



## Legislation Text

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**File #:** 18-0961, **Version:** 1

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Resolution to Approve a Master Services Agreement with ImageTrend, Inc. for Fire Service Record Management Software, Maintenance and Support Services, Including Additional Data Migration Services, and Appropriation of Needed Funds (\$89,362.15) **(8 Votes Required)**

The attached resolution seeks approval to approve a Master Services Agreement with ImageTrend, Inc. to purchase software products, along with data hosting, data migration, and training services to implement a more modern Fire Service Unit records management system. This purchase will replace the fire department's current 1990's Firehouse Report Management Software, which is no longer compliant with the State of Michigan Emergency Medical Services Information System and is outdated in technology. The total cost of the purchase and implementation in FY 2019 is \$89,362.15.

*Fiscal/Budget Impact:* First Year Cost: The first year implementation cost of \$89,362.15 needs to be appropriated from the General Fund Balance to the Fire Service Unit budget without regard to fiscal year. The breakdown of the first year startup costs include software setup and training with ImageTrend (\$35,078.43); software maintenance, data hosting, and technical support with ImageTrend (\$12,333.72); data conversion and multiple application program interfaces with ImageTrend and other providers (\$41,950.00).

*Subsequent Annual Cost:* If the City chooses to renew the agreement with ImageTrend, there would be a reoccurring annual cost of \$12,333.72 in future years to cover software subscription and data hosting services. The Fire Service Unit plans to budget for this annual cost in the future. This annual recurring fee may increase, but not more than three percent (3%) contractually each year.

The City of Ann Arbor received this quote through competitive General Services Administration (GSA) pricing. GSA is an independent agency of the United States government.

ImageTrend software was selected after a very thorough research and vendor analysis. ImageTrend, Inc. currently provides patient care record management for thirty-two states, including the State of Michigan. Due to supporting the State of Michigan, ImageTrend's Elite Emergency Medical and Fire Services product is free of charge, a regional savings of \$16,479.60.

Fire departments across the country are selecting ImageTrend's Elite software packages due to their mobile technology, user functionality, and leadership in the field.

ImageTrend's mobile software solutions will allow the fire department to become more efficient and effective by allowing documentation to occur in the field eliminating hand written reports and duplication of records. ImageTrend software's ability to integrate with all of the Ann Arbor Fire Department's other software packages will allow automated data population into incident reports for efficient and more accurate data. An example is where personnel assigned to specific apparatus can be transferred from Kronos Telestaff work scheduling software into an ImageTrend incident report. ImageTrend software will also allow advanced fire safety inspection scheduling and will work fluently with the new Fire Prevention Bureau mobile tablets.

The Ann Arbor Fire Department has collaborated with eight other Washtenaw County fire departments (Ann Arbor Township, Augusta Township, Chelsea, City of Ypsilanti, Dexter, Salem Township, Scio Township, and Ypsilanti Township) in purchasing ImageTrend for record management. AAFD will be the primary contractor with ImageTrend, with the other eight departments having separate secondary contracts. This regional purchase will save the City of Ann Arbor (\$21,100.47) in costs compared to purchasing the software independently.

This purchase seeks to provide a complete Fire Service Records Management System that integrates smoothly with the department's other essential software packages and will be a big step in creating a concrete and consistent base for regional fire department data sharing.

Prepared by: Ellen S. Taylor, Assistant Fire Chief

Reviewed by: Mike Kennedy, Fire Chief; Fire Service Unit Manager  
Tom Shewchuk, IT Director, ITSU

Approved by: Howard Lazarus, City Administrator

Whereas, The Fire Service Unit requires that their current Firehouse Records Management System be replaced due to old technology and not being compliant with State required emergency incident reporting;

Whereas, ImageTrend, Inc. ("ImageTrend") software was selected after a very thorough research and vendor analysis;

Whereas, The City of Ann Arbor received this quote through competitive General Services Administration (GSA) pricing;

Whereas, Fire departments across the country are selecting ImageTrend's Elite software packages due to their mobile technology, user functionality, and leadership in the field;

Whereas, The attached Master Services Agreement would enable the City to purchase ImageTrend's record management software products, data hosting services, support services, and training services, to implement a more modern Fire Service Unit records management system;

Whereas, The attached resolution seeks approval to purchase certain data conversion services and multiple application program interfaces in FY 2019 from ImageTrend and other providers; and

Whereas, ImageTrend complies with the requirements of the City's Non-Discrimination and Living Wage Ordinances;

RESOLVED, That City Council approve the attached Master Services Agreement with ImageTrend, Inc. to implement a more modern Fire Service Unit records management system at a cost of \$47,412.15;

RESOLVED, That City Council approve the purchase of certain data conversion services and multiple application program interfaces at a cost of \$41,950.00 from ImageTrend and other providers;

RESOLVED, That City Council appropriate \$89,362.15 in FY 2019 from the General Fund Balance to the Fire Service Unit budget for such purchases, to be used without regard to fiscal year;

RESOLVED, That City Council approve a ten percent (10%) contingency in the appropriated amount to be expendable from the General Fund Balance in FY 2019, subject to the City Administrator's approval;

RESOLVED, That the Mayor and City Clerk be authorized and directed to execute the Master Services Agreement and any related data migration and application program interfaces agreements, after approval as to substance by the City Administrator and approval as to form by the City Attorney; and

RESOLVED, That the City Administrator be authorized to take all necessary actions to implement this resolution.