



REPORT TO THE CITY COUNCIL

December 16, 2008

FROM: RANDY R. BRUEGMAN, Fire Chief
Fire Department

SUBJECT: ADOPT A RESOLUTION AUTHORIZING THE PURCHASE OF TIBURON FIRERECORDS SOFTWARE AND SUBSYSTEMS TO UPGRADE AN EXISTING SYSTEM WITHOUT ADVERTISED COMPETITIVE BIDDING

KEY RESULT AREA: 0209003000, 0401005000, and 0601003000

Public Safety, External Customer Service, and Employee Satisfaction

Presented to City Council
Date 12/16/08
Disposition Res. 08-244
adopted

AGENDA ITEM NO.	1K
COUNCIL MEETING	12-16-08
APPROVED BY	
DEPARTMENT DIRECTOR	<i>[Signature]</i>
CITY MANAGER	<i>[Signature]</i>

RECOMMENDATION

Staff recommends Council adopt the attached resolution authorizing the purchase of Tiburon FireRECORDS (Records Management System [RMS]) and related subsystems and waive the competitive bidding process.

EXECUTIVE SUMMARY

For approximately 13 years (1986 through 1999), the Fresno Fire Department (FFD) utilized a computer system designed by Tiburon for records management. With the approach of the year 2000 and the vendor requirement to purchase new Window-based computer equipment and the associated costs to become Y2K compliant, the former Fire administration opted to discontinue use of the full Tiburon system and moved to another vendor, Data 911. As Data 911 was not meeting its contractual obligations, the department terminated those services and contracted with Emergency Reporting, Inc., in October 2004, to develop a records management system to FFD specifications. However, this system is simply not robust enough to handle the volume and complexity of data that must be maintained and analyzed, and as such, the department will not be renewing this agreement. The department still maintains data on the prior Tiburon system and continued to utilize several individual modules to process equipment maintenance requests and hydrant data through January 2006. The department is requesting to waive the competitive bidding process and upgrade the prior Tiburon system, which had been used by the department for 13 years.

KEY OBJECTIVE BALANCE

This proposal provides gains in all three key objective areas: Customer and Employee Satisfaction will be enhanced as the department will be able to maintain, retrieve, analyze, and report incident data in a more accurate, timely, and cost-effective manner. This will help to ensure the department is able to provide credible analyses and reporting of response time, training, and equipment needs to aid in fire and rescue operations as well as fire inspection and investigation data to assist personnel in their fire prevention efforts. The benefits from a financial standpoint will be the City, as a previous long-term customer, has the opportunity to implement a new records management system at a substantially reduced price. This allows the City to maximize the use of funding while implementing a proven records management system. An upgrade will expedite the implementation and facilitate the extraction of historical data for reporting purposes. In addition, the upgraded RMS will allow the department to maximize its vocational education reimbursement funding.

REPORT TO CITY COUNCIL
TO ADOPT A RESOLUTION AUTHORIZING THE PURCHASE OF
TIBURON FIRERECORDS SOFTWARE AND SUBSYSTEMS WITHOUT
ADVERTISED COMPETITIVE BIDDING

December 16, 2008

Page 2

BACKGROUND

Records management systems are utilized in the fire industry to report fire incident data to both the federal and state governments in their respective required formats. This data is gathered to help with fire prevention planning, funding, and resource allocation and reporting to the National Fire Incident Reporting System (NFIRS) is a requirement to be eligible for federal-grant funding. In addition, an RMS system should interface with the Computer-Aided Dispatch (CAD) system, provide personnel management information such as hiring, promotion, training and certification history, fire inspection and investigation data, asset and equipment maintenance management and history, fire hydrant management, fire permits and preplan data, and fire station daybook detail for time and activity tracking. All of this information should be maintained in a database, which is easily accessible for data entry, ad-hoc reporting, and analysis purposes. Accurate data reflecting all facets of fire suppression, training, maintenance, and administrative operations is an integral factor in determining the department's ISO rating and in the Commission on Fire Accreditation International accreditation process. Another critical need for accurate compilation, extraction, and analysis capabilities is data from the RMS is used to determine whether the department is meeting National Fire Protection Agency (NFPA 1710) four- and eight-minute response standards. Meeting these core standards lead to development of the Standard of Cover and Strategic Plan documents and serves as the basis for department operations. Maintaining accurate training records will ensure reporting to the California Joint Apprenticeship Committee continues to produce revenue for the department. In 2007, JAC reporting generated approximately \$200,000. Proper reporting of training records has the potential of generating in excess of \$250,000 for FY 2009.

From approximately 1986 through 1999, FFD utilized a computer system designed by Tiburon for records management. With the approach of the year 2000 and the vendor requirement to purchase new Window-based computer equipment and the associated costs to become Y2K compliant, the former Fire administration opted to discontinue use of the full Tiburon system. Around that time, the Police Department was implementing Data 911, and the department piggybacked onto that contract so there would be consistency in the CAD system, mobile data terminals, etc. The contract was entered into in April 1999 and was supposed to be a turnkey contract with a price of \$796,922.10. Less than two years after entering into the contract, it became apparent Data 911 was not meeting its contract requirements for the Fire implementation as it had not provided a turnkey system, and department staff recommended terminating the contract.

National Fire Reporting Standards (NFIRS) deadlines were approaching, and at that time, Data 911 was not an NFIRS qualified reporting entity. In July 2003, the Information Service Department (ISD), at the request of the Fire Department, began an exhaustive analysis of the IT needs for FFD. The results of this needs analysis conducted in 2003 indicated a system to meet the needs of FFD would have cost in excess of \$200,000 with yearly maintenance of approximately \$28,000 per year. Some systems reviewed at that time would have cost up to \$400,000. Further investigation by ISD revealed a small company in Bellingham, Washington, providing a similar service from a "hosted" business model with a fee based on users. This company, Emergency Reporting (ER), was to provide a basic RMS service for an initial cost of \$36,625 with annual subscription fees of \$21,384. In October 2004, FFD and ISD recommended contracting with Emergency Reporting with the rationale that basic RMS services could be provided to FFD with a much more efficient use of limited funding resources. ER's contract also specified it would build the appropriate inspection, hydrant, training, and other records management systems modules needed by the department. However, the addition of these modules significantly expanded the volume of data transmitted between the remote Washington state site and FFD. This subsequently delayed response time between the vendor and FFD, which negatively impacted staff effectiveness in being able to enter data, access, and report on all the various information the system is now maintaining. In an effort to remedy this situation, the Department recommended hosting the data on servers in Fresno to improve overall user response time and worked with the vendor and staff from ISD to accomplish

REPORT TO CITY COUNCIL
TO ADOPT A RESOLUTION AUTHORIZING THE PURCHASE OF
TIBURON FIRERECORDS SOFTWARE AND SUBSYSTEMS WITHOUT
ADVERTISED COMPETITIVE BIDDING

December 16, 2008

Page 3

this task. In May 2007, Council approved Amendment No.1 to the ER contract and FFD began hosting ER's proprietary program locally on equipment in the City of Fresno rather than in the state of Washington.

Although some improvement in vendor response time has been noted, ER has not been able to complete all the modules and requested fixes in a timely manner. The systems they have built simply are not robust enough to handle the volume of activity and complexity of data for a major metropolitan fire department. The department has had significant discussions with ER in an effort to remedy concerns about system deficiencies and failure to meet contractual deadlines as well as FFD's efforts to identify an RMS system sufficient to meet operational needs, and the department would not be renewing the ER contract, which expires in December 2009. Should Council approve the recommendation to implement the Tiburon RMS upgrade, the department will execute the 60-day written notice of termination of the ER contract upon completion of the Tiburon FireRECORDS upgrade and full transition to the new RMS system.

Because of the problems experienced by the department, the negative impact on daily operations as well as the implications to the department's ISO and accreditation processes that the deficiencies in the current RMS system pose, staff began researching other vendor RMS systems. It was noted any new system must have been in full production and being used by a comparable department for a minimum of two years. Continuing to work with vendors who wanted to develop software was not going to be acceptable. Staff contacted other comparable-sized fire departments both in and out of California, researched potential vendors on the internet, compared product offerings and cost quotes, held on-site demonstrations, and contacted current customers for input.

From this due diligence, the department was able to focus primarily on two vendors with comparable products that would meet most of the department's requirements: Tiburon FireRECORDS, a Virginia corporation having its primary place of business in Pleasanton, California; and Emergency Technologies located in Raleigh, North Carolina. Both agencies have proven products in use by comparable-sized fire departments. Tiburon FireRECORDS is currently in use at Long Beach and Santa Ana, two peer cities. Tiburon FireRECORDS is also installed in numerous medium to large agencies across the nation such as Baltimore, Maryland; Miami, Florida; Scottsdale, Arizona; and Lubbock, Texas. Emergency Technologies has national accounts but does not currently have any clients in California.

As the department further reviewed the systems and held on-site product demonstrations, it was determined Tiburon FireRECORDS is currently in use within California. It also has the requisite California Joint Apprenticeship reporting components and a fully developed and tested station log/day book module, both requirements of a system utilized by the department to ensure proper reporting of training records for revenue generation and time and activity recording of daily activities through the station log/day book.

For operational efficiency, the department requires all information and data be maintained in a single database, which is easily accessible for data entry, ad-hoc reporting, and analysis purposes. In order to achieve this continuity of reporting, the department requires the system be compatible with the older records management system that currently maintains historical data for the extraction of historical data. After investigation, it was determined Tiburon FireRECORDS is the only fully-developed software system in production for at least two years with the capability of extracting the department's historical data, which includes the station log/day book and CJAC reporting of training records. Tiburon FireRECORDS is the only vendor that can upgrade the existing Tiburon system, which was in partial use by the department until January 2006, and in full use by the department between 1986 and 1999. This will allow the department to access and extract historical incident data without development of any additional interfaces or data conversion fees.

REPORT TO CITY COUNCIL
TO ADOPT A RESOLUTION AUTHORIZING THE PURCHASE OF
TIBURON FIRERECORDS SOFTWARE AND SUBSYSTEMS WITHOUT
ADVERTISED COMPETITIVE BIDDING

December 16, 2008

Page 4

Costs for the entire product upgrade, all applicable training, project management, and support and sales tax is \$181,455 and includes FireRECORDS licenses for use at all fire station locations, the CAD interface, Training, Prevention, Hydrant and Asset Management modules, training on set-up and reporting as well as user training classes, project management, and support services. Year 1 annual maintenance will be \$23,000 and Year 2 maintenance is estimated at \$25,500.

Funding has been identified in Fund 24020, Fire Training Fund, which is comprised of training monies received from Fresno City College.

This request has been reviewed and approved as a sole source acquisition by the Purchasing Department.

FISCAL IMPACT

The software upgrade and annual maintenance fees will be funded from Fund 24020 - Fire Training Fund. It is estimated there will be no General Fund impact from acquisition of this program.

RRB/CAC 120908
Fire Records RMS Agenda Item

Attachments:

Resolution

Comparison Chart

RESOLUTION NO. _____

A RESOLUTION OF THE COUNCIL OF THE CITY OF FRESNO, CALIFORNIA, AUTHORIZING THE PURCHASE OF A FIRE RECORDS MANAGEMENT SOFTWARE SYSTEM FROM TIBURON, INC. WITHOUT ADVERTISED COMPETITIVE BIDDING.

WHEREAS, the City of Fresno Fire Department ("Department"), must utilize a records management system to report fire incident data to both the Federal and State governments in their respective required formats to help with fire prevention planning, funding and resource allocation; and

WHEREAS, the current records management system utilized by the Department is not sufficient to meet current and future departmental data collection and reporting needs; and

WHEREAS, the Department requires implementation of a fully developed records management software system that can handle the volume of activity and complexity of data for a major metropolitan fire department and has been in full production and in use by a comparable department for a minimum of two years; and

WHEREAS, the Department requires that the system must be capable of maintaining and properly reporting the Department's training records to the California Joint Apprenticeship Committee which is a pre-requisite for receipt by City of certain revenues; and

WHEREAS, the Department further requires that the system include an interface with the Computer-Aided Dispatch (CAD) system; personnel management information including hiring, promotion, training and certifications history; fire inspection and investigation data; asset and equipment maintenance management and history; fire hydrant management; fire permits and preplan data; and fire station log and day book detail for time and activity tracking; and

WHEREAS, for operational efficiency, the Department requires that all such information and data be maintained in a single database which is easily accessible for data entry, ad-hoc reporting and analysis purposes; and

WHEREAS, for continuity of reporting, the Department requires that the system be compatible with the Department's older records management system, currently maintaining historical data, for the extraction of the historical data onto such single database with the other information; and

WHEREAS, after investigation by the Department and review by the Purchasing Manager, it has been determined that only the "Tiburon FireRECORDS" fire records

management software system and subsystems including the NFIRS Reporting 5.0, Personnel, Day Book, Report Manager, CAD Interface, Training, Prevention, Hydrant and Asset Management modules; user set-up, reporting and field user training; 70 workstation licenses; project management and support services (hereinafter collectively referred to as "Tiburon FireRECORDS and Subsystems") meets all such requirements and is available only from Tiburon, Inc., a Virginia corporation; and

WHEREAS, the Purchasing Manager represents that the cost of the Tiburon FireRECORDS and Subsystems, including sales tax and freight will not exceed \$181,455.00; and

WHEREAS, City of Fresno Charter Section 1208 requires advertised competitive bidding for materials, supplies and equipment involving the expenditure of City monies in excess of \$119,000, unless Council determines that the work to be done or the goods to be supplied can only be provided by one source, and the purchase is authorized by resolution of the Council containing a declaration of the facts constituting the sole source.

NOW, THEREFORE, BE IT RESOLVED by the Council of the City of Fresno as follows:

- a. The Council has received and considered the report and recommendations of City staff.
- b. The purchase of the Tiburon FireRECORDS and Subsystems is necessary, because it is the only fully developed software system in production for at least two years with the capability of extracting the Department's historical data for maintenance on the system's database, and that includes station log or day book for time and activity tracking, and reporting capability to the California Joint Apprenticeship Committee of the Department's training records.
- c. The Tiburon FireRECORDS and Subsystems is only available from a single source, Tiburon, Inc.
- d. Advertised competitive bidding for Tiburon FireRECORDS and Subsystems is suspended under the sole source exception.

///

///

///

///

- e. The Fire Chief of the Department is authorized to enter into a contract for the purchase of Tiburon Fire RECORDS and Subsystems, from Tiburon, Inc., at a total cost, including sales tax and freight, not to exceed \$181,455.00, which is the amount of the funds appropriated for this purchase.

CLERK'S CERTIFICATION

STATE OF CALIFORNIA)
 COUNTY OF FRESNO) ss.
 CITY OF FRESNO)

I, REBECCA E. KLISCH, City Clerk of the City of Fresno, certify that the foregoing resolution was adopted by the Council of the City of Fresno, at a regular meeting held on the _____ day of _____, 2008.

AYES :
 NOES :
 ABSENT :
 ABSTAIN :

Mayor Approval: _____, 2008
 Mayor Approval/No Return: _____, 2008
 Mayor Veto: _____, 2008
 Council Override Vote: _____, 2008

REBECCA E. KLISCH
 City Clerk

BY: _____
 Deputy

APPROVED AS TO FORM:
 JAMES C. SANCHEZ
 City Attorney

BY: Nancy A. Algier 12-4-08
 Nancy A. Algier Date
 Senior Deputy

FRESNO CITY FIRE DEPARTMENT
COMPARISON CHART

FIRE RECORDS MANAGEMENT SYSTEM		
	Emergency Technologies, Inc.	Tiburon
Administrative Desktop functions	Yes	Yes
NFIRS 5.0 Fire Incident Reporting	Yes	Yes
NFIRS 5.0 Data Export to the State Fire Marshal's Office	Yes	Yes
Fire Investigations	Yes	Yes
Fire Inspections	Yes	Yes
Building Systems Inspections	Yes	Yes
Training	Yes	Yes
Personnel	Yes	Yes
Security	Yes	Yes
Permits	Yes	Yes
Fire Preplans	Yes	Yes
Hydrants	Yes	Yes
Equipment	Yes	Yes
Station Log / Day Book	No (Development Planned for 2008)	Yes
Exposure Log	Yes	Yes
Crystal Viewer for Crystal Reports	Yes	Yes
Crystal View Administrator	Yes	Yes
Master Locations	Yes	Yes
Master Names	Yes	Yes
CAD Access	Yes	Yes
Shift Scheduling	Yes	Yes
Audit Log	Yes	Yes
Visual Fire Mobile	Yes	Yes
Mobile CAD Access	Yes	Yes
Ability to Upgrade/Compatible with existing Tiburon records management system	No (development of interfaces and conversion of data effort)	Yes
California Joint Apprentice Committee Reporting (for recording of firefighter training for reimbursement)	No (CJAC Reporting in development)	Yes