions of this Agreement shall take priority and govern the conduct of the parties.

5. Billings and Payment.
5.1 **Applications.**
   a. Contractor will submit invoices annually in advance (each, a "Payment Application") to City's Project Manager and City will remit payments based upon the Payment Application as stated below.
   b. The period covered by each Payment Application will be Annual as specified in the solicitation.

5.2 **Payment.**
   a. After a full and complete Payment Application is received, City will process and remit payment within 30 days.
   b. Payment may be subject to or conditioned upon City's receipt of:
      (1) Completed work generated by Contractor and its Sub-contractors; and
      (2) Unconditional waivers and releases on final payment from Sub-contractors as City may reasonably request to assure the Project will be free of claims arising from required performances under this Agreement.

5.3 **Review and Withholding.** City's Project Manager will timely review and certify Payment Applications.
   a. If the Payment Application is rejected, the Project Manager will issue a written listing of the items not approved for payment.

6. **Termination.**

6.1 **For Convenience.** City may terminate this Agreement for convenience, without cause, by delivering a written termination notice stating the Effective Termination date, which may not be less than 30 days following the date of delivery. In the event of such termination, the City will not be entitled to a refund of any fees already paid to Contractor.

6.2 **For Cause.** City may terminate this Agreement for cause if Contractor fails to cure any breach of this Agreement within seven days after receipt of written notice specifying the breach.
   a. Contractor will not be entitled to further payment until after City has determined its damages. If City's damages resulting from the breach, as determined by City, are less than the equitable amount due but not paid Contractor for Service and Repair furnished, City will pay the amount due to Contractor, less City's damages, in accordance with the provision of § 5.
   b. If City's direct damages exceed amounts otherwise due to Contractor, Contractor must pay the difference to City immediately upon demand; however, Contractor will not be subject to damages of any kind, including direct damages, of more the amount of the total fees already paid to Contractor for the preceding twelve (12) months under this Agreement,
   c. Force Majeure. Contractor shall have no liability for any failure or delay in performing any of its obligations pursuant to this Agreement due to, or arising out of, any act not within its control, including, without limitation, acts of God, strikes, lockouts, war, riots, lightning, fire, storm, flood, explosion, interruption or delay in power supply, governmental laws or regulations.

7. **Conflict.** Contractor acknowledges this Agreement is subject to A.R.S. § 38-511, which allows for cancellation of this Agreement in the event any person who is significantly involved in initiating, negotiating, securing, drafting, or creating the Agreement on City's behalf is also an employee, agent, or consultant of any other party to this Agreement.
8. Insurance.

8.1 Requirements. Contractor must obtain and maintain the following insurance ("Required Insurance"): 

a. Contractor and Sub-contractors. Contractor, and each Sub-contractor performing work or providing materials related to this Agreement must procure and maintain the insurance coverages described below (collectively referred to herein as the "Contractor's Policies"), until each Party's obligations under this Agreement are completed.

b. General Liability.

(1) Contractor must at all times relevant hereeto carry a commercial general liability policy with a combined single limit of at least $1,000,000 per occurrence and $2,000,000 annual aggregate for each property damage and contractual property damage.

(2) Sub-contractors must at all times relevant hereeto carry a general commercial liability policy with a combined single limit of at least $1,000,000 per occurrence.

(3) This commercial general liability insurance must include independent contractors' liability, contractual liability, broad form property coverage, XCU hazards if requested by the City, and a separation of insurance provision.

(4) These limits may be met through a combination of primary and excess liability coverage.

c. Auto. A business auto policy providing a liability limit of at least $1,000,000 per accident for Contractor and $1,000,000 per accident for Sub-contractors and covering owned, non-owned and hired automobiles.

d. Workers' Compensation and Employer's Liability. A workers' compensation and employer's liability policy providing at least the minimum benefits required by Arizona law.

e. Notice of Changes. Contractor's Policies must provide for not less than 30 days' advance written notice to City Representative of:

(1) Cancellation or termination of Contractor or Sub-contractor's Policies;

(2) Reduction of the coverage limits of any of Contractor or and Sub-contractor's Policies; and

(3) Any other material modification of Contractor or Sub-contractor's Policies related to this Agreement.

f. Certificates of Insurance.

(1) Within 10 business days after the execution of the Agreement, Contractor must deliver to City Representative certificates of insurance for each of Contractor and Sub-contractor's Policies, which will confirm the existence or issuance of Contractor and Sub-contractor's Policies in accordance with the provisions of this section, and copies of the endorsements of Contractor and Sub-contractor's Policies in accordance with the provisions of this section.

(2) City is and will be under no obligation either to ascertain or confirm the existence or issuance of Contractor and Sub-contractor's Policies, or to examine Contractor and Sub-contractor's Policies, or to inform Contractor or Sub-contractor in the event that any coverage does not comply with the requirements of this section.

(3) Contractor's failure to secure and maintain Contractor Policies and to assure Sub-contractor policies as required will constitute a material default under the Agreement.
g. Other Contractors or Vendors.

(1) Other contractors or vendors that may be contracted with in connection with the Project must procure and maintain insurance coverage as is appropriate to their particular contract.

(2) This insurance coverage must comply with the requirements set forth above for Contractor's Policies (e.g., the requirements pertaining to endorsements to name the parties as additional insured parties and certificates of insurance).

h. Policies. Except with respect to workers' compensation and employer's liability coverages, City must be named and properly endorsed as additional insureds on all liability policies required by this section.

(1) The coverage extended to additional insureds must be primary and must not contribute with any insurance or self insurance policies or programs maintained by the additional insureds.

(2) All insurance policies obtained pursuant to this section must be with companies legally authorized to do business in the State of Arizona and reasonably acceptable to all parties.

8.2 Sub-contractors.

a. Contractor must also cause its Sub-contractors to obtain and maintain the Required Insurance.

b. City may consider waiving these insurance requirements for a specific Sub-contractor if City is satisfied the amounts required are not commercially available to the Sub-contractor and the insurance the Sub-contractor does have is appropriate for the Sub-contractor's work under this Agreement.

c. Contractor and Sub-contractors must provide to the City proof of the Required Insurance whenever requested.

8.3 Indemnification and Limitation on Liability.

a. Subject to the Limitation on Liability below, to the fullest extent permitted by law, Contractor must defend, indemnify, and hold harmless City and its elected officials, officers, employees and agents (each, an "Indemnified Party," collectively, the "Indemnified Parties"), for, from, and against any and all claims, demands, actions, damages, judgments, settlements, personal injury (including sickness, disease, death, and bodily harm), property damage (including loss of use), infringement, and all other losses and expenses, including attorneys' fees and litigation expenses (each, a "Demand or Expense"; collectively, "Demands or Expenses") asserted by a third-party (i.e. a person or entity other than City or Contractor) and to the extent that arises out of or results from the Contractor's negligent actions, errors or omissions (including any Sub-contractor or other person or firm employed by Contractor), whether sustained before or after completion of the Project.

b. This indemnity and hold harmless provision applies even if a Demand or Expense is in part due to the Indemnified Party's negligence or breach of a responsibility under this Agreement, but in that event, Contractor shall be liable only to the extent the Demand or Expense results from the negligence or breach of a responsibility of Contractor or of any person or entity for whom Contractor is responsible.

c. Contractor is not required to indemnify any Indemnified Parties for, from, or against any Demand or Expense resulting from the Indemnified Party's sole negligence or other fault solely attributable to the Indemnified Party.
9. **E-verify, Records and Audits.** To the extent applicable under A.R.S. § 41-4401, the Contractor warrant their compliance and that of its subcontractors with all federal immigration laws and regulations that relate to their employees and compliance with the E-verify requirements under A.R.S. § 23-214(A). The Contractor or subcontractor's breach of this warranty shall be deemed a material breach of the Agreement and may result in the termination of the Agreement by the City under the terms of this Agreement. The City retains the legal right to randomly inspect the papers and records of the other party to ensure that the other party is complying with the above-mentioned warranty. The Contractor and subcontractor warrant to keep their respective papers and records open for random inspection during normal business hours by the other party. The parties shall cooperate with the City's random inspections, including granting the inspecting party entry rights onto their respective properties to perform the random inspections and waiving their respective rights to keep such papers and records confidential.

10. **No Boycott of Israel.** The Parties agree that they are not currently engaged in, and agree that for the duration of the Agreement they will not engage in, a boycott of Israel, as that term is defined in A.R.S. §35-393.

11. **Attestation of PCI Compliance.** When applicable, the Contractor will provide the City annually with a Payment Card Industry Data Security Standard (PCI DSS) attestation of compliance certificate signed by an officer of Contractor with oversight responsibility.

12. **Notices.**

12.1 A notice, request or other communication that is required or permitted under this Agreement (each a "Notice") will be effective only if:

a. The Notice is in writing; and

b. Delivered in person or by overnight courier service (delivery charges prepaid), certified or registered mail (return receipt requested); and

c. Notice will be deemed to have been delivered to the person to whom it is addressed as of the date of receipt, if:
   
   (1) Received on a business day, or before 5:00 p.m., at the address for Notices identified for the Party in this Agreement by U.S. Mail, hand delivery, or overnight courier service on or before 5:00 p.m.; or

   (2) As of the next business day after receipt, if received after 5:00 p.m.

d. The burden of next business day delivery is upon the Party giving the Notice; and

c. Digitalized proof of the place and time of delivery is upon the Party giving the Notice; and

c. Digitalized signatures and copies of signatures will have the same effect as original signatures.

12.2 **Representatives.**

a. Contractor. Contractor's representative (the "Contractor's Representative") authorized to act on Contractor's behalf with respect to the Project, and his or her address for Notice delivery is:

   TargetSolutions Learning, LLC  
c/o Mr. Philip Coons, VP of Sales  
10805 Rancho Bernardo Road, Suite 200  
San Diego, CA  92127  
Tel: 858-376-1603  
Email: phil.coons@targetsolutions.com

With a copy to: TargetSolutions Learning, LLC  
4890 W. Kennedy Boulevard, Suite 300  
Tampa, FL 33609  

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Attention: Legal Counsel

b. City. City's representative ("City's Representative") authorized to act on City's behalf, and his or her address for Notice delivery is:

City of Glendale
C/o Eugene Lorence, Fire Division Chief
11550 W. Glendale Avenue
Glendale, Arizona 85307
623-930-4497

With required copy to:

City Manager
City of Glendale
City Attorney
5850 West Glendale Avenue
City of Glendale
Glendale, Arizona 85301
Glendale, Arizona 85301

C. Concurrent Notices.

(1) All notices to City's representative must be given concurrently to City Manager and City Attorney.

(2) A notice will not be deemed to have been received by City's representative until the time that it has also been received by City Manager and City Attorney.

(3) City may appoint one or more designees for the purpose of receiving notice by delivery of a written notice to Contractor identifying the designee(s) and their respective addresses for notices.

d. Changes. Contractor or City may change its representative or information on Notice, by giving Notice of the change in accordance with this section at least ten days prior to the change.

13. Financing Assignment. City may assign this Agreement to any City-affiliated entity, including a non-profit corporation or other entity whose primary purpose is to own or manage the Project.

14. Entire Agreement; Survival; Counterparts; Signatures.

14.1 Integration. This Agreement contains, except as stated below, the entire agreement between City and Contractor and supersedes all prior conversations and negotiations between the parties regarding the Project or this Agreement.

a. Neither Party has made any representations, warranties or agreements as to any matters concerning the Agreement's subject matter.

b. Representations, statements, conditions, or warranties not contained in this Agreement will not be binding on the parties.

c. The solicitation, any addendums and the response submitted by the Contractor are incorporated into this Agreement as if attached hereto. Any Contractor response modifies the original solicitation as stated. Inconsistencies between the solicitation, any addendums and the response or any excerpts attached as Exhibit A and this Agreement will be resolved by the terms and conditions stated in this Agreement.

14.2 Interpretation.

a. The parties fairly negotiated the Agreement's provisions to the extent they believed necessary and with the legal representation they deemed appropriate.
b. The parties are of equal bargaining position and this Agreement must be construed equally between the parties without consideration of which of the parties may have drafted this Agreement.

c. The Agreement will be interpreted in accordance with the laws of the State of Arizona.

14.3 **Survival.** Except as specifically provided otherwise in this Agreement, each warranty, representation, indemnification and hold harmless provision, insurance requirement, and every other right, remedy and responsibility of a Party, will survive completion of the Project, or the earlier termination of this Agreement.

14.4 **Amendment.** No amendment to this Agreement will be binding unless in writing and executed by the parties. Any amendment may be subject to City Council approval. Electronic signature blocks do not constitute execution.

14.5 **Remedies.** All rights and remedies provided in this Agreement are cumulative and the exercise of any one or more right or remedy will not affect any other rights or remedies under this Agreement or applicable law.

14.6 **Severability.** If any provision of this Agreement is voided or found unenforceable, that determination will not affect the validity of the other provisions, and the voided or unenforceable provision will be deemed reformed to conform to applicable law.

14.7 **Counterparts.** This Agreement may be executed in counterparts, and all counterparts will together comprise one instrument.

15. **Term.** The term of this Agreement commences upon the effective date and continues for a one (1)-year initial period. The City may, at its option and with the approval of the Contractor, extend the term of this Agreement an additional four (4) years, renewable on an annual basis. Contractor will be notified in writing by the City of its intent to extend the Agreement period at least thirty (30) calendar days prior to the expiration of the original or any renewal Agreement period. Price adjustments will only be reviewed during the Agreement renewal period and any such price adjustment will be a determining factor for any renewal. There are no automatic renewals of this Agreement.

16. **Dispute Resolution.** The parties shall attempt in good faith to resolve promptly any controversy or claim arising out of or relating to this Contract, by negotiation between executives who have authority to settle the dispute. The executives must be at a higher level of management than the persons with direct responsibility for administration of the Contract. If the alternative dispute process is unsuccessful, then nothing herein shall prohibit either party from seeking all legal and equitable remedies.

17. **Exhibits.** The following exhibits, with reference to the term in which they are first referenced, are incorporated by this reference.

- Exhibit A Project
- Exhibit B Compensation

(Signatures appear on the following page.)
The parties enter into this Agreement as of the Effective Date shown above.

City of Glendale,
an Arizona municipal corporation

By: Kevin R. Phelps
Its: City Manager

ATTEST:

Julie K. Bower
City Clerk
(SEAL)

APPROVED AS TO FORM:

Michael D. Bailey
City Attorney

TargetSolutions Learning LLC, dba Vector Solutions
a Delaware limited liability company

By: Philip Coons
Its: Vice-President of Sales
EXHIBIT A
ONLINE TRAINING SERVICES FOR FIRE DEPARTMENT PERSONNEL
PROJECT

TargetSolutions Learning LLC (TSL) shall provide online training services for the Glendale Fire Department on an “as needed” basis. Other City departments or divisions may use this Contract when deemed necessary by the City and upon approval by the contract administrator.

TSL will provide the City a non-exclusive, non-transferable, revocable, limited license to remotely access and use the Services hereunder and, unless prohibited by law, will provide access to any person designated by the City (“Users”).

1.2. Availability. TSL shall use commercially reasonable efforts to display its content and coursework for access and use by the City’s Users twenty-four (24) hours a day, seven (7) days a week, subject to scheduled downtime for routine maintenance, emergency maintenance, system outages and other outages beyond TSL’s control.

1.3. Help Desk. TSL will assist Users as needed on issues relating to usage via e-mail, and a toll-free Help Desk five (5) days per week at scheduled hours.
EXHIBIT B
ONLINE TRAINING SERVICES FOR FIRE DEPARTMENT PERSONNEL
COMPENSATION

METHOD AND AMOUNT OF COMPENSATION
Payment shall be as per Section 5 of the Agreement per the attached RFP pricing page.

NOT-TO-EXCEED AMOUNT
The total amount of compensation paid to Contractor for full completion of all work required by the Project during the entire term of the Project must not exceed $125,000.

DETAILED PROJECT COMPENSATION
See attached Contractor’s response to RFP 19-13.
RFP 19-13
ONLINE TRAINING SERVICES FOR FIRE DEPARTMENT PERSONNEL

Prepared for the City of Glendale
Offerors to complete this Response Workbook and submit as their response to this RFP.

**COVER SHEET**

**OFFEROR NAME:** TargetSolutions

**OFFEROR ADDRESS:** 10805 Rancho Bernardo Road, Suite 200, San Diego CA 92127
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OFFER SHEET

TARGETSOLUTIONS
BY VECTOR SOLUTIONS
OFFER SHEET

(Must be printed, signed and returned)

Offeror certifies that they have read, understand, and will fully and faithfully comply with this solicitation, its attachments and any referenced documents. Offeror also certifies that the prices offered were independently developed without consultation with any of the other Offerors or potential Offerors.

Authorized Signature
Philip Coons

Date

Printed Name (Authorized Signatory)

Vice President of Sales

Job Title

phil.coons@targetSolutions.com

Email Address

10905 Bunkeridge Road, Suite 200

Mailing Address

S—R—E—L 1603

City, State & Zip Code

Questions regarding this offer should be directed to (If different from above):

Contact Name

Phone Number

Email Address

FEDERAL TAXPAYER ID NUMBER (Required): 83-0866417

OFFEROR IS A MINORITY OR WOMEN OWNED BUSINESS: ☐ Yes ☒ No

DO YOU HAVE AN ARIZONA TRANSACTION PRIVILEGE TAX (TPT) LICENSE?

☐ Yes, Number ______ Tax Rate: _____ OR ☒ No, not required to have an Arizona TPT License

CONFLICT OF INTEREST (SPECIAL NOTICES):

☒ No, I do not have a conflict of interest

☐ Yes, I have a conflict of interest and response includes the disclosure required (see Exhibit 1, Item #3)

ACKNOWLEDGEMENTS:

By signing this Offer Sheet and submitting the accompanying solicitation response, Offeror is certifying that they have read, understand, and agree to comply with all required terms and conditions provided in the EXHIBITS PACKAGE and checked off below. Failure to provide this acknowledgement will result in disqualification.

☒ Exhibit 1-Special Notices ☒ Exhibit 2-RFP Standard Terms and Conditions
☒ Exhibit 3-Insurance Requirements ☒ Exhibit 4-Template Agreement ☒ Pricing Workbook
FIRM'S QUALIFICATIONS AND EXPERIENCE

TARGETSOLUTIONS
BY VECTOR SOLUTIONS
FIRM'S QUALIFICATIONS AND EXPERIENCE

1. Firm's Qualifications and Experience (40%). The following information should be included:

A. A statement of your company’s qualifications, abilities, experience and expertise in providing the requested services.

Founded in 1999, TargetSolutions (TSC) is a pioneer and leader in the development of online solutions that simplify and standardize training, records management, operations management, and risk management for public safety agencies.

The web-based software features a cutting-edge Learning Management System (LMS) with more than 500 hours of fire department training courses, including more than 250 hours of Fire and EMS continuing education to efficiently comply with Basic Life Support Emergency Medical Technician and Advanced Life Support Paramedic Emergency Medical Technician requirements. The Records Management System (RMS) tracks EMS credentials, so Glendale Fire Department can easily determine what training is needed to remain in compliance.

With TargetSolutions, agencies can schedule, deliver and track Insurance Services Offices (ISO) training requirements, as well as driver’s licenses, inspections, and all other types of compliance tasks.

In total, TargetSolutions’ library of online courses features more than 2,500 titles, including Occupational Safety and Health Administration (OSHA) standards, National Fire Protection Association standards (NFPA 1001, NFPA 1021, NFPA 1500, NFPA 1410, etc.), Wildland Firefighting, Emergency Response to Terrorism, EVO, Motor Vehicle Safety, Human Resources, Professional Development, and much more.

TargetSolutions is the only online provider in which the National Fire Protection Association (NFPA) has invested in to deliver online safety training to the fire service. The company has exceptional backing from within the fire industry. In addition to the NFPA, TargetSolutions is a valued partner of the International Association of Fire Chiefs (IAFC), the IAFC's Volunteer & Combination Officers Section (IAFC-VCOS), and the Commission on Accreditation for Pre-Hospital Continuing Education (CAPCE).
1. Include a history of your company such as past performance of services of similar scope and size, level of knowledge, reliability, flexibility and ability to meet project deadlines. A description of what qualifies your company, financial and otherwise, to provide the City with these services for the required period-of-time, provide appropriate staffing, provide necessary resources and show a history of demonstrated competence.

TargetSolutions, Inc. was incorporated in California on December 13, 1999 under the name eBusinessSafety.com, Inc. The name was later changed to TargetSafety.com, Inc. and became TargetSolutions, Inc. on May 18, 2012. In December of 2013, TargetSolutions was acquired by VectorLearning, which later became Vector Solutions.

TargetSolutions is fully capable of meeting the requirements set forth by the City of Glendale. We understand your fire department’s challenges and have a proven track record for success. Glendale Fire Department has been a valued customer of TargetSolutions since the early 2000s when TargetSolutions first began serving public safety agencies.

Here are some important numbers that highlight TargetSolutions’ position as the industry’s leader for online training and records management services:

- More than 540,000 active users currently utilize TargetSolutions
- More than 2,060,000 online custom activities are delivered each month on the TargetSolutions platform
- More than 248,000 online courses are completed each month with TargetSolutions

As a Vector Solutions brand, TargetSolutions’ financial position, company staffing, and technology infrastructure are extremely secure. Vector Solutions has earned the following awards for its various brands:

- 2017, 2016, 2015 Brandon Hall Excellence in Technology Award
- 2017 Corporate Philanthropy Awards Winner
- 2017 Brandon Hall Excellence in Learning Award
- 2017 Top 20 Health & Safety Training Company
- 2016, 2015 Watch List Company TrainingIndustry.com
- 2015 Best of Elearning! Award of Excellence

As an existing customer, Glendale Fire Department knows it can rely on TargetSolutions to provide outstanding customer support to meet project deadlines. From implementation through ongoing utilization of the platform, TargetSolutions will have an assigned account manager to serve as Glendale’s primary contact. This dedicated account manager is responsible for ongoing customization of the platform for Glendale.
2. Describe any circumstances where your company was disbarred by a public entity or found in breach of contract within the past 5-years.

There are no circumstances to report.

3. References – Submit a minimum of three references for whom your company have provided similar services as described in this RFP, preferably from other public entities within the State of Arizona. Include the name of entity, contact person’s names, phone numbers, e-mail and mailing addresses, type of service provided and dates these services were provided.

<table>
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<tr>
<th>Department Name</th>
<th>Contact</th>
<th>Email</th>
<th>Phone</th>
<th>City</th>
<th>State</th>
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<tr>
<td>Chandler Fire, Health &amp; Medical</td>
<td>Jennifer Jacobson</td>
<td><a href="mailto:jennifer.jacobson@chandleraz.gov">jennifer.jacobson@chandleraz.gov</a></td>
<td>480-722-2115</td>
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<td>Golden Ranch Fire District</td>
<td>Eric Perry</td>
<td><a href="mailto:eberry@gfrfdaz.gov">eberry@gfrfdaz.gov</a></td>
<td>520-527-5920</td>
<td>Tucson</td>
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<td>Lake Havasu City Fire Department</td>
<td>Carl Stello</td>
<td><a href="mailto:steiloc@lhfd.gov">steiloc@lhfd.gov</a></td>
<td>520-155-4898</td>
<td>Lake Havasu</td>
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<td>Mary Camell</td>
<td><a href="mailto:mary.camell@mesa.gov">mary.camell@mesa.gov</a></td>
<td>480-844-7101</td>
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<td>Northwest Fire &amp; Rescue District</td>
<td>Roger Moore</td>
<td><a href="mailto:rmoore@northweastfire.org">rmoore@northweastfire.org</a></td>
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<td>Mike Santa Cruz</td>
<td>mikesanta <a href="mailto:cruz@pfdaz.gov">cruz@pfdaz.gov</a></td>
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<td>Michael Minck</td>
<td><a href="mailto:minckm13@gma.com">minckm13@gma.com</a></td>
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<td>Joseph Early</td>
<td><a href="mailto:jearly@scottsdaleaz.gov">jearly@scottsdaleaz.gov</a></td>
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<td>Monique Lind</td>
<td><a href="mailto:monique_lind@tempe.gov">monique_lind@tempe.gov</a></td>
<td>480-228-7284</td>
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<td>Richard Root</td>
<td><a href="mailto:richard.root@yuma.gov">richard.root@yuma.gov</a></td>
<td>520-210-5883</td>
<td>Yuma</td>
<td>Arizona</td>
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METHOD OF APPROACH
METHOD OF APPROACH

2. Method of Approach (40%). Clearly define your method of approach including, but not limited to, the following. Information should contain as little technical jargon as possible and should be oriented toward non-technical personnel.

A. Narrative. Include a brief narrative highlighting your company’s proposal. Explain what differentiates your company from other competitors in the industry. Include information about the total number of accounts where the proposed online training program has been successfully implemented.

TargetSolutions provides its services to more than 5,700 organizations, including nearly 3,000 fire departments nationwide, including more than 75 departments in the state of Arizona. TargetSolutions is the undisputed leader in online training services for fire department personnel. What differentiates TargetSolutions as the industry’s leader is its robust online course catalog featuring accredited EMS training courses, its powerful learning and records management applications, and its world-class customer service.

With TargetSolutions, agencies can do the following:

- Deliver accredited EMS training courses to stay compliant with mandatory EMS recertification requirements for ALS and BLS personnel.
- Track every aspect of your fire department’s training program (online, offline, or instructor-led training) and all types of compliance tasks, including policies, inspections, driver’s licenses, etc.
- Assign a ready-made training package that covers ISO fire department training requirements and delivers perfectly structured reports to comply with an ISO audit.
- Generate comprehensive data spreadsheets on all types of training and compliance tasks tracked with TargetSolutions’ online platform.
- Streamline the completion of mandatory training with 24/7 access to online features.
- Reduce out-of-service man hours, fuel costs, and overtime while decreasing workplace accidents, minimizing lost work days and slashing workers’ compensation claims.
These unrivaled capabilities have made TargetSolutions the most trusted online training management system for fire departments nationwide.

B. Describe your company's project management approach to ensure the successful completion of this contract. Include key personnel and their assigned roles in the resultant contract with the City of Glendale.

Having implemented thousands of agencies, including Glendale Fire Department, TargetSolutions is proven in its ability to successfully implement and support its customers. Upon award of this contract, Glendale Fire Department will have access to TargetSolutions' Client Services department. Ashley Bennett, your account manager, will continue to work with your team to make sure your customized training management platform is configured properly to support your specific needs.

- Please see Addendum A to review TargetSolutions' Project Management and Client Success Plan, which outlines the approach for a successful completion of this contract.

Here are the key personnel who will be assigned key roles in the contract with the City of Glendale:

Ashley Bennett, Account Manager: As a dedicated Support and Implementation Specialist, Ashley will continue to be the main support contact for Glendale Fire Department. Ashley's role includes building the actual training site and working with your team to load personnel information and customize the site for the Glendale Fire Department.

Jennifer Antinone, Client Services Director: As Ashley's manager, Jennifer will play a key role in the ongoing support provided to the City of Glendale.

Kegan Konrad, Regional Sales Manager: As the initial point of contact for Glendale Fire Department, Kegan is responsible for the RFP response, new product introductions and evaluations. Kegan will assist with any future communication from Glendale to TargetSolutions and work to maintain a strong business relationship with key personnel.

Phil Coons, VP of Sales: As an experienced veteran of TargetSolutions (Phil has been with the company since 2005), Phil supervises regional sales managers to ensure they are meeting goals and leading their teams successfully.

Robby King, Sales Solution Engineer: As a technical expert of the TargetSolutions platform, Robbi regularly conducts hands-on training sessions throughout the country to communicate best practices when using the platform and to assist clients with better utilization.
C. Detail your company’s product or services offered as requested in this RFP including, but not limited to the following:

1. **Description of all the features of your company's proposed online training program** (e.g. user-friendly features, admin rights, test builder, bulletin board, forum/community feature, email notification to users, shift calendar, etc.).

Featuring a comprehensive suite of proprietary web-based solutions for Fire and EMS departments, TargetSolutions’ online training management system features exclusive applications and best-in-class training courses. This unique, one-of-a-kind system delivers these tools through one, integrated web-based platform. Here are some of the key features in TargetSolutions’ industry-leading online training management system:

**ActivityBuilder:** Enables departments to track daily training, employee review of protocols, as well as monitor virtually every action (or inaction) within the department. Provides users with the ability to notify users by email when activities are assigned or overdue.

**Community Resources:** Makes it easy for departments to share resources—such as training presentations, educational videos, SOPs, inspection forms, and more—with other TargetSolutions clients and community members; documents can be downloaded, modified, and assigned to employees in just a few clicks.

**Events Manager:** Makes it possible for organizations to create, schedule, track, and access reports on events such as Instructor-led classroom training, online meetings and webinars, new hire orientations, and recurring department meetings; this application provides easy access to user registration and attendance records, delivers confirmation and reminder emails to employees, and simplifies enrollment and access to event details.

**File Center:** Provides a password-protected and centralized location for departments to upload and access organizational files and resources, including documents, pictures, videos and weblinks, which can be stored and embedded into custom activities and assignments.

**ISO Training Tracker:** Standardizes the department’s collection of data and automates reporting of all ISO training.

**Credentials Application:** Automates the tracking of EMT certifications, firefighter job qualifications, drivers’ licenses, auto insurance, and virtually any type of data with an expiration date and identification number. Provides agencies with the ability to group similar training assignments and activities together and track a user’s progress as they complete them.

**Task Builder:** Enables departments to evaluate employee proficiency by creating, customizing, assigning and managing the delivery of secure, web-based exams.
**Reporting Capabilities:** Generate Reports enables departments to create, schedule, share, notify, email, and download comprehensive reports on training hours, courses completed, incomplete courses, and other compliance tasks.

**Enterprise Capabilities:** Enables agencies to easily and effectively share important tools and resources with the users they want, when they want. The result is a better trained, more cohesive and more unified community of emergency responders.

**API Solutions:** Enable departments to integrate with third-party software. These tools allow departments to update personnel data from other software in TargetSolutions, as well export completions report from TargetSolutions into other RMS systems.

**Best-In-Class Online Training Library:** TargetSolutions offers more than 500 hours of training for fire departments, including 250 hours of online EMS continuing education and valuable Firefighter training, including NFPA 1001, NFPA 1021, NFPA 1410 and NFPA 1500 Series, as well HAZMAT training, terrorism training, ARFF training, and wildland firefighting training. TargetSolutions also features courses that meet OSHA’s standards, HR, Emergency Vehicle Operations, Law Enforcement and much more.

**Email Modifications:** Courses are delivered through the platform’s Learning Management System (LMS), which provides platform administrators with the ability to notify users and other key stakeholders when assignments are assigned and/or overdue.

**Bulletin Board:** Dedicated message board on platform’s home page for communicating and sharing critical information with all users.

**Shift Calendar:** Unique feature on platform’s home page that displays an agency’s various work cycles and shift schedules.

**Forum:** TargetSolutions features a unique application inside its training management system for users to raise questions and concerns to the organization.

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2. Description of your company’s library of courses for Fire and EMT personnel.

TargetSolutions’ comprehensive online course library offers more than 500 hours of training for fire departments that includes crucial topics for firefighters and EMS personnel.

TargetSolutions’ firefighter training catalog features engaging, video-driven lessons that are written in compliance to national standards such as NFPA 1001, NFPA 1021, NFPA 1410 and NFPA 1500. In addition to training series bundles, the fire catalog also addresses hot-topic issues for the industry with course titles, including:
• **NFPA 1500: Post-Traumatic Stress Disorder (PTSD) in the Fire Industry** is a dynamic new training course covering PTSD symptoms, warning signs of suicide, and how to get help.

• **NFPA 1851 — Cancer-Related Risks of Firefighting** raises awareness of leading causes of cancer in the fire service and instructs personnel on firefighter cancer prevention measures.

• **NFPA 3000: Standard for Standard for Preparedness and Response to Active Shooter and/or Hostile Events** uses current standards and evidence-based findings to help prepare public safety personnel for their roles in responding to Criminal Mass Casualty Incidents.

Beyond firefighter training built to meet standards for the National Fire Protection Association (NFPA) and Insurance Services Offices (ISO), TargetSolutions' training for the fire service is designed to meet Occupational Safety and Health Administration (OSHA). The catalog features the following popular OSHA titles:

• **Sexual Harassment Awareness** helps prevent incidents of sexual harassment in the workplace and provide guidelines on what to do if such an incident occurs. It aims to help employees recognize the seriousness of violations of their sexual harassment policy and help victims come forward.

• **Bloodborne Pathogens Safety** explains the requirements for complying with OSHA standards and provides practical information on the various diseases and protection strategies associated with bloodborne pathogens. The course incorporates the updated 2001 OSHA standard that were made in compliance with the Needlestick Safety and Prevention Act.

• **Hazard Communication** satisfies OSHA's Hazard Communication Standard (HCS) to ensure information about chemical dangers is shared with those who need to know. This course emphasizes how to comply to HCS and incorporates recent changes made to the standard in accordance with the Globally Harmonized System (GHS) of Classification and Labeling of Chemicals.

With more than 250 hours of continuing education for EMTs and paramedics, TargetSolutions' EMS courses offer departments and individuals the necessary training to complete recertification requirements. The EMS catalog is accepted by the National Registry of Emergency Medical Technicians and TargetSolutions is organizationally accredited by the Commission on Accreditation for Prehospital Continuing Education (CAPCE). Organized into categories such as preparatory, trauma, medical, airway and patient assessment, personnel have their choice of course topics that satisfy Basic Life Support (BLS) and Advanced Life Support (ALS) education needs.
3. Description of your company's ability to customize training courses and activities.

The TargetSolutions platform allows for adding custom training content and/or policies to courses that are tracked for each user and optionally require an e-signature.

Through our Activities Builder, administrators and designated platform supervisors may create custom activities to track/deliver:

- Training logs
- Skills
- Inspections
- Task books
- Custom training
- Post-incident evaluations, etc.

Activities may include custom items, such as videos, PowerPoint presentations, quizzes, embedded items, etc., and may include numerous custom fields.

Custom fields gather specific information, such as dates/times, instructor, objectives, duration, etc. An option to collect files, such as a certificate of completion or attendance, is also available. Administrators, supervisors, or users may submit them to be validated by a second party, depending on each activity's settings.

Through Community Resources there is exclusive access to training videos, policies, best practices, and documents from other organizations around the country that can be added to courses or activities.

4. Description of your company's ability to generate training reports and record management system.

TargetSolutions can generate a variety of reports on assignments, completions, credentials, activities, tests, users, course evaluations, etc. When running a report, the ability to specify the output columns is available. Reports may be shared, scheduled or ad hoc. Each report run, unless deleted, is saved within the platform to view later.

Graphs highlighting assignment and credential progress are viewable. System-generated emails and notifications also alert designated personnel when requirements are approaching/past their due date based on established settings.
5. Listing of all the operating software required to support the proposed program.

In order to run TargetSolutions successfully on your computer, please make sure you are up-to-date with the following system requirements:

Browser: Internet Explorer v9-v11, Mozilla Firefox v26+, Safari, Google Chrome v27+
OS: Windows 98+, Mac OS 9+, Mac OS X+
Cookies: Enabled
CSS: Enabled
Minimum Bandwidth: 1 Mbps

* Please see Addendum C to review TargetSolutions’ entire System Requirements documentation.

6. Description of how your company will integrate data into the City of Glendale’s current system.

TargetSolutions offers a RESTful API that can be used to integrate with any capable third party system. We offer the access to get, push and post data to/from our system, but you will need a programmer to develop the interactions with the other system. With this API, the following can be accomplished:

- Create a new user
- Inactivate a user
- Modify user profile information
- Add and remove users from groups
- Add, remove and edit groups
- Manage supervisor rights
- Manage user Credentials

See the "Getting Started" section at http://developers.targetsolutions.com for more information.

In addition, TargetSolutions offers several reports APIs. Our Completions report, Incomplete Assignments report and Credentials report are available programmatically. Our APIs can be used to interface with any capable third party system, as long as the client has the technology resources to develop the integration. To put it plainly, these APIs can be used to export data by calling our system, but the client is responsible for the programming work associated with importing it into another system. Details can be found here:
7. Description of your company's proposed support services. Provide information about your customer/help desk support services, including hours of operation, whether it is in-house or outsourced. Describe your problem reporting and resolution procedures and turnaround time for a support call. Describe your special software support plans including support for older versions.

In-house client services support is provided from 6 a.m. to 6 p.m. Pacific Time, Monday - Thursday and 6 a.m. to 4 p.m. Pacific Time, Friday. Outsourced phone support is available 24/7 for login and user assistance. Client concerns and requests are responded to during normal business hours. Below is an outline of our support model.

- Level 1 P0 Critical: Expected Turnaround Time: Follow up within 2 days and every 3 days thereafter until resolved.
- Level 2 P1 Immediate: Expected Turnaround Time: Follow up within 2 days and every 3 days thereafter until resolved.
- Level 3 Medium (Default): Expected Turnaround Time: Follow up within 5 business days and every 5 business days thereafter until resolved
- Level 4 Low: Expected Turnaround Time: Follow up within 5 business days and every 5 business days thereafter until resolved

Our extensive online multimedia Help Center with designated areas for administrators and users includes detailed instructions for all site areas. Live Chat is also available during normal business hours. An in-platform help widget allows everyone in the department to utilize the Help Center without leaving the platform.

Because our product is web-based, previous versions and their support do not apply.

2. Provide a proposed project implementation plan which addresses all the key areas including project planning, installation, configuration, testing, rollout and support assuming a start date of March 2019.

While the implementation for your organization is complete, an outline of our implementation process is attached. TargetSolutions has implemented our platform in municipalities and departments throughout the country and is an industry leader in the
public sector. Onboarding and Implementation for new clients take approximately 12 weeks. No installations are needed.

- Please see Addendum D Implementation Guide for more information on TargetSolutions' Implementation process

9. Description of any duties and responsibilities that will be expected of City staff to assist in the successful implementation and deployment of the online training program.

As your implementation is complete, the implementation phases do not apply. Should you require additional or new training, that would be coordinated through your dedicated Account Manager. For point of reference, we have attached our Client Success Guide covering these points.

- Please see Addendum A to review TargetSolutions' Project Management and Client Success Plan, which outlines the approach for a successful completion of this contract.

10. Description of how your company proposes to train appropriate City staff to manage the online training program (e.g. “train the trainer”, system admin training, etc.), including estimated number of training hours, availability of manuals, specific areas covered, levels of staff and management to be trained, etc.

Your organization’s Account Manager will continue to work with your department, including scheduling web conferences to show client administrators the various site functions and best practices, as well as assist with site customizations. Direct refresher training of the program varies based on requests, but typically runs a total of 2-4 hours, over the course of a year. Additional training videos are available and assignable that cover each area to assist administrators with training new supervisors and users. In-platform step-by-step guidelines are available through the help widget, and our multimedia support area (including videos, step-by-step guidelines with screenshots, and live chat).

11. Description of your company’s proposed warranty for the online training program.

As we are a SAAS (software as a service) company, no warranties are offered at this time.

12. Explain the frequency and how new versions including enhancements and upgrades of your company’s program are released.
Enhancement Requests: TargetSolutions is committed to the constant improvement and innovation of our platform. Clients are encouraged to share their thoughts for product enhancements using the Enhancement Request Form. A link to the Enhancement Request Form can be found at the top of the TargetSolutions Help page, by searching “Request a New Feature” in the Administrator Help section, or by following the link below.

https://docs.google.com/forms/d/e/1FAIpQLSd5xDteshyQ0yb9cdC33nZjFCFehgW-DGuf3d8aDp8N5Jw2Dg/viewform?formkey=dHZ2blJVVm9pADhxUUG1OR29xYmM4bWc6MQA

All enhancement requests are evaluated by our Product Team on a monthly basis. On average, TargetSolutions will make one client recommended product enhancement per quarter. The enhancement is driven by overall client need and technological innovation. While all enhancement requests may not be put into production, TargetSolutions appreciates every client’s feedback and engagement in continuous improvement.

Release Notification to Customers: On average, TargetSolutions releases every two weeks on Wednesday nights. Releases may include new features, improvements and bug fixes. Below is an overview of the release notifications provided to clients based on release type.

- New Features: Platform Modal; eBlast; Webinar; Newsletter; Customer Support Email; Release Notes in Help/Product Page
- Improvements: Platform Notification; Platform Modal (High impact enhancements only); eBlast (High impact enhancements only); Newsletter; Release Notes in Help/Product Page
- Bugs: Release Notes in Help/Product Page

Any matters related to the system being down for maintenance, the banner will be placed on the platform login page. Banners will not be placed for weekly releases as they should not affect anyone.

13. Description of your company's proposed disaster recovery solutions to recover from natural, human-caused and electronic disasters or security compromises.

TargetSolutions is a cloud application platform used by organizations to manage and deliver high quality training and records management. Our platform allows organizations to focus on training and records management while focusing on cloud infrastructure availability and security of your data. Security of your data and the anytime-availability of our applications is TargetSolutions’ top priority. Our platform is designed to protect customers from threats
by applying security using top-tier technology and continually auditing our security. We present the best customer experience and data protection possible.

- Please see Addendum E: TargetSolutions Security and Availability Features for more information on TargetSolutions’ disaster recovery strategy

14. Details of your company’s transition plan and method of ensuring continuity of service when the City’s current contract for online training services expires or is replaced.

At least 60 days prior to the term expiration, TargetSolutions should receive written notice of the client’s wish to cancel their agreement. From that time through the end of the term, the client should pull any necessary records from TargetSolutions. For assistance, the client may reach out to their designated Account Manager. The client retains access to TargetSolutions through the end of the term of their agreement, at such point, their site will be inactivated. Continued maintenance of completion records after site inactivation is for six years.
ADDENDUM A
PROJECT MANAGEMENT
AND CLIENT SUCCESS PLANNING

TARGET SOLUTIONS
BY VECTOR SOLUTIONS
Your First Year with TargetSolutions

- Welcome
- Setup Deliverables
- System Setup
- Success Planning
- Proactive Account Management: Measure against plan
- Account Review
- Education
- Customer Support
- Customer: Sales and Account Management
- Customer: Users
- Account Management & Technical Support
Proven Process for Successful Implementation

Welcome

- Introduction call with Account Manager
- Site path URL and login provided to client
- Overview of implementation next steps
Proven Process for Successful Implementation

Setup Deliverables

- Implementation Questionnaire
- Upload Client Logo to Site
- Submit Employee Roster to Account Manager
- Submit Credential data for upload
Proven Process for Successful Implementation

System Setup

- Configure site settings
- Upload employee roster
- Load purchased course bundles and apps
- Create and upload employee credentials
Proven Process for Successful Implementation

**TargetSolutions Academy**

- TS Academy Webinar Series
- Administration Overview Videos
- TargetSolutions Applied Webinar Series
- Platform Tutorials
- Platform Help Videos
- Frequently Asked Questions
- Support Info
Proven Process for Successful Implementation

Success Planning

- Establish timelines and milestones for reaching goals
  - Introduction and rollout strategy
  - Create initial assignments and achieve early wins
  - Build out customized Platform Solutions and schedule launch

- Measure Utilization
  - Create report templates
    - Completion Reports
    - Overdue Assignment Reports

- Participate in the Community
  - Share and download content from Community Resources
Proven Process for Successful Implementation

Proactive Account Management

- Account Managers will actively check in during the year
- High level of support and problem solving for complex issues
- New Product Release Notifications
- Monthly Newsletter
- Regional User Groups
Proven Process for Successful Implementation

Customer Support

- Account Management & Technical Support
- Client Services Reps available by phone and email during business hours
- Front-line customer support handles login calls, basic application support, and general questions
- After hours phone support allows 24/7 login assistance
  - 800.840.8048
Proven Process for Successful Implementation

Account Review

- At year-end we will review client accounts and confirm service level and number of seats for the next year
- Annual renewal is a good time to speak with Account Managers about any updates or changes to previous goals
- An annual survey will be provided to gather client feedback on product, content, and service provided
ADDENDUM B
ONLINE COURSE CATALOG

TARGETSOLUTIONS
BY VECTOR SOLUTIONS
GLENDALE FIRE DEPARTMENT
ONLINE COURSE CATALOG
# Online Course Catalog :: Table of Contents

TargetSolutions offers a comprehensive catalog of online fire, EMS continuing education, OSHA, HR and motor vehicle safety courses that is accepted in most states. Our courses allow first responders to complete their continuing education requirements in an engaging and easy-to-use format.

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EMERGENCY MEDICAL SERVICES
Courses allow first responders of all levels to complete EMS continuing education in an engaging format featuring scenario-based learning exercises.

PREPARATORY
- Clinical Decision-Making
- Common Infectious Pathogens
- Communication and Documentation
- Cultural Diversity for EMS Providers (2 hours)
- Diet & Nutrition
- Emergency Responder Rehabilitation for the EMT
- Emergency Responder Rehabilitation for the Paramedic Advanced
- Ethics for the EMS Provider (BLS)
- Functional Approach to Physical Fitness for Emergency Responders
- Health & Wellness
- HIPAA Awareness
- The Human Body Part 1: Critical Systems Advanced
- The Human Body Part 1: Critical Systems Advanced
- The Human Body Part 2: Other Systems Advanced
- The Human Body Part 2: Other Systems Advanced
- Infectious Disease Control
- Medical, Ethical, and Legal issues
- Protecting Yourself from Influenza
- Slip, Trips and Falls
- Therapeutic Communications (2 hours)
- Workplace Stress
- Supplemental Oxygen
- Tracheotomies Advanced (2 hours)

PATIENT ASSESSMENT
- Assessing the Patient with Major Trauma (2 hours)
- Patient Assessment Advanced
- Patient Assessment Basic
- Rapid Secondary Assessment
- Special Challenges in Patient Assessment (2 hours)

MEDICAL
- Acute Coronary Syndromes
- Acute Respiratory Distress Syndrome Advanced
- Allergies and Anaphylaxis Advanced
- Allergies and Anaphylaxis Basic
- Allergic Reaction Management
- Altered Mental Status Advanced
- Attitude Emergencies (2 hours)
- Attitude Illness
- Attitude Illness Advanced
- Aquatic Emergencies (2 hours)
- Asthma Advanced
- Asthma Part 1
- Asthma Part 2
- Behavioral Emergencies Advanced
- Behavioral Emergencies Basic
- Calcium Channel Blocker Overdose
- Calcium Channel Blocker Overdose Advanced
- Carbon Monoxide Poisoning
- Cardiac Emergencies Advanced
- Cardiac Emergencies Basic
- Cardiovascular Anatomy & Physiology Review
- Complementary and Alternative Medicine Advanced
- Complementary and Alternative Medicine Basic
Complete Resuscitation: Integrating Post Care Advanced (2 hours)
- Cyanide Poisoning
- Cyanide Poisoning Advanced
- Date Rape Drugs (2 hours)
- Death and Dying Advanced
- Dementia
- Dementia Advanced
- Detailed Physical Exam
- Diabetic Ketoacidosis Advanced
- Disease Conditions of Chronic Alcoholism Advanced
- Ecstasy Abuse Management
- Ecstasy Abuse Management Advanced
- Endocrine System Emergencies Advanced (2 hours)
- Epilepsy
- Fundamentals of 12 Lead ECG Operation and Interpretation
- H1N1 (Swine Flu)
- Heat Illness and Emergencies
- Hematology
- HIV/AIDS Awareness (2 hours)
- Intravenous Infusion Advanced
- Intro to Arrhythmias: Escape Rhythms and Premature Complexes
- Intro to Arrhythmias: Tachy-arrhythmias and Fibrillation
- Managing Cardiac Arrest: During and After Resuscitation (2 hours)
- Medication Errors
- Methamphetamine (2 hours)
- MRSA Infections
- Myths and Realities of Drug Seeking Behavior Advanced
- Myths and Realities of Drug Seeking Behavior Basic
- Narcotics Overdose for the EMT
- Narcotics Overdose for the Paramedic Advanced
- Non-Traumatic Abdominal Injuries
- Non-Traumatic Chest Pain
- Obstetrical Emergencies Advanced (2 hours)
- Operating an AED
- Over the Counter Drug Overdoses Advanced
- Pain Management
- Pain Management Advanced
- Pain Transmission, Perception, and Assessment Advanced
- Pain Transmission, Perception, and Assessment Basic
- Pharmacology Advanced (2 hours)
- Pharmacology Basic
- Pharmacology & Drug Administration
- Pharmacology Special Considerations
- Pharmacology Special Considerations Advanced
- Poisoning and Overdose
- Poisons and Toxins Part 1
- Poisons and Toxins Part 1 Advanced
- Poisons and Toxins Part 2
- Poisons and Toxins Part 2 Advanced
- Prehospital Pulmonary Embolism Care
- Recognition and Management of Over the Counter Drug Overdoses
- Renal Failure Advanced
- Respiratory Emergencies Advanced
- Respiratory Emergencies Basic
- TCA Overdose
- TCA Overdose Advanced
- Toxicology and Substance Abuse Advanced (2 hours)
- Understanding the Basics of ECGs

TRAUMA
- Abdominal Trauma Advanced
- Abdominal Trauma Basic
- Amputation Injuries Advanced
- Bleeding and Shock Advanced
- Bleeding and Shock Basic
- Bomb Blast Injuries Advanced
- Burn Management Advanced (2 hours)
- Burn Management Basic
- Cervical Spine Injuries Part 1 Advanced
- CNS Injuries Advanced
- CNS Injuries Basic
- Emergency Care for Lightning Strike Victims Advanced
- Environmental Emergencies Advanced
- Environmental Emergencies Basic
- Femur Fractures
- Fetal Trauma from Motor Vehicle Collisions (ALS)
- Gunshot Wounds (2 hours)
- Head and Facial Injuries Advanced
- Hip Fractures
- Hip Fractures Advanced
- Injuries and Infections of the Eye
SPECIAL CONSIDERATIONS
■ Assessment, Treatment and Transport of Morbidly Obese Patients
■ Assessment, Treatment and Transport of Morbidly Obese Patients Advanced
■ Bariatric Patients (2 hours)
■ Child Abuse: An EMS Professionals Role & Responsibilities
■ Child Abuse: An EMS Professionals Role & Responsibilities Advanced
■ Child Abuse: EMS Roles & Responsibilities
■ General Science Advanced
■ Geriatric Assessment Challenges
■ Geriatric Behavioral Emergencies (2 hours)
■ Geriatric Emergencies Advanced
■ Geriatric Emergencies Basic
■ Geriatric Hip Injuries
■ Managing Chronic Care Patients
■ Neonatology Advanced (2 hours)
■ Obstetrical Emergencies Advanced (2 hours)
■ Obstetrical Emergencies Basic
■ Patient Abuse and Assault (2 hours)
■ Patients with Special Challenges
■ Pediatric Airway Management
■ Pediatric Airway Management Advanced (2 hours)
■ Pediatric Assessment
■ Pediatric Assessment Part 1
■ Pediatric Assessment Part 2
■ Pediatric Burns Advanced
■ Pediatric Cardiac Arrest Advanced (2 hours)
■ Pediatric Cardiac Emergencies
■ Pediatric Cardiac Emergencies Advanced
■ Pediatric Emergencies Advanced (2 hours)
■ Pediatric Emergencies Basic (2 hours)
■ Pediatric Fever for the EMT
■ Pediatric Fever for the Paramedic Advanced
■ Pediatric Fluid and Airways Advanced
■ Pediatric Ingestions Advanced
■ Pediatric Respiratory Emergencies: Lower Airway for the Paramedic Advanced
■ Pediatric Respiratory Emergencies: Upper Airway for the EMT
■ Pediatric Respiratory Emergencies: Upper Airway for the Paramedic Advanced
■ Pediatric Shock Advanced (2 hours)
■ Pediatric Trauma Advanced (2 hours)
■ Sports Medicine for EMS
■ Sudden Infant Death Syndrome (SIDS)
- Patient Care Report Essentials Advanced
- Response to Mass Casualty Incidents
- Response to Mass Casualty Incidents Advanced
- Weapons of Mass Destruction - An Intro to WMD Agents
FIRE

TargetSolutions' courses are based on the NFPA codes and standards, including NFPA 1001, 1021 and the 1500 Series. Courses also cover wildland fire, response to terrorism and much more.

NFPA 1001 SERIES | FIREFIGHTER I & II
TargetSolutions has a complete library of Firefighter I & II awareness and refresher level courses based on NFPA codes and standards.
- Building Construction
- Fire Behavior
- Fire Control
- Fire Department Communications
- Fire Detection, Alarm & Suppression Systems
- Fire Hose
- Fire Prevention and Public Education
- Fire Streams
- Firefighter Orientation and Safety
- Firefighter Personal Protective Equipment
- Firefighting Foams
- Forcible Entry into a Structure
- Ground Ladders
- Loss Control
- Portable Extinguishers
- Protection of Evidence of Fire Origin & Cause
- Rescue and Extrication
- Self-Contained Breathing Apparatus
- Vehicle Extrication
- Ventilation
- Water Supply

NFPA 1021 SERIES | COMPANY OFFICER
TargetSolutions has developed a complete line of company officer awareness and refresher level courses based on NFPA codes and standards.
- Action Plan Implementation
- Assumining the Role of Company Officer
- Budgeting
- Community Awareness
- Company-Level Training
- Elements of Supervision and Management
- Fire and Life Safety Inspections
- Fire Department Communications
- Fire Department Structure
- Fire Investigation
- Firefighter Safety and Health
- Government Structure
- Incident Response Safety
- Incident Scene Communications
- Incident Scene Management
- Information Management
- Labor Relations
- Leadership as a Group Influence
- Legal Responsibilities and Liabilities
- Pre-Incident Planning
- Professional Ethics
- Public Education Programs

NFPA 1410 SERIES
TargetSolutions' NFPA 1410 training series illustrates the most commonly practiced fireground evolutions. These video-based courses are written to the NFPA firefighter training standard.
- Evolution 1
- Evolution 2
- Evolution 3
- Evolution 4
- Evolution 5
- Evolution 6
- Evolution 7
- Evolution 8
- Evolution 9
- Evolution 10
- Evolution 11
- Evolution 12
- Evolution 13
- Evolution 14

NFPA 1500 SERIES
This series of courses is designed for the fire industry and meets the NFPA 1500 code requirements. These courses were developed in conjunction with the NFPA, and specific content experts at the NFPA participated in their creation.
- Advanced HAZWOPER Awareness (Modules 1-4)
- Bloodborne Pathogens Safety
- Combustible & Flammable Liquids
- Compressed Gas Safety
- Confined Space Entry
- CPR Academic
WILDLAND FIREFIGHTING
- RT-130 Annual Wildland Fire Safety Refresher (Modules 1–4)
- S-190 Intro to Wildland Fire Behavior (Modules 1–4)

PARTNERED CONTENT
- MSA G1 SCBA Care & Use
- MSA ALTAIR 4X Multigas Detector Care & Use
- MSA ALTAIR 5X Multigas Detector Care & Use

GENERAL
- Assembly Occupancy Fire and Life Safety Inspection
- Building Construction
- Carbon Monoxide
- Customer Service for Fire Department Personnel
- Electric and Alternative Fuel Vehicles for First Responders
- Emergency Response to Terrorism (Modules 1–4)
- Ethics
- Fire & EMS Grant Writing
- Fire Alarm Systems
- Fire Industry Driver Intersection Safety
- Fire Industry Driver Operator
- Fire Industry Introduction to Wildland Fire Behavior
- Fire Prevention and Public Education
- Fire Service: Health & Safety
- First Responder Hybrid Vehicle Incidents
- First Responder Operations (Modules 1–4)
- Firefighter Rehabilitation (Modules 1–2)
- High Rise Fire and Life Safety Inspection
- How to Read a Building
- Leadership and Ethics
- NFPA 1 & NFPA 101 for Florida (Modules 1–4)
- NFPA 1403 Live Fire Training Evolutions
- NFPA 1500: Post-Traumatic Stress Disorder (PTSD) in the Fire Industry
- NFPA 1584 Firefighter Rehabilitation Customer Service for Fire Department Personnel
- NFPA 1851 – Cancer-Related Risks of Firefighting
- NFPA 3000: Standard for Preparedness and Response to Active Shooter and/or Hostile Events
- Portable Extinguishers: Types and Usages
- School Fire and Life Safety Inspection
- Water Supply
HUMAN RESOURCES

TargetSolutions' Human Resources courses are designed to supplement the course catalog by providing training that is relevant and essential to all employees. Courses covering Employment Practices for Supervisors cover issues encountered in the workplace for individuals tasked with making employment decisions, including issues of harassment, hiring and termination, discrimination, evaluation and documentation.

HUMAN RESOURCES
- Alcohol-Free Workplace
- Business Ethics: Quick Refresh
- Computer Security Awareness
- Customer Service
- Drug-Free Workplace
- Ethics in the Workplace
- General HIPAA Awareness
- General Office Ergonomics
- Health & Wellness
- Office Safety
- Red Flag Rules (Identity Theft Protection)
- Sexual Harassment Awareness
- Workplace Diversity
- Workplace Stress
- Workplace Violence

EMPLOYMENT PRACTICES FOR SUPERVISORS
- Anger, Violence, and Conflict in the Workplace
- Dealing with Issues of Alcohol and Substance Abuse
- Discipline and Termination
- Employment Practices Overview
- Hiring Practices
- Interviewing and Hiring
- Interviewing Skills for Managers: Conducting an Interview
- Performance Management
- Preventing Discrimination in the Workplace
- Reasonable Suspicion of Alcohol for Supervisors
- Reasonable Suspicion of Drugs for Supervisors
- Understanding Employee Leave
- Motor Vehicle Incident Investigation for Supervisors
- Motor Vehicle Personnel Selection for Supervisors
- Motor Vehicle Safety Overview for Supervisors
- Sexual Harassment Awareness for Supervisors
- Successful Hiring
- Successful Termination
OSHA & COMPLIANCE

TargetSolutions’ online courses can be used to help comply with OSHA and other federal and state regulatory agency training mandates. Complete all of your required compliance training courses online, eliminating the logistic issues inherent in traditional training methods. OSHA & Compliance courses cover the following categories: General Safety, Environmental Awareness, Human Resources and supervisor-related course topics.

COMPLIANCE

- ADA Compliance in Business
- Cal/OSHA Log 300
- Federal Acquisition Regulation Overview 3.10
- General HIPAA Awareness
- Sexual Harassment Awareness
- Sexual Harassment Prevention: Quick Refresh
- Workplace Diversity

OCCUPATIONAL HEALTH & SAFETY

- Advanced Construction Safety (Modules 1–4)
- Advanced HAZWOPER Awareness (Modules 1–4)
- Aerosol Transmissible Diseases
- Alcohol-Free Workplace
- Asbestos Awareness
- Back Injury Prevention
- Bloodborne Pathogens Safety
- Building Evacuation and Emergencies
- Combustible & Flammable Liquids
- Compressed Gas Safety
- Confined-Space Entry
- CPR Academic
- Diet & Nutrition
- Disaster Preparedness
- Driving Safety
- Drug-Free Workplace
- Electrical Safety
- Emergency Action Plans
- Ergonomics in the Workplace
- Eye Safety
- Fall Protection
- Fire Extinguisher Safety
- Fire Prevention Safety
- First Responder Operations Level Refresher (1–4)
- Forklift Safety
- General Construction Safety
- General First Aid Part 1
- General First Aid Part 2
- General Office Ergonomics
- Hand & Power Tool Safety
- Hazard Communication
- Hazardous Materials
- HAZMAT Spill Prevention & Control
- HAZMAT Transportation
- Health & Wellness
- Hearing Conservation
- HIV/AIDS Awareness
- Incident Investigation
- Indoor Air Quality
- Industrial Ergonomics
- Introduction to Industrial Hygiene
- Introduction to OSHA
- Laboratory Safety
- Ladder & Scaffolding Safety
- Laser Safety
- Lead Awareness
- Lock-Out / Tag-Out
- Machine Guarding
- Office Safety
- Personal Protective Equipment
- Radiation Safety
- Respiratory Protection
- RedVector – Confined Spaces
- RedVector – Fall Protection
- RedVector – Hazard Communication
- RedVector – Hearing Conservation
- RedVector – Walking and Working Surfaces
- RedVector – Ladder Safety
- RedVector – Lead Safety Awareness
- RedVector – Legionella Prevention and Control
- RedVector – Incident Reporting and Investigation
- RedVector – Crystaline Silica: Understanding the Hazards
- RedVector – Eye and Face Protection
- RedVector – Powered Industrial Trucks
- RedVector – EHS Regulatory Overview
- RedVector – Hand Safety
- RedVector - Lockout/Tagout
- RedVector - Electrical and Arc Flash Hazards
- RedVector - Hazmat Transportation Safety Awareness
- RedVector - Triethylaluminium Safety Awareness
- RedVector - Hydrogen Sulfide Safety
- RedVector - Ethylene Oxide Safety
- RedVector - Combustible Dust - Things That Go Boom
- RedVector - Arc Flash Hazard Analysis
- RedVector - Personal Protective Equipment Selection and Proper Usage
- RedVector - Flammable and Combustible Liquids
- RedVector - Safety: Basics
- RedVector - Bloodborne Pathogens
- RedVector - General Recording Criteria
- RedVector - Introduction to Powered Industrial Trucks
- RedVector - Stairways and Ladders
- RedVector - Back Safety: Protection and Treatment Basics
- RedVector - Personal Protective Equipment
- RedVector - Fatal Accidents & Prevention
- RedVector - Preventing and Investigating Accidents
- Risk Assessment Analysis
- Safety and Health Programs
- Slips, Trips, & Falls Prevention
- Trenching & Shoring
- Welding Safety
- Working in Extreme Temperatures
- Workplace Stress
- Workplace Violence
MOTOR VEHICLE
SAFETY

TargetSolutions' Online Driver Training & Compliance Program offers organizations a solution to reduce motor vehicle losses. Driver curriculum is designed to change unsafe driving behavior and reinforce critical safe-driving concepts. Courses have been tailored to meet the varied needs of drivers of automobiles, large trucks and passenger vans. Supervisor curriculum is designed to provide supervisors with the training necessary to maintain a staff of safe and capable drivers. Driver training courses and curriculum for supervisors are available.

DRIVER TRAINING
- Accidents and Emergencies
- Adjusting to Changing Conditions
- Aggressive Driving
- Dangers of Speeding
- Defensive Driving Strategies
- Distracted Driving
- Driver Safety Orientation
- Expressway and Highway Driving
- Impaired Driving
- Intersection Safety
- Passenger Van Safety
- Safe Backing
- Seat Belt & Airbag Safety
- Securing Materials for Transportation
- Sharing the Road
- Vehicle Inspection and Maintenance
- Vehicle Safety and Security

EMERGENCY VEHICLE OPERATOR TRAINING
- Accidents & Emergencies for Emergency Vehicle Operators
- Adjusting to Changing Conditions for Emergency Vehicle Operators
- Dangers of Speeding for Emergency Vehicle Operators
- Defensive Driving Strategies for Emergency Vehicle Operators
- Distracted Driving for Emergency Vehicle Operators
- Driver Safety Orientation for Emergency Vehicle Operators
- Emergency Vehicle Characteristics
- Emergency Vehicle Operations
- Impaired Driving for Emergency Vehicle Operators
- Intersection Safety for Emergency Vehicle Operators
- Legal Considerations for Emergency Vehicle Operators
- Safe Backing for Emergency Vehicle Operators
- Seat Belt & Airbag Safety for Emergency Vehicle Operators
- Securing Materials for Transportation for Emergency Vehicle Operators
- Vehicle Inspection and Maintenance for Emergency Vehicle Operators
- Fleet Program Vehicle Safety and Security for Emergency Vehicle Operators

LARGE VEHICLE DRIVER TRAINING
- Accidents & Emergencies for Large Vehicle Operators
- Adjusting to Changing Conditions for Large Vehicle Operators
- Aggressive Driving for Large Vehicle Drivers
- Dangers of Speeding for Large Vehicle Drivers
- Defensive Driving Strategies for Large Vehicle Drivers
- Distracted Driving for Large Vehicle Drivers
- Driver Safety Orientation for Large Vehicle Drivers
- Impaired Driving for Large Vehicle Drivers
- Intersection Safety for Large Vehicle Drivers
- Large Vehicle Characteristics
- Safe Backing for Large Vehicle Drivers
- Seat Belt & Airbag Safety for Large Vehicle Drivers
- Securing Materials for Transportation for Large Vehicle Drivers
- Sharing the Road for Large Vehicle Drivers
Vehicle Inspection and Maintenance for Large Vehicle Drivers
Vehicle Safety and Security for Large Vehicle Drivers

SUPERVISOR TRAINING
Motor Vehicle Incident Investigation for Supervisors
Motor Vehicle Safety Overview for Supervisors
Motor Vehicle Personnel Selection for Supervisors
ADDENDUM C
SYSTEM SPECIFICATIONS

TARGETSOLUTIONS
BY VECTOR SOLUTIONS
SYSTEM SPECIFICATIONS

System Requirements
In order to run TargetSolutions successfully on your computer, please make sure you are up-to-date with the following system requirements:

Browser: Internet Explorer v9-v11, Mozilla Firefox v24+, Safari, Google Chrome v27+

OS: Windows98+, Mac OS 9+, iMac OS X+

Cookies: Enabled

CSS: Enabled

Minimum Bandwidth: 1 Mbps

System Recommendations
Browser: Mozilla Firefox v27+

Bandwidth: 1.5 Mbps to stream video

Other: Audio capabilities (speakers and/or headphones)

Whitelisting
support@targetsolutions.com:

You'll also want to make sure that you can receive emails from support@targetsolutions.com. This is necessary in order to validate your email in our system, which is a required step when you first log in. You may need to whitelist targetsolutions as a valid sender in your spam filtering software. To do this, make sure that support@targetsolutions.com is listed as a valid email and targetsolutions and vectorsolutions are listed as valid domains. Below is additional information about our email server that might be required to perform the whitelisting.

Name: 185-90.rs.smtp.com

Address:
74.91.90.185
74.91.90.186
74.91.90.134

Aliases: targetsafety.smtp.com
Note: Do not use the 'Address' (i.e. 74.91.30.185) as the source name for white listing. You will need to use the symbolic (FQDN) of targetsafety.smtp.com.

TargetSolutions Contacts:

To ensure you receive important correspondence from your Account Managers and Support Staff it is highly recommended you add targetsolutions.com to the accepted senders domain. It may be necessary to add the primary mail gateway servers:

Name:

Office.targetsolutions.com

Targetsolutions.com.outbound10.mxlogic.net

Address:

69.43.205.76

208.65.145.95

Note: Do not use the 'Address' (i.e. 208.65.145.95) as the source name for white listing. You will need to use the symbolic (FQDN) of Targetsolutions.com.outbound10.mxlogic.net

Using TargetSolutions in a Restricted Environment
To use TargetSolutions with restricted internet access, you must allow access to these domains with the indicated ports:
## Resource Access

<table>
<thead>
<tr>
<th>Item</th>
<th>FQDN</th>
<th>Outbound Ports</th>
<th>Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>app.target solutions.com</td>
<td>80 443 1935</td>
<td>TargetSolutions</td>
</tr>
<tr>
<td>2</td>
<td>media.target safety.com</td>
<td>80 443</td>
<td>Amazon EC2</td>
</tr>
<tr>
<td>3</td>
<td>media.target solutions.com</td>
<td>80 443</td>
<td>TargetSolutions</td>
</tr>
<tr>
<td>4</td>
<td><a href="http://www.target">www.target</a> solutions.com</td>
<td>80 443</td>
<td>TargetSolutions</td>
</tr>
<tr>
<td>5</td>
<td>help.target solutions.com</td>
<td>80 443</td>
<td>Zendesk, Inc.</td>
</tr>
<tr>
<td>6</td>
<td>s3.amazonaws.com</td>
<td>80 443</td>
<td>Amazon S3</td>
</tr>
<tr>
<td>7</td>
<td>cdn.target safety.com</td>
<td>80 443</td>
<td>Amazon Cloudfront</td>
</tr>
</tbody>
</table>

**Integration Information**

The most up to date information regarding Web Service Application Programming Interface (API) for clients to use in order to access course and activity completion data from outside the TargetSolutions system can be found at the following location:

ADDENDUM D

CLIENT SERVICES

IMPLEMENTATION GUIDE

TARGETSOLUTIONS

BY VECTOR SOLUTIONS
# Client Services Implementation Guide

## Phase 1: Introduction
**Timeline: 1-2 Weeks**

<table>
<thead>
<tr>
<th>Client</th>
<th>Together</th>
<th>TargetSolutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client logs in to the site to complete the implementation questionnaire, upload their logo and watch the assigned training videos. Client submits their roster to Account Manager via email.</td>
<td>Account Manager and Client perform a needs assessment (via phone conference) to discuss questionnaire and follow up questions.</td>
<td>Account Manager uploads the roster and reviews the questionnaire completed by the client.</td>
</tr>
</tbody>
</table>

## Phase 2: Data Upload
**Timeline: 2-4 Weeks**

<table>
<thead>
<tr>
<th>Client</th>
<th>Together</th>
<th>TargetSolutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client provides the data deemed necessary by the needs assessment completed in Phase 1. For example, a list of all user credentials.</td>
<td>Account Manager sets up the site by building standard and/or custom apps and uploads other client data.</td>
<td></td>
</tr>
</tbody>
</table>

## Phase 3: TargetSolutions 101
**Timeline: 1 Hour Conference + 1-3 Weeks of Additional Training Related Support**

<table>
<thead>
<tr>
<th>Client</th>
<th>Together</th>
<th>TargetSolutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client logs in to the site to practice using the customized apps. Before this phase is complete, Client must have an intimate understanding of customized solutions and apps.</td>
<td>Account Manager and Client complete a phone or web conference training session to cover app usage, including Q &amp; A session.</td>
<td>Account Manager completes any additions and adjustments to site set up based on Client feedback.</td>
</tr>
</tbody>
</table>

## Phase 4: Rollout
**Timeline: 1-2 Weeks**

<table>
<thead>
<tr>
<th>Client</th>
<th>Together</th>
<th>TargetSolutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client trains users and supervisors on how to use the platform.</td>
<td>Account Manager and Client perform a phone conference to discuss the rollout and any related questions. Assign the user tutorial activity to all.</td>
<td>Account Manager provides a login memo for the administrator to announce the platform rollout.</td>
</tr>
</tbody>
</table>

Post-Implementation: Client commits to supporting the platform adoption and maintaining an acceptable level of utilization among users. Account Manager provides ongoing service and support.
ADDENDUM E
TARGETSOLUTIONS SECURITY AND AVAILABILITY FEATURES

TARGETSOLUTIONS
BY VECTOR SOLUTIONS
TARGETSOLUTIONS SECURITY AND AVAILABILITY FEATURES (United States)

Secure and Redundant Platform

TargetSolutions is a cloud application platform used by organizations to manage and deliver high quality training and records management. Our platform allows organizations to focus on training and records management while focusing on cloud infrastructure availability and security of your data. Security of your data and the anytime-availability of our applications is TargetSolutions’ top priority. Our platform is designed to protect customers from threats by applying security using top-tier technology and continually auditing our security. We present the best customer experience and data protection possible.

Overview of Amazon Web Services (AWS) Global Infrastructure

The following was copied from AWS documentation and is useful to understand how the TargetSolutions platform is deployed. Underlined points are particularly meaningful.

"AWS serves over a million active customers in more than 190 countries. We are steadily expanding global infrastructure to help our customers achieve lower latency and higher throughput, and to ensure that their data resides only in the region they specify. As our customers grow their businesses, AWS will continue to provide infrastructure that meets their global requirements. The AWS Cloud infrastructure is built around Regions and Availability Zones (AZs). A Region is a physical location in the world where we have multiple AZs. AZs consist of one or more discrete data centers, each with redundant power, networking, and connectivity, housed in separate facilities. These AZs offer you the ability to operate production applications and databases that are more highly available, fault tolerant, and scalable than would be possible from a single data center. The AWS Cloud operates 42 AZs within 16 geographic Regions around the world, with five more Availability Zones and two more Regions coming online in 2017. Each Amazon Region is designed to be completely isolated from the other Amazon Regions. This achieves the greatest possible fault tolerance and stability. Each AZ is isolated, but the AZs in a Region are connected through low-latency links. AWS provides you with the flexibility to place instances and store data within multiple geographic Regions as well as across multiple Availability Zones within each Region. Each Availability Zone is designed as an independent failure zone. This means that Availability Zones are physically separated within a typical metropolitan region and are located in lower risk flood plains (specific flood zone categorization varies by Region). In addition to discrete uninterruptable power supply (UPS) and onsite backup generation facilities, they are each fed via different grids from independent utilities to further reduce single points of failure. AZs are all redundantly connected to multiple tier-1 transit providers."

Here are a few useful links to learn more about AWS:
https://d0.awsstatic.com/whitepapers/aws-overview.pdf
TargetSolutions Platform Deployment

Our platform is deployed in the Virginia Region. This region was selected based on availability of all AWS services and superior network latency measures. We have deployed the platform across two different AZ's in Virginia. The Application tier is deployed in an active-active architecture with customer sessions load balanced across application servers. Each Application server is connected to the Active database and capable of serving all customers. Sufficient capacity is maintained to support failure of any Application server. The Database tier is deployed in an active-standby configuration in the two different AZ's. We have 2 database servers that are identical in configuration. The primary server houses the production database that powers our main website. The secondary server is a replica of the primary and is set up as a warm stand by, with continuous replication from the primary server. The replicated data has an extremely short delay given the low latency connectivity between AZ's (typically well under 1 minute).

In the event of the loss of the active DB, a manual failover occurs where the secondary replica is then transitioned into the primary role with up to a 1 minute data loss. The web application is then pointed to the new database.

Database backups are stored locally and copied nightly to a second AWS region as a third level of recovery in the extraordinarily unlikely event that both independent AZ's in the Virginia region are out of service a restore from the previous night's full backup will be applied. Given that these are done nightly there could be maximum data loss of up to 30 hours in this event.

Best in Class Applications

TargetSolutions built its reputation with developing and delivering training solutions with Adobe ColdFusion middleware and Oracle database as its core platform for enterprise class service, stability and security. With total “encryption in transit” SSL encryption for secure end to end transition of our data, along with “encryption at rest” achieved by utilizing Oracle Advanced Security be confident that your data is private and secure. In addition, the training platform database design authenticates all users and sites with user controlled usernames and password which are encrypted, while also providing the customer with the ability to login with OpenID as an alternative method to authenticate. TargetSolutions personnel have administrative application accounts with unique credentials to track all administrative activities. All production data is replicated in real time to back up servers using Oracle Active Data Guard, which enables zero data loss disaster recovery.
3. Pricing Workbook

The Offeror must complete all requested pricing below. Offeror’s pricing shall be inclusive of all costs including, but not limited to, online training software development costs, licensing, implementation fees, integration fees, third party software, service call fees, warranty, labor, salaries, employee benefits, equipment, travel time, mileage, insurance, profit and any associated direct or indirect costs (except sales taxes) necessary to provide the requested products and services.

All unit prices shall remain constant regardless of the number of trainees taking the classes. All prices quoted shall be firm and fixed for the specified contract period. The City shall not be invoiced at prices higher than those stated in the resultant contract. Other than contract pricing, NO additional cost, fees or surcharges shall be allowed by the City.

<table>
<thead>
<tr>
<th>Year No.</th>
<th>Description</th>
<th>Estimated Annual Quantity (A)</th>
<th>Unit Price Per User (B)</th>
<th>Extended Amount (A X B)</th>
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</thead>
<tbody>
<tr>
<td>Year 1</td>
<td>Online Training Services for Fire and EMS Personnel</td>
<td>261</td>
<td>$ .89</td>
<td>$ 231.29</td>
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<tr>
<td></td>
<td>Annual Maintenance Fee</td>
<td></td>
<td>1</td>
<td>$ .95</td>
</tr>
<tr>
<td>Year 2</td>
<td>Online Training Services for Fire and EMS Personnel</td>
<td>261</td>
<td>$ .89</td>
<td>$ 231.29</td>
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<td>Annual Maintenance Fee</td>
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<td>Year 3</td>
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</table>

GRAND TOTAL (Year 1 through Year 5) $ 1,151,320
DISCOUNT/PAYMENT TERMS: The City standard is 2% 30 days

Comply: YES ___ NO ⬜

If your answer is NO, please state terms offered: ___ %

PAYMENT: The Contractor shall provide monthly statements of itemized services. Payment will be reviewed and approved by the Contract Administrator or designee. The itemized statement shall not exceed the Unit Price Per Hour in Price Sheet Section 3.1.

TAX AMOUNT: Do not include any use tax or federal tax in your proposal.

OFFEROR NAME: Target Solutions Learning, LLC
Kegan Konrady - Sales Manager