

**City of Tumwater (WA)
Request for Proposal (RFP)
Fire Inspection Management System**

**Submitted by:
BRYCER LLC – The Compliance Engine
By: Nick Immekus**



***For*
Brian Hurley, Acting Fire Chief/Emergency Services Director
City of Tumwater
555 Israel Rd SW
Tumwater, WA 98501
(360) 754-4172
bhurley@ci.tumwater.wa.us**

November 2nd, 2020

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4355 Weaver Parkway
Suite 230
Warrenville, IL 60555
(630) 413-9511
mrice@mybrycer.com

October 20th, 2020

Dear City of Tumwater:

Thank you for the opportunity to respond to RFP titled "Fire Inspection Management System." We are confident BRYCER is the best company to partner with in delivering on the desires the City of Tumwater has to streamline the Fire Department's Fire Inspection Management System. We have built our company on the premise of service, service, and service! The **BRYCER Advantage** is not only our customer service pledge, but is the key driver of our culture and the core values which drive our success.

The City of Tumwater will benefit from time saved, improved compliance and analytics that deliver information to accomplish the smart enforcement goals of your fire department. The inspection companies will benefit from our notifications and call center processes driving new business and maintenance revenue. The property owners will benefit from safer buildings securing their insurance coverage and mitigating the risk of business interruption.

Our mission is to utilize technology to ensure compliance with adopted fire codes and the law. Our solutions are economical, efficient, flexible and scalable to meet the needs of fire departments, inspection companies and consumers worldwide. We will strive to create a safer environment for all!

In delivering The Compliance Engine, we understand that our business model must be focused on you and your constituents! Our analytics, notification services, call services, database methodology and simplicity of use are what saves our customers time, delivers compliance and assists in delivering safety to the City of Tumwater.

BRYCER looks forward to the opportunity of partnering with the City of Tumwater and delivering the best solution that will drive 100% compliance in your City!

Sincerely,

Matthew B. Rice
President
BRYCER, LLC
630-413-4932
mrice@mybrycer.com

Names of Individuals Working on the Project with City of Tumwater:

The City of Tumwater will benefit from BRYCER's 10+ years of experience delivering results to our 20,000+ users spanning 38 states covering 1,000,000+ buildings across the country. BRYCER is headquartered in Warrenville, IL. Our team of professionals are focused on delivering The Compliance Engine, a Software as a Service (SaaS) solution to cities such as Los Angeles, Austin, Seattle, Wichita, Hartford, Raleigh, Kansas City, Greensboro, San Jose, Boise, Chicago etc., Led by Co-founders Matt Rice and Bryan Schultz we are experiencing a growth rate of 500% year over year. Our success in delivering compliance and operational efficiencies has earned us partnerships with the Western Fire Chiefs Association, International Kitchen Exhaust Cleaning Association (IKECA), and the Arizona Fire Alarm Association.

Bryan Schultz – Manages the overall success of the City's implementation and customer experience. As the Director of Sales at BRYCER, Bryan will ensure all the proper resources are delivered to the City for a successful inspection, testing and maintenance compliance program and fire inspection management system.

Josh Holsclaw – Is our lead IT/Data person who ensures the implementation and customization of the City's account environment is accurate and complete. Josh brings 10 years of IT experience, five years of which have been dedicated to third party compliance reporting for the fire and life safety market.

The data integrity starts with the implementation, where we cleanse the data and obtain your approval to load into the application. The proper officials within the City of Tumwater have the authority to edit all the data as well as BRYCER. All edits and transactions are date and time stamped by user.

Leigh Fabbri – With over 40 years of fire service experience, including serving as director of fire prevention and Fire Chief, Leigh will assist the City and the service providers in the setup and use of the application in order to ensure success in achieving the goals of the City for compliance.

Noelle James – Coming from the Austin Fire Department in Texas, Noelle has 3 years of user experience using TCE as the administrative specialist for the prevention bureau. Noelle is the strategic project manager, creating process improvements and working with jurisdictions to optimize the City's experience with BRYCER. As the proposed Project Manager for the City, she affords the City an experienced resource to assist in the day-to-day servicing of your account. She is your liaison for all services at BRYCER, with the sole goal of driving compliance with your adopted fire code and life safety goals.

Noelle is your single point of contact throughout implementation and post Go Live. Noelle provides the BRYCER Advantage and with the industry's only 24/7/365 customer support hours, with an average response time under 2 minutes and a guaranteed response time of 2 hours or less. We are 100% focused on serving Tumwater and the service providers who work in your jurisdiction. Our customers say it best!

"No customer service issues, we are in constant communication with TCE and they have been great."
Ben DeAnda, Fire Marshal DGFD

Nick Immekus – With 10 years of experience, Nick leads sales and business development for BRYCER LLC. He is active in NFPA, NAFED, IKECA, IFIA, AFAA, IAFC Metro Fire Chiefs, and IAFC Western Fire Chiefs. Nick will assist Bryan Schultz in the management of the overall success with the City's implementation, portal, and fire inspection management system.

Specific Experience Relative to Proposed Project:

Customer Service: For the City of Tumwater, BRYCER will provide a dedicated account representative, implementation specialist, technology resource and full access to the BRYCER customer service team. BRYCER is dedicated to delivering the best customer service 24/7/365 for the City of Tumwater, their residents, and visitors.

User training: BRYCER prides itself on delivering an industry-leading application and providing unbeatable customer service and support for all users of the application. BRYCER's full-service, comprehensive, and unlimited training is at no additional cost to the City, their related departments and contractors. BRYCER distributes monthly training tips and news related to The Compliance Engine's features and functionalities. TCE support is available 24/7/365 via email and phone.

Technology Release: When BRYCER has a new technology release for The Compliance Engine, a pop-up bulletin will be present on the Fire Department's log-in page immediately. Our team provides unlimited training for the City of Tumwater and ITM service providers to adequately serve our partners.

Implementation Letter: As BRYCER and a new partner begin the implementation process, our team sends a Letter of Requirement to all the ITM service providers in Washington and that are doing work in Tumwater. This ensures all ITM service providers are aware of the new adopted process within the jurisdiction.

Price Increases: Partners with The Compliance Engine move to our Revenue Share option or receive additional services where there would be a price increase for report submission. The BRYCER team proactively stays ahead by notifying all ITM service providers of the price increase for a jurisdiction 30 days ahead of the change, and another notification goes out 14 days ahead of the change.

ITM Service Providers: The 541 ITM service providers already registered and submitting reports through TCE will afford the City immediate results. Additionally, in partnership with the City, BRYCER utilizes the following methods **to encourage the service provider's participation and compliance.** (list of current AHJ Partners within RFP Response)

- **Email and mail announcements on the City's letter head informing the companies that service fire protection systems of the City's requirement to use TCE.** This contractor list has been developed by BRYCER and is proprietary to our organization.
- Utilize TCE's alert function to notify current service providers already registered of the City's adoption of TCE.
- Leverage local and national trade show such as the IFIA, IFC, AFAA, NFSA, NFPA, WFCFA etc. to access and educate service providers on the benefits of participating and complying.
- Work with the Fire Prevention Bureau leader in forwarding all paper-based reports to our attention. BRYCER's customer service team will contact the service provider and offer a professional reminder that the report must be submitted through TCE. BRYCER's communication with service providers is effective 90% of the time, and the other 10% we enlist our partner in the City to contact the service provider directly.
- Educating the service providers via our expansive social media presence. We will notify service providers in this fashion the day we go live with the City.

Outline of Tasks, Products and Project Schedule:

The following is the list of tasks needed to be completed by the City of Tumwater, to complete the implementation. Completing these in a timely manner will allow for the simplest and smoothest transition into the system.

Task	Responsible Party	Due Date	Completed
Obtain Department Logo	City of Tumwater	11/16/2020	☐
Obtain Department Signature	City of Tumwater	11/16/2020	☐
Obtain Fire Code Version	City of Tumwater	11/16/2020	☐
ITM Firm List	BRYCER	11/16/2020	☐
Data Extraction Meeting	Brycer & City of Tumwater	11/19/2020	☐
Data scrubbing and cleansing	BRYCER	11/20/2020	☐
Testing & Acceptance of Tumwater Data	Brycer & City of Tumwater	11/23/2020	☐
Send AHJ Press Release	BRYCER	11/17/2020	☐
Sign off on notification templates	City of Tumwater	11/17/2020	☐
Send ITM Requirement Letter	BRYCER	11/16/2020	☐
Call Top ITMs	BRYCER	11/23/2020	☐
Conduct Tumwater Fire Department User Training	Brycer & City of Tumwater	12/29/2020	☐
Go Live	Brycer & City of Tumwater	1/1/2021	☐

List of Systems TCE (The Compliance Engine) Can Track for Tumwater Fire Department (feel free to customize this list to the City's liking):

LIST OF SYSTEMS TCE TRACKS

System Type
Air Sampling System
Automatic Closing Fire Assemblies
Chemical Storage Room
Clean Agent
Commercial Kitchen Exhaust Cleaning
Emergency Power Battery / Unit Lighting
Emergency Power Generator
Emergency Power Standby System
Emergency Responder Radio Coverage System
Fire Alarm
Fire Escape
Fire Pump
Foam System
Gas Detection Systems
Hood Suppression System
Leak Detection
Paint / Spray Booth Suppression
Pressure Reducing Valves (PRV's)
Private Fire Hydrant
Rental Property Inspection
Rescue Air System
Smoke Management Systems
Special Suppression System
Sprinkler System (Dry & Wet)
Standpipe
Water Monitor
Water Tank

POWERED BY **BR**Y**CER**

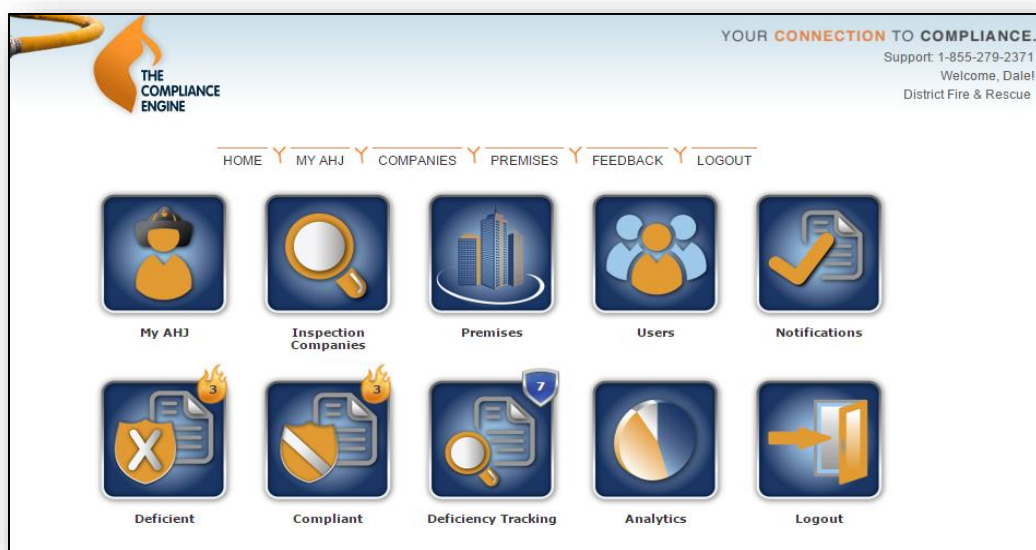
The City of Tumwater will benefit from The Compliance Engine (TCE), powered by BRYCER, which is a compliance solution service that streamlines the third-party inspection, testing, and maintenance reporting process for fire and life safety systems compliance. TCE is a web-based application designed to drive electronic submission of relevant system inspection and maintenance reports to the City's prevention bureau, with a goal of facilitating cloud-based data aggregation, tracking and analytics. Our customers have found that the streamlined process of receiving, reviewing, and managing inspection report information drives code compliance, delivers cost and time savings resulting in a safer community for all. BRYCER is the **ONLY** solution that provides proactive services, in addition to the web-based technology, that includes:

- **TCE Call Center** – BRYCER will follow up on all deficient and overdue systems.
- **Hard & Soft Copy Notifications** – BRYCER sends out renewal, overdue, and deficient notices.
- **Virtual Tours** – BRYCER will identify fire protection systems with our proprietary processes.

The end result is a comprehensive and accurate aggregation of data around which buildings have what types of systems, when they were last tested, and if there are any open deficiencies that could jeopardize their successful deployment in the event of an incident. In partnership with BRYCER, the City of Tumwater will receive our proven technology and services that will deliver on your mission to drive 100% code compliance with third party fire protection systems inspection reporting.

Functions, Appearance and Ease of Use: All with a click, the City, will manage all fire protection systems inspection reports from one simple dashboard. This information is pushed to the City by the inspection companies saving your resources the effort of performing data entry.

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Continuous system premises profile updates afford the City the ability to view any building and review what systems they have, are they compliant, what violations are outstanding, what notifications have been sent, recordings of follow up calls, and a list of every inspection report for the life of the building. TCE saves your inspector's time from having to ask for copies of reports to review onsite during their inspections, resulting in more boots on the street performing the City's inspections. All the information is at their fingertips.

(Please find example of premises record for your review)

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YOUR CONNECTION TO COMPLIANCE

Support: 1-855-379-2371

Welcome, KRISHNA

AUSTIN FIRE DEPT

HOME

MY AHJ

COMPANIES

PREMISES

HELP

LOGOUT

Show Premises

Name

(F): MCDONALDS

Status

Active

Deficiency Status

Deficient

Legal Status

Address

5516 N LAMAR BLVD

City

AUSTIN

State/Province

TX

Postal Code

78751

Country

UNITED STATES

Time Zone

Central

Phone

Fax

Email

Reference Number

(F): 11527

Premises Access Code

P8N4-USC5

Send Invitation

Premises Verification Code

F7N-7F3

AHJ

AUSTIN FIRE DEPT

Construction Type

Occupancy Type

Secondary Occupancy Type

Code Enforcement Types

Fire Protection Systems

Exempt

No

Exclude Renewal Notifications

No

Exclude Overdue Notifications

No

Special Pricing Code

Parent Premises

Notes

Notes Public

No

Contact(s)

W A ROSS, INC. PO BOX 26560, AUSTIN, TX 78755

WINSTON ROSS

Fire Protection Systems

Responsible Person

Default

Edit

Delete

Legal Packet

Map

Satellite

Google

Map Data

Terms of Use

Report a map error

Premises Profile List

Include Inactive Inventories

Master Inspection Report Type

Last Inspection Date

Renewal Date

Fire Alarm

01/15/2018

01/15/2019

Hood Suppression System

01/31/2018

Sprinkler System

01/15/2018

01/15/2019

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Add Premises Profile

Inspection Report List

IRN

Inspection Date

Inspection Report Template

Inspection Company

Disposition

Submitted Status

Current Status

+ 585564

01/15/2018

S - Fire Alarm Test

AAA FIRE & SAFETY EQUIPMENT CO., INC.

Reviewed

Deficient

Deficient

+ 584061

01/15/2018

S - Sprinkler System Test

AAA FIRE & SAFETY EQUIPMENT CO., INC.

Reviewed

Deficient

Deficient

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View 1 - 2 of 2

Notification List

NID

Sender

Reference

Recipient

Type

IRN

Master Inspection Report Type

Status

Last Activity

897875

AUSTIN FIRE DEPT

MCDONALDS

W A ROSS, INC

Renewal

Hood Suppression System

Sent

12/25/2017

897964

AUSTIN FIRE DEPT

MCDONALDS

W A ROSS, INC

Renewal

Sprinkler System

Sent

12/25/2017

897965

AUSTIN FIRE DEPT

MCDONALDS

W A ROSS, INC

Renewal

Fire Alarm

Sent

12/25/2017

929257

AUSTIN FIRE DEPT

MCDONALDS

W A ROSS, INC

Deficiency

584061

Sprinkler System

Sent

01/17/2018

930838

AUSTIN FIRE DEPT

MCDONALDS

W A ROSS, INC

Deficiency

585564

Fire Alarm

Sent

01/19/2018

1031252

AUSTIN FIRE DEPT

MCDONALDS

W A ROSS, INC

Overdue

Hood Suppression System

Sent

03/17/2018

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Preliminary Data Conversion/Migration Process: Our philosophy is to keep things simple for you. Our first step will be to provide the City of Tumwater with our data export requirements, we will then schedule a webinar with the appropriate city representative to walk through the exporting of what data Tumwater may provide from your record management system (RMS). Our experience has proven that a key to success for the City of Tumwater will be to use your naming schema, and understand how you want to manage this process whether it be by borough, Inspection Unit or even down to the engine company level. This is important to ensure we structure the database to meet your goals, while keeping it easy for service providers to search the City of Tumwater addresses within TCE for submittal

of relevant system reports. BRYCER will scrub your data export looking for duplicates, parent/child relationships, etc. providing you a clean database for your review and approval. BRYCER will perform 90% of the work to complete the preliminary database. The City of Tumwater should be in control of the database, not the service providers!

The following is the BRYCER implementation checklist to be completed by the City of Tumwater and BRYCER, ensuring an accurate and simple transition into the system. BRYCER will perform 90% of the implementation for Tumwater.

JURISDICTION/TCE IMPLEMENTATION PLAN	
LOGO	
DEPARTMENT NAME:	
STREET ADDRESS:	
CITY, STATE, ZIP:	
MAIN PHONE:	
QUESTIONS	
GO LIVE/START DATE:	
WHO IS THE MAIN CONTACT (this person's signature block will appear on the notifications)?	
NAME:	
TITLE:	
PHONE:	
E-MAIL:	
DO YOU UTILIZE 'FIRE STATION' or 'DISTRICTS' WITHIN YOUR AHJ?	
DO YOU UTILIZE 'TAGS'?	
WHAT STANDARDS CODE ARE YOU CURRENTLY USING?	
WOULD YOU LIKE TO ALLOW IMPAIRMENTS?	
IF SO, WOULD YOU LIKE THEM TO PROCESS IMMEDIATELY?	
WOULD YOU LIKE ANY REPORTS TO BE REVIEWED AUTOMATICALLY?	
STATEMENTS (CUSTOMIZABLE)	
CONTACT MAINTENANCE BY ITMS WILL BE ALLOWED	
CONTACT INFORMATION FOR PREMISES WILL BE REQUIRED BY ITMS	
PROOF OF DEFICIENCY REPAIRS WILL BE REQUIRED	
RENEWAL NOTICES WILL GO OUT APPROXIMATELY 37 DAYS PRIOR TO A RENEWAL DATE	
OVERDUE NOTICES WILL GO OUT APPROXIMATELY 45 DAYS & 60 DAYS AFTER A RENEWAL DATE IS MISSED	
CALL CENTER ACTIVITIES WILL COMMENCE APPROXIMATELY 45 DAYS AFTER A RENEWAL DATE IS MISSED	
YOUR DEPARTMENT WILL HAVE THE ABILITY TO GRANT COMPLIMENTARY, READ-ONLY, ACCOUNTS TO PROPERTY MANAGERS	

(continued)

E-MAILS WILL BE SENT TO THE DEFICIENCY ASSIGNEE

POSTAL DELIVERY OF DEFICIENCY SUMMARIES WILL BE ALLOWED

INTERNAL REFERENCE NUMBERS WILL BE OPTIONAL

PLEASE PROVIDE:

YOUR DEPARTMENT'S LOGO IN JPEG FORMAT:

THE SIGNATURE OF THE MAIN CONTACT (*please use dark ink on a white piece of paper*):

DATES AND TIMES THAT YOUR DEPARTMENT WILL BE AVAILABLE FOR LEARNING EVENT(S):

DATES AND TIMES TO SCHEDULE DATA EXTRACTION:

BRYCER INTERNAL AND NOTES

BRYCER REPRESENTATIVE:

REVENUE SHARE?

REPORT SUBMITTAL FEE:

LATE FEE AND STIPULATIONS:

NID CUSTOMIZATION NOTES:

Please find below steps BRYCER performs to build the database during implementation and throughout our partnership:

Sustained/Enhanced: BRYCER will provide the following services to further the development of your database in a manner that uses crowd sourcing and our proprietary services:



Contractor Participation Services: We estimate there are 2000+ fire and life safety technicians performing testing in the City of Tumwater and State of Washington. Fundamental to our business model these folks will do a majority of the data entry keeping your database current, and just like our other AHJ partners enhance the level of detail of what buildings have what systems and are they compliant. As the certified inspection companies perform tests and upload inspection reports to The Compliance Engine, new buildings and unknown fire protection systems will be populated into the database for the City of Tumwater to begin tracking.

Phone Number/Building Lookup: BRYCER goes through several processes to populate phone numbers and buildings for the City of Tumwater. Our phone number and building lookup process affords the City of Tumwater with a full team to look up building phone numbers and locations that were not populated or known about within the data we receive from the City of Tumwater during implementation.

Building Owner Data Enhancement Service: Keeping updated building contact information is a challenge for all city departments. BRYCER has invested in a proprietary database of current building owners. As the owner is ultimately responsible for the ITM of their building, our quarterly updates will afford the City of Tumwater with the most recent contact information provided by the tax assessor's office.

BRYCER forecasts we will identify 90+% of the building owners in the City of Tumwater

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Virtual Walkthrough Tour Data Enhancement Service: Our team performs virtual tours of buildings to assist you in identifying what buildings have fire protection systems to better ensure 100% compliance in the City of Tumwater. BRYCER uses street view on Google Maps to virtually walk the streets of Tumwater and see the outside of buildings looking for Fire Department Connections (FDCs), Sprinkler Room signs, Riser Room signs, Fire Alarm Control Panel (FACP) signs, test headers, control valves, fire pumps, Post Indicator Valves (PIVs), etc. We come across pictures, videos, website galleries, Yelp, Facebook and all social media platforms for properties that will show us photos with certain fire protection systems we are able to identify and begin tracking within The Compliance Engine. To describe our virtual walkthrough process and provide an example, please see below.

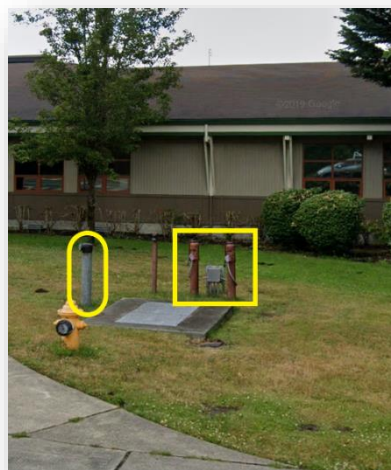
The pictures below are an example of the virtual tour we performed for Tumwater High School at 700 Israel Rd SW, Tumwater, WA 98501. (see below.)

Step 1: Pull up the property in Google Maps



Blue line indicates that there is a Google Street view Available

Step 2: Virtually walk the street around the building and inside the building.



Fire Department Connection (FDC) and Post Indicator Valves (PIV) found via Google Maps outside of High School.

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Step 3: Locate different fire protection systems via Google imaging.

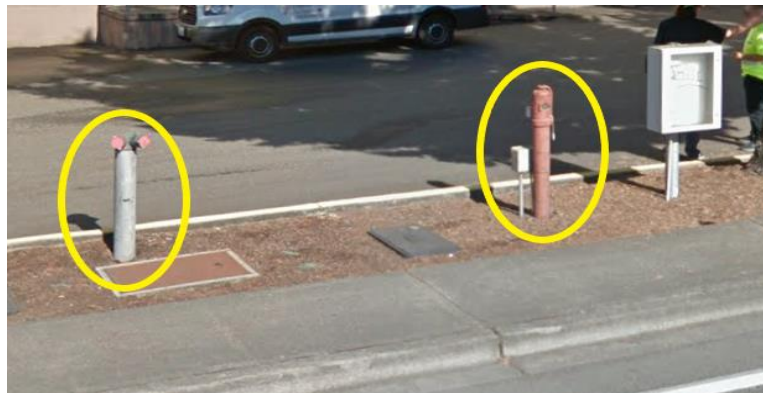
(Sprinkler/Fire Pump Evidence)

(Sprinkler Head Evidence)

(Fire Alarm Evidence)



Visual Strobe in classroom at Tumwater High School found via Facebook. Shown is Fire Alarm Evidence.



Fire Department Connection (left) and Post Indicator Valve (right) found via Google Street view.

Step 4: Populate the newly identified systems to the City of Tumwater database and track the inspection report down.

Since BRYCER began our virtual walktrough tour process, our team has added over 40,000 fire protection systems for our 500+ AHJ Partners!

Report Review: Daily review of the Deficient and Compliant reports is available anytime, anywhere! TCE's Deficient and Compliant Icons will provide the City with a uniform electronic version of inspection, testing, and maintenance reports for all fire and life safety systems within the City.

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Deficiency Tracking: Deficiency Tracking delivers updates from contractors informing the City that violations have been corrected saving the City time and resources by reducing your re-inspection efforts.

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Auto Review Capabilities: As an optional function, our auto review feature allows an AHJ to direct valuable resources to high-priority activities by saving the City of Tumwater time during the report review process. The Compliance Engine has the ability to automatically mark compliant reports, that have been uploaded, as reviewed. The report will automatically file in both the premises record and in analytics. The feature can be utilized for all compliant reports or just the reports that do not contain an updated contact and/or previous open deficiencies.



Notification Services: BRYCER will process, print and mail first class, all premises notifications without any administrative requirement by your department, on the City of Tumwater's letterhead. Email notifications will be sent if contact information is available. Records of all notifications will be stored in TCE viewable, sortable and printable by members of your team. Additionally, BRYCER will provide TCE coordinators to contact past due premises when notifications have been exhausted. The combination of notifications and phone calls has proven to be the most effective solution to achieve your compliance goal.

Notifications include:

- Renewal Notification – Sent to the property for EACH device due for testing by a licensed contractor.

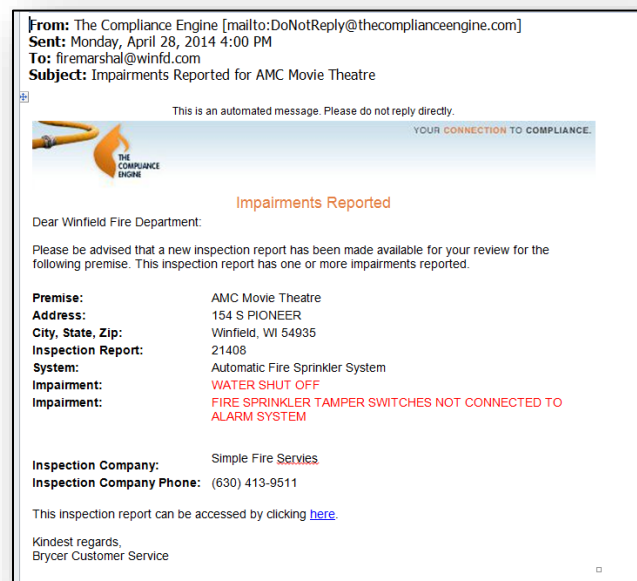
“Due to the notices that go out automatically 30 days in advance of an Inspection/Test due on the Code Services letter head to the building owners, about the same time our renewal notice hits their company, service contract renewals are renewed a lot faster.”

Robert Yerger, CEO Berkshire Systems Group

- Overdue Notification(s) – Sent to the property for EACH system overdue for service, based on dates automatically tracked within the TCE database.
- Deficiency Notification(s) – With the click of the mouse by the City of Tumwater, a notification will be mailed to the property with the deficiencies automatically embedded into the notification logged by the licensed contractor and approved by the City of Tumwater. Deficiencies can be added or removed based on the review by the City of Tumwater. Contractor of record will have access to a copy of this notice within TCE.

- Impairment Notification(s) – When a fire protection system has been identified by the ITM company as having impairments, the appropriate city officials will receive an immediate email. To the right is an example of the fire and life safety system impairment notification emailed by TCE.

“I love the fact that once I approved the notification template, TCE automates the delivery of notifications for me.”
Jason Parthun, Fire Marshal East
Dundee Fire Protection District



- Premise Accept Notification(s) – Electronically sent to the contractor of record when a new property is accepted into the database.
- Premise Reject Notification(s) - Electronically sent to the contractor of record when a new property is rejected from the database.
- Premise Merge Notification(s) - Electronically sent to the contractor of record when a new property is merged into an existing premise in the database.
- Test Report Return Notification(s) - Electronically sent to the contractor of record when a test report is rejected by the AHJ.

Our experience based on the City's population is that BRYCER will print, stuff and mail out 60,000+ renewal, overdue and deficient notificaitons annually.

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YOUR DEPARTMENT NAME 1234 STREET ADDRESS CITYOF, XX 99999		System Type - Contractor of Record: SYSTEM TESTING COMPANY (555) 555-5555 THFIRMAIL@COMPANY.COM
MONTH DAY, YEAR		
BUILDING IN YOUR CITY 1234 MAIN RD YOUR CITY, IL 60540		
Re: SYSTEM TYPE INSPECTION RENEWAL - 1234 MAIN RD, YOUR CITY, STATE ZIPCODE		
Dear Building Occupant/Owner:		
In accordance with the (YOUR CODE), our records indicate the SYSTEM TYPE is <u>coming due</u> for inspection by a licensed company and must be tested within the month of your renewal date which is 01/21/20 .		
It is the responsibility and requirement of the inspection company testing your system to submit all test reports to us via the web at www.thecomplianceengine.com .		
If you have questions regarding this notification, please contact our Compliance Program Partner BRYCER LLC at 630-413-9511 or via email at tce@mybrycer.com		
Sincerely Yours in Life & Fire Safety,		
DIGITAL SIGNATURE		
YOUR NAME YOUR TITLE YOUR DEPARTMENT NAME		

TCE Communications Center: City of Tumwater will be afforded with complimentary resources as our TCE Coordinators will perform the following critical task:

- Perform follow up calls on past due systems that are tracked automatically in TCE. TCE Coordinators will utilize a call script custom to City of Tumwater and act on your behalf to drive compliance.
- Perform follow up calls on systems with open deficiencies to the property and the contractor of record. The purpose is to gain verified compliance on system deficiency repairs.
- Perform calls to properties with unknown system records. The purpose is to ensure City of Tumwater has accurate records of all fire protection systems installed in buildings within the City of Tumwater.
- Contact contractors during the implementation phase to educate on the go-live.
- The City of Tumwater will be able to listen to the voice recording of the phone calls BRYCER performs on your behalf.

BRYCER forecasts we will make 2,000+ phone calls on the City's behalf annually.

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Activities and Tasks List						
	ID	Follow Ups	User	Date/Time	Type	Description
+	2190017			03/03/2020 09:44 AM	TCE Call	Call disposition: No Answer
+	340578			06/18/2018 03:59 PM	TCE Email	Call disposition: Email Requested
-	340577			06/18/2018 03:59 PM	TCE Call	Call disposition: Email Requested
⌵	Campaign: Contacted: Referencing: Call recording: Past Due Cathy Sprinkler System Fire Alarm Called number: ▶ 0:00 / 4:01					
+	344899			05/15/2018 11:54 AM	TCE Call	Call disposition: No Answer
+	296690			03/21/2018 10:43 AM	TCE Call	Call disposition: Inspection NOT Scheduled and NOT Completed - Property stated ITM would be completed WITHIN 30 days
+	255274			09/21/2017 02:06 PM	TCE Call	Call disposition: ITM not completed - Property stated ITM would be completed within 30 days
+	192857			04/19/2017 11:43 AM	TCE Call	Call disposition: Agreed to contact their ITM(s) for report submit
+	192476			04/19/2017 08:26 AM	TCE Call	Call disposition: Will call us back
+	191073			04/17/2017 12:08 PM	TCE Call	Call disposition: Asked to callback at a different time
+	156706			02/02/2017 08:32 AM	TCE Call	Call disposition: Asked to callback at a different time
+	153162			01/24/2017 04:38 PM	TCE Call	Call disposition: Asked to callback at a different time
+	127603			11/03/2016 09:40 AM	TCE Call	Call disposition: DNLVM
+	120044			09/26/2016 02:58 PM	TCE Call	Call disposition: DNLVM
+	109180			08/10/2016 12:04 PM	TCE Call	Call disposition: Will call us back

Report Submission: TCE will accept submission of compliant and non-compliant reports on an annual, semi-annual, quarterly, monthly, weekly, and daily basis based on adopted fire code requirements. ITM service providers will be able to submit Standardized Forms that may be required by the Department, or use their own forms that they would attach as a PDF copy. Features and functionality of TCE for the City of Tumwater to improve the identification of non-compliance fire protection systems and find potential areas of risk include, but are not limited to:

- Electronically receive inspection, testing and maintenance reports for all fire protection systems within City of Tumwater from the contractors with the BRYCER service.
- Provide City of Tumwater with Deficiency Tracking for personnel to quickly monitor properties that are out of compliance with a click of a button.
- Geocoded mapping of all premises within City of Tumwater labeled as deficient or compliant.
- Email fire and life safety system impairment notification – City of Tumwater will receive an email for any reported system impairment within City of Tumwater.
- Continuous system premises profile update – tracked and updated by contractor of record.

1960604

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09/21/2020	1234 GRANVILLE AVE			
Equipment tested	Fire Sprinkler System (WET) - Initial Test			
All testing procedures below were performed in accordance with the Los Angeles Fire Department Chief's Regulation No. 4 requirements, applicable sections of N.F.P.A. 25 and other approved publications.				
ITEM #	DESCRIPTION	PASS	FAIL	N/A
Section IV - Testing procedures		PASS	FAIL	N/A
1.0 NOTIFICATION		PASS	FAIL	N/A
1.1	Fire department dispatch, supervising station & building occupants notified prior to the start of the test.	☒	☐	☐
2.0 INSPECTION - Any "fall" of items 2.2 - 2.6 See options below		PASS	FAIL	N/A
2.1	Manufacture date of sprinkler heads are after 1920 (any heads manufactured prior to 1920 shall be replaced).	☒	☐	☐
2.2	Standard response/spray sprinklers have been in service less than 50 years.	☒	☐	☐
2.3	Standard response/spray sprinklers in service for 50 years were last tested on (and are within 10 years of the last sprinkler test date).	☒	☐	☐
2.4	Sprinklers with fast response elements have been in service less than 20 years.	☒	☐	☐
2.5	Sprinklers with fast response elements that have been in service for 20 years were tested on (and are within 10 years of the last sprinkler test date).	☒	☐	☐
2.6	Extra high "holder type" sprinklers with a temperature classification of 325 or more exposed to semi-continuous maximum allowable temperatures were tested on (and have been tested within 5 years, see note below).	☒	☐	☐
2.7	Sprinklers are free of paint on the operating components i.e. bulb, link, cap. Deflector does not have excessive buildup of paint that affects spray pattern.	☒	☐	☐
2.8	Sprinklers are not damaged, missing escutcheons leaking, and/or do not show signs of excessive corrosion, loss of fluid in the glass bulb or loaded with dust or debris and are installed in the proper orientation.	☒	☐	☐
2.9	Sprinklers are not included in the Consumer Products Safety Commission (CPSC) sprinkler recall program.	☒	☐	☐
2.10	All gauges checked for damage and legibility and determined to be accurate (within 1/4 of the full scale) by comparison of a calibrated gauge.	☒	☐	☐
SELECT AN OPTION:				
Owner/Owners' authorized representative has chosen one of the following options(s) to remedy failed items 2.2-2.6.				
☐ Option 1 - Representative sample of not less than 4 or 1% of the sprinklers (whichever is greater) was sent to an approved lab for function testing.				
☐ Option 2 - Replace all sprinklers				
3.0 CONTROL VALVES		PASS	FAIL	N/A
3.1	Control valves were verified to be in the normally open or normally closed position.	☒	☐	☐
3.2	Control valves in the system were inspected for leaks, lubricated and operated through its full range of motion and returned to normal.	☒	☐	☐
3.3	Control valves were locked or electronically supervised.	☒	☐	☐
Technician Name	DATE TESTED	EXPIRATION DATE	PHONE NUMBER OF TESTING AGENCY	
Doug, Big	4546646	10/29/2020	(630) 413-9511	

FIRE WET SPINKLER REPORT	TOTAL FIRE & SAFETY INC.	DATE OF INSPECTION 9/10/2020							
# 275147	6808 HOBSON DRIVE, UNIT 105 - WOODBRIDGE, IL 60517 PHONE: 630/960/5060 - FAX: 630/960-4823	INSPECTOR NICHOLAS MAKEY							
REPORT OF INSPECTION									
Set 1 of 2									
CUSTOMER: STREET 2425 American Lane. CITY/STATE/ZIP Elk Grove Village, IL . 60007	ACCT #: BUILDING OR LOCATION INSPECTED Excell Electronics CONTACT AP Margaret Evanovich								
1. GENERAL	YES	N.A.*	NO						
A. (To be answered by the Owner or Owner's representative)									
a. Have there been any changes in the occupancy classification, machinery or operations since the last inspection?			✓						
b. Have there been any changes or repairs to the fire protection system since the last inspection?			✓						
c. If a fire has occurred since the last inspection, have all damaged sprinkler system components been replaced?		✓							
d. Has the piping in all dry systems been checked for proper pitch within the past five years?		✓							
Date last checked (checking is recommended at least every 5 years)									
e. Has the piping in all systems been checked for obstructive materials?		✓							
Date last checked 5/23/2018 (checking is recommended at least every 5 years)		✓							
f. Have all the fire pumps been tested to their full capacity through the use of hose streams of flow meters within the past 12 months?									
g. Are gravity, surface or pressure tanks protected from freezing?									
h. Are any of the sprinklers 50 years or older? (testing and/or replacement is recommended for such sprinklers)			✓						
i. Are any extra high temperature solder sprinklers regularly exposed to temperature near 300 °F?			✓						
B. (To be answered by the inspector)									
a. Have the sprinklers systems been extended to all visible areas of the building?		✓							
b. Does there appear to be proper clearance between the top of all storage and the sprinkler deflector?		✓							
c. Are the building areas protected by a wet system, heated, including its blind attic and perimeter areas, where accessible?		✓							
d. Are all visible exterior openings protected against the entrance of cold air?									
2. CONTROL VALVES									
a. Are all sprinkler system main control valves and other valves in the appropriate open or closed position?		✓							
b. Are all the control valves locks and chains or supervised in the open position?		✓							
Control Valves	No. of Valves	Type	Easily Accessible	Valve Signs	Open	# Yes, how?	Secured?	(Eased?) (Locked?) (Supv'd?)	Supervision Operational?
			Yes No	Yes No	Yes No	Yes No		Yes No	
CITY CONNECTION	1	OSY	✓	✓	✓			Supvd	✓
TANK									
PUMP									
SECTIONAL	1	OSY	✓	✓	✓				✓
SYSTEM	1	OSY	✓	✓	✓	✓		Supvd	✓
ALARM LINE									
3. WATER SUPPLIES									
Water supply source? City ☒ Reserve Tank ☐ Well ☐ Other ☐									
Size Test Pipe	Static Pressure Before	Flow Pressure	Static Pressure After	Test Pipe Location	Size Test Pipe	Static Pressure Before	Flow Pressure	Static Pressure After	
				Main Drain	2"	50	40	50	
4. GENERAL	YES	N.A.*	NO						
a. Are fire dept. connections in satisfactory condition, couplings free, caps or plugs in place and valves tight?									
b. Are fire dept. connections visible and accessible?									
5. WET SYSTEMS									
a. No. of Systems 1 Make & Model G.									
b. Are cold weather valves in the appropriate open or closed position? If closed, has piping been drained?			✓						
c. Has the owner or owner's representative been advised that cold weather valves are not recommended by NFPA?									
d. Have all the antifreeze systems been tested?									
e. Date antifreeze system were tested?									
f. The antifreeze tests indicate protection to:									
System 1 2 3 4 5 temperature									
g. Did alarm valves, waterflow alarm indicators, and retards test satisfactory?		✓							

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	Address	Name	Open Deficiencies	Deficiency Age 🕒
+	715 S KILDARE AVE, CHICAGO, CHICAGO, IL 60624-3564	SUMNER MATH & SCIENCE MAIN	11	7
+	3400 W 35TH ST CHICAGO, IL 60632-3399	LA PREFERIDA INC	1	8
+	4627 W DIVERSEY AVE CHICAGO, IL 60639	ALDI #02 BAT	4	8
+	50 E 16TH ST CHICAGO, IL 60616-2186	THE GUILD CONDO ASSOCIATION	4	8
+	205 N MICHIGAN AVE CHICAGO, IL 60601-5927	VERIZON	4	9
+	6129 S COTTAGE GROVE AVE CHICAGO, IL 60637	WOODLAWN PARK APARTMENTS	2	9
+	6227 S COTTAGE GROVE AVE CHICAGO, IL 60637	POAH COMMUNITIES	1	9
+	6230 S COTTAGE GROVE AVE CHICAGO, IL 60637	POAH COMMUNITIES	1	9
+	820 S PARK TER CHICAGO, IL 60605-2031	THE OAKS	2	9
+	11235 S COTTAGE GROVE AVE CHICAGO, IL 60628-4604	RM WAREHOUSING	4	10
+	320 N CLARK ST CHICAGO, IL 60654-4702	FRIEDMAN PROPERTIES	1	10
+	3610 S MORGAN ST CHICAGO, IL 60609	DECORATORS SUPPLY CORP	5	10
+	6315 S COTTAGE GROVE AVE CHICAGO, IL 60637-3519	STRAND HOTEL APT	1	10
+	1355 N DEARBORN ST CHICAGO, IL 60610-5883	1355 CONDO	4	11
+	4100 S ASHLAND AVE CHICAGO, IL 60609-2330	SWAP O RAMA CONCESSION SERVICES INC	4	11

Please find two examples of identifying out of compliance fire protection systems and potential areas of risk with the BRYCER service and interactive mapping function for departments below:

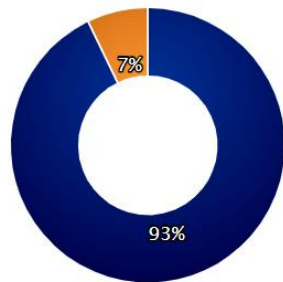
Eugene Springfield Fire (Eugene, OR)

Challenges: Eugene Springfield realized that they were receiving less than half the confidence test reports on their life safety systems for the buildings they are charged with protecting. Furthermore, they did not have the information to determine if the systems would work during a fire. Their conclusion proved the current process to ensure compliance was broken. Often, systems were found to be well past-due for service by a contractor, noted deficiencies remained uncorrected after inspection, and the internal paperwork process was constantly growing. Eugene Springfield Fire Department reviewed multiple software and on-line reporting systems, but *none* had the full-service suite offered by BRYCER that would complement their current IT investments.

Solution: The Compliance Engine

- Increase report submission by 172%
- Reduced admin time dedicated to confidence testing by 62%
- 4124 reports processed in 11 months
- 1512 corrected deficiencies in first 11 months
- 8699 notifications administered by BRYCER in first 11 months
- Call center – 2654 calls completed by BRYCER in first 11 months

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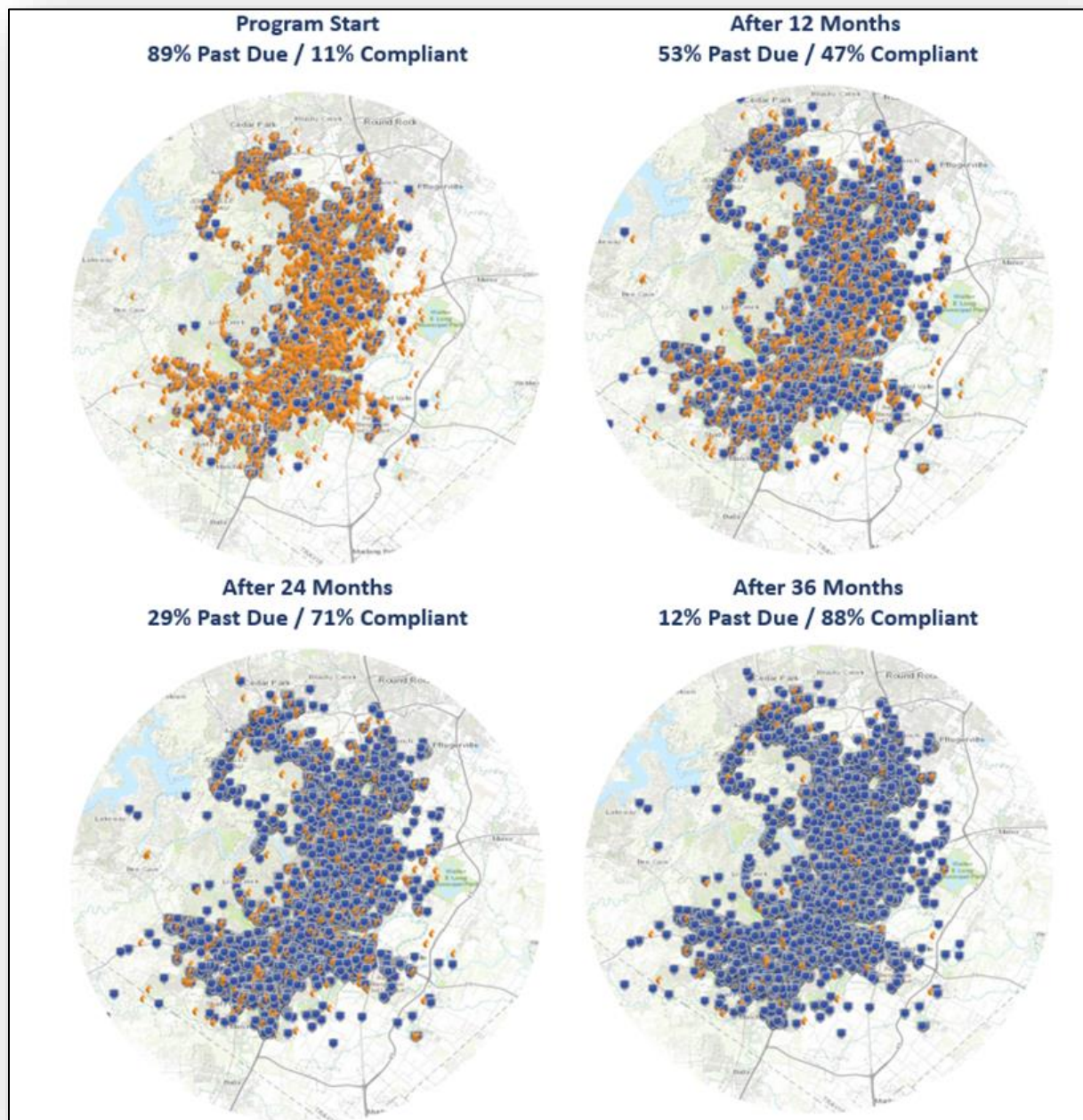
Compliant vs. Deficient Systems

■ Compliant (5,568)
■ Deficient (429)

Interactive Mapping Function: City of Tumwater will be provided with geocoded mapping of all buildings within the City to identify certain area of risk where fire protection systems are past due or deficient. Each property will be plotted on a bird's eye view map via latitude and longitude. A blue shield signifies a fully compliant property. An orange flame is shown if one, or more, fire protection systems are out of compliance at a property.

(Example Below: Austin, Texas)

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Customer Service: The TCE website HELP function is web-based and is available 24/7/365 for the City of Tumwater to utilize to submit tickets to our team for any questions, corrections, or changes that need to be made. This section also includes user guides and “how to’s” for any TCE users that need assistance.

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The screenshot displays the 'The Compliance Engine AHJ Support' Knowledge Base. The header features the logo, title, and navigation links for 'Tickets', 'John Mertens', and a search icon. A breadcrumb trail shows 'Home / The Compliance Engine AHJ Support / Knowledge Base'. The main content area is organized into four columns: 'Deficiency Tracking' (with 'How to Review Deficiencies That Contractors Have Closed Out'), 'Premises' (with 'How to Create Premises', 'How to Give Premises User Access', and 'How to Review New Premises'), 'General' (with 'AHJ Icon Overview'), and 'Reports' (with 'If an ITM Needs Assistance Submitting a Report', 'How to Review Compliant Reports', and 'How to Review Deficient Reports'). A 'Browse' button is located in the top right. Below this, a 'Popular Articles' section lists 'How to Add Users', 'How to Review Deficiencies That Contractors Have Closed Out', 'How to Review New Premises', 'How to Give Premises User Access', and 'How to Create Premises'.

Technical and Administrative Support: BRYCER will be available via phone, e-mail, and video conferencing 24/7/365 and readily available for on-site visits quarterly. The Customer Experience Team at BRYCER is comprised of industry leading professionals with collective experience in technology, customer service, and the fire & life safety industry. We are dedicated to providing Tumwater with a world-class customer service experience.

Customer Support: BRYCER provides a high level of customer support. In addition to our land-based support phone lines we have back-up technology that will route calls to the cell phones of our Customer Experience Team.

User Training: BRYCER prides itself on the ease of use of our technology and delivering an industry-leading application while providing unbeatable customer service and support for all users of the application. BRYCER’s full-service, comprehensive and unlimited training is at no cost to the City, their related departments and contractors. BRYCER will be available quarterly for on-site training’s and distributes monthly training tips and news related to The Compliance Engine’s features and functionalities. TCE support is available 24/7/365 via email and phone.

Budget: There is no budget with the City of Tumwater as The Compliance Engine (TCE) being proposed to the City is a no cost solution to the City of Tumwater, Tumwater’s constituents, and Tumwater Fire Department. Cost to the ITM’s/Confidence Testing Companies is covered within our RFP Response!

How the Vendor Bills: Our proven revenue model is economical and works as inspection companies are realizing significant increases in revenue due to new system testing and maintenance of deficient systems. This simple and straight forward all-inclusive fee is transparent and levels the playing field for all contractors eliminating any conflict of interest for The City of Tumwater. The contractors tell us as long as the notifications and phone calls are going out, they are seeing tremendous ROI. Please find below an example of the pricing model.

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System Type	Submittal Option	Price	Billing Frequency
5-Year Obstruction Sprinkler	Annual	\$15.00	Annual
Commercial Kitchen Exhaust Cleaning	Annual, Semi-Annual, Quarterly, Monthly	\$15.00	Per Submittal
Emergency Power Generator	Annual	\$15.00	Annual
Fire Alarm	Annual, Semi-Annual, Quarterly, Monthly	\$15.00	Annual
Fire Escape	Annual, 5-Year	\$15.00	Annual
Fire Pump	Annual, Quarterly, Monthly, Weekly	\$15.00	Annual
Hood Suppression System	Semi-Annual	\$15.00	Per Submittal
Paint/Spray Booth Suppression	Annual, Semi-Annual	\$15.00	Per Submittal
Private Fire Hydrant	Annual	\$15.00	Annual
Smoke Control System	Annual	\$15.00	Annual
Special Suppression	Annual, Semi-Annual	\$15.00	Per Submittal
Sprinkler System	Annual, Quarterly, Monthly	\$15.00	Annual
Standpipe	Annual, 5-Year	\$15.00	Annual

Revised November 2, 2020

Reports Submitted after 31 days of inspection date will be charged an **additional \$5.00**

Options

1. **BRYCER Filing Fee:** BRYCER will provide all services outlined in RFP for the \$15 fee.
2. **Cost Recovery Option:** BRYCER’s cost recovery option is a way for City of Tumwater to recover costs for administering your Bureau of Fire Prevention’s fire and life safety compliance goals. BRYCER will collect all fees due and payable by third party inspectors in connection with activities relating to the Solution and remit the City’s remuneration on a quarterly basis.

Pricing Breakdown: There is no cost to the City of Tumwater for the use of the solution. The \$15 fee is charged to the ITM Service Providers when uploading a report to the Fire Department via The Compliance Engine platform on a per system, per building, per code basis. For example, **BRYCER does not charge per sprinkler riser or per hood.** If an ITM service provider performs quarterly sprinkler inspections, **BRYCER does not charge for each quarterly report, only the annual.** Additionally, BRYCER does not charge the contractor of record for deficiency repair submissions.

National References Utilizing The Compliance Engine:

Phoenix (AZ)

Population: 1,700,000+
Dori Booth
dori.booth@phoenix.gov
602-689-8169

Chicago (IL)

Population: 2,700,000+
Jack Mullen
john.mullen@cityofchicago.org
312-744-4723

Austin (TX)

Population: 1,000,000+
Krisha Allen
krisha.allen@austintexas.gov
(512) 974-0261

Los Angeles (CA)

Population: 4,000,000+
Chad Richardson
Chad.richardson@lacity.org
213-978-3560

Seattle (WA)

Population: 785,000+
Karen Grove
karen.grove@seattle.gov
206-386-1451

San Jose (CA)

Population: 1,000,000+
Chris Harmount
chris.harmount@sanjoseca.gov
408-535-7703

Raleigh (NC)

Population: 480,000+
Brandon McGhee
brandon.mcgee@raleighnc.gov
919-996-6392

Kansas City (MO)

Population: 500,000+
John Hastings
john.hastings@kcmo.org
816-513-4643

Below you will find a list of current partners in the State of Washington utilizing The Compliance Engine today!

Bellevue Fire Department	Northshore Fire Department
Bremerton Fire Department	Olympia Fire Department
Camas-Washougal Fire Department	Puget Sound Regional Fire Authority
City of Battle Ground	Redmond Fire Department
City of Bothell Fire Department	Renton Regional Fire Authority
City of Kent	S.E. Thurston Fire Authority
Clark County Fire Marshal's Office	Seattle Fire Department
East Pierce Fire & Rescue	Shoreline Fire Department
Eastside Fire & Rescue	Snohomish County Fire Marshal's Office
Kirkland Fire Department	Tacoma Fire Department
Kittitas County Fire Marshal's Office	Valley Regional Fire Authority
Longview Fire Department	West Pierce Fire & Rescue
Mercer Island Fire Department	Woodinville Fire & Rescue