COUNCIL ACTION FORM

SUBJECT: **AWARD OF CONTRACT FOR RECORDS MANAGEMENT SOFTWARE FOR THE FIRE DEPARTMENT**

BACKGROUND:

In 2002, the Ames Fire Department purchased records management software from FireHouse, Inc. to electronically document fire and medical incident responses as required by the State of Iowa. FireHouse software is also used by the Fire Department for pre-fire planning, inspections, recording training and certification, equipment inventory and maintenance tracking; and personnel time-tracking for payroll.

In 2017, ESO Solutions purchased FireHouse, but continued to support and update security patches for the software. In 2018, the Ames Fire Department entered into an agreement with ESO Solutions for separate software managing medical incident records due to FireHouse's inability to meet updated National Emergency Medical Services Information System (NEMSIS) requirements for documentation. This was the most cost-effective solution at the time due to current ownership and low maintenance costs of the FireHouse software.

In late 2021, ESO Solutions announced the end of life and security support for the FireHouse software, offering to move current customers to their ESO/Fire software as a service under a new agreement. Fire Department staff, in consultation with Information Technology and Purchasing, decided that it would be beneficial to reevaluate the Fire Department's records management software needs and develop a specification that would increase the efficiency of data entry and retrieval, meet state reporting requirements, and increase compatibility with other software currently in use by the City.

A Request for Proposal (RFP) was issued on September 14, 2022, and responses were received from four companies. An evaluation team composed of representatives from the Fire Department and Information Technology reviewed the proposals based on the following criteria:

1. Project Understanding & Responsiveness
2. Software Solution proposed
3. Experience of the Implementation Team
4. Data Conversion Plan
5. Previous Experience and Performance of the Company
6. Overall Cost to the City

The scoring of the proposals resulted in the following rankings:

Company	Proposal Total Score	Rank	Fee Proposal
Locality Media, Inc., Garden City, NY	2454	1	$168,850.00
ESO Solutions, Austin, TX	2338	2	$169,904.49
Image Trend, Inc., Lakeville, MN	2190	3	$157,175.35
Progressive Intelligence Technologies, LLC Indianola, IA	-	-	Non-Responsive

The maximum possible score, combining all seven evaluators, was 3500. The proposed products, technical services provided, and experience related scores represented 80% of the overall score, and proposed cost accounted for 20%.

The cost breakdown is shown below:

	Locality Media, Inc.	ESO Solutions	Image Trend, Inc.
One-Time Implementation Fees	$ 3,400	$ 2,685.00	$ 6,750.00
Annual Subscription Year 1	33,090	23,882.30	29,635.07
Annual Subscription Year 2	33,090	33,255.92	29,635.07
Annual Subscription Year 3	33,090	34,918.72	29,635.07
Annual Subscription Year 4	33,090	36,664.66	29,635.07
Annual Subscription Year 5	33,090	38,497.89	29,635.07
*Credits	-	(7,790.00)	-
Webinar Training Sessions	-		2,250.00
Total Cost	$ 168,850	$162,114.49	$ 157,175.35

*Credit for ESO Solutions is for services paid by the Fire Department for current fiscal year.

During the Merits of Proposal evaluation, Image Trend, Inc., Lakeville, MN, received low scores due to its inability to connect with critical City systems, such as EnerGov and Active Directory. Staff also determined the submission from Progressive Intelligence Technologies, LLC, Indianola, IA to be non-responsive due to the software's inability to communicate with NEMSIS (National Emergency Medical Services Information System), the lack of a certification tracking module, and an inadequate scheduling module.

The remaining two companies were chosen to present software demonstrations. The scoring of the demonstrations resulted in the following rankings:

Company	Demonstration Total Score	Rank
Locality Media, Inc., Garden City, NY	1750	1
ESO Solutions, Austin, TX	1525	2

The final scores including the proposal and demonstration scores resulted in the following rankings:

Company	Total Score	Rank	Fee Proposal
Locality Media, Inc., Garden City, NY	4184	1	$168,850.00
ESO Solutions, Austin, TX	3863	2	$162,114.49

Locality Media, Inc., Garden City, NY emerged as the top candidate through the demonstration process. **The evaluation team scored Locality Media the highest for their software solution. Staff was particularly impressed with the record management system's simple, intuitive data querying ability and a streamlined reports module versus competing software packages. Locality Media's software will save staff time by reducing redundant data entry through its use of a database of user input data which will auto-fill across other modules. An additional benefit of the software which would result in some cost savings is the ability to notify and recall off-duty fire department staff during emergencies. This is currently being done through another vendor at an additional cost.**

Funds totaling $10,841 are currently budgeted in FY 2022/23 for this project, of which $7,790 has already been exhausted to cover the department's current RMS subscription fees. Staff has identified salary savings in the amount of $36,490 from this year's budget that can be used to purchase the first year of service and one-time implementation fees.

Annual subscription fees will be included in future operating budgets. Although the pricing is quoted for a five-year period, the City will only be obligated to pay one year at a time. The contract contains a non-appropriation clause and allows for cancellation with 60 days' notice for any reason.

ALTERNATIVES:

1. Approve the award of contract with Locality Media, Inc., Garden City, NY, for Records Management Software in the amount not to exceed of $168,850 over the next five years.

2. Direct staff to negotiate a contract for Records Management Software with one of the other companies that submitted a proposal to the City.

3. Do not award contract for Records Management Software.

CITY MANAGER'S RECOMMENDED ACTION:

Locality Media, Inc.'s proposal provides the City with the best value to increase the efficiency of data entry and retrieval, meet state reporting requirements, and increase compatibility with other software currently in use by the City.

Therefore, it is the recommendation of the City Manager that the City Council approve Alternative No. 1, as described above.