

City Council – Action Request Form

Date: October 14, 2019

To: Mayor, Mayor Pro Tempore, and Members of the City Council

From: Ben Rowe, Assistant City Manager;
Thomas Kureczka, Chief Information Officer

Council Action Requested:
Resolution Approving a Contract with EPR Systems USA, Inc. for a New Fire Records Management System

Strategic Focus Area: Safe and Secure Community
Strategic Objective: Improve Public Safety Service Quality
Strategic Plan Action Item: Yes
Key Work Item: Yes



Summary of Information:

Replacing the City’s current Fire Records Management System is a key work item for the Fire Department and Information Systems. The City purchased the existing solution in 2003 as part of the City’s overall strategy to migrate from mainframe computing to a client-server approach. This system is obsolete, with critical limitations in areas such as inspections, reporting, mapping, and mobility, and staff has limited expectations for future vendor development and support.

Staff wrote a Request for Proposal (RFP) for a new solution based on the needs of the Fire Department. The RFP was released to the public, and responses were accepted through December 31, 2018. Staff received responses from these three vendors:

1. EPR Systems USA, Inc. (the solution is called Fireworks)
2. Image Trend, Inc. (the solution is called Image Trend Elite)
3. Reporting Systems Inc., dba Emergency Reporting

None of these three vendors have an office in North Carolina or are certified as an M/WBE.

Committee Action:

Committee	Finance 10/14/19	Action	Approval
For	Unanimous	Against	

Remarks:

Using the review and selection criteria defined in the RFP, staff invited EPR Systems USA, Inc. and Image Trend, Inc. on-site for product demonstrations. Reporting Systems Inc., dba Emergency Reporting was not invited due to the large number of City requirements that are not addressed by their solution. Exhibit B provides the combined scores of the evaluation panel for the each of the three vendors.

Staff recommends EPR Systems USA, Inc. (EPR) as the preferred vendor for meeting the City’s needs. EPR’s proposal and on-site demonstration of their solution Fireworks substantiated their high scores within the experience/methodology, functionality, and pricing requirements scoring categories.

Two very compelling features of the EPR solution that stand out over the other two solutions are the data collection approach that is centered around the Fire Service Accreditation Model and the built-in analytics package. EPR originated in 2000 in Israel and has over 80 world-wide customers. They established a United States office in 2016 and already have 30 U.S. customers.

The chart below illustrates each vendor’s scoring in the categories.

Evaluation Criteria	Weight	EPR Systems USA, Inc.	Image Trend, Inc.	Reporting Systems Inc., dba Emergency Reporting
M/WBE Commitment	20%	0.00	0.00	0.00
Business Location	20%	0.00	0.00	0.00
Experience/Methodology	20%	81.0	77.60	54.60
Functionality	20%	89.40	88.80	53.80
Price/Total for Services	20%	80.00	60.00	100.00
Final Score		250.40	226.40	208.40

Staff made a site visit to Apex, NC to view their use of the EPR solution. They also made a site visit to Greenville, NC to view their use of the Image Trend, Inc. solution. These site visits reinforced staff’s appreciation and preference for the EPR proposal.

The EPR Fireworks system is a Software as a Service (SAAS) solution utilizing Amazon’s web services cloud. It offers a very friendly browser-based user interface and dashboard, strong mapping, and Google Aerial views features. It supports mobility needs through smartphones, tablets, and iPads with both iOS and Android offerings. The new system will interface with our existing Computer Aided Dispatch (CAD), Permitting and Inspections, and Electronic Plan Review systems.

The proposed contract with EPR totals \$125,745 for the project implementation and the first-year hosted subscription fees, with a five-year total of \$497,972. The one-time implementation costs and annual subscription fees for years one through five for all three vendors are:

Vendor	One-time Implementation Cost	1st Year Cost	2nd Year Cost	3rd Year Cost	4th Year Cost	5th Year Cost	Total 5 Years Cost
EPR Systems USA, Inc.	\$41,755	\$83,990	\$87,442	\$91,062	\$94,865	\$98,858	\$497,972
Image Trend, Inc.	N/A	\$109,811	\$109,811	\$109,811	\$109,811	\$109,811	\$549,055
Reporting Systems Inc., dba Emergency Reporting	\$24,576	\$45,564	\$45,564	\$45,564	\$45,564	\$45,564	\$252,396

Funding for the one-time implementation costs and the first year subscription fees for the EPR Systems USA, Inc. solution is available in the Information Systems operating budget. Funding for the subscription fees for years two through five will be in the Fire Department’s annual operating budget. Staff recommends that the City enter into a contract with EPR Systems USA, Inc. for the new Fire Records Management System.

M/WBE comment: Notifications were sent to all local M/WBE and area HUB businesses on a weekly basis. The bid opportunity was advertised on the City and State of NC Purchasing websites. See Exhibit A for a complete list of businesses notified of this bid and the workforce demographics of EPR Systems USA, Inc.