



# CITY OF SANTA BARBARA

## COUNCIL AGENDA REPORT

**AGENDA DATE:** April 29, 2014

**TO:** Mayor and Councilmembers

**FROM:** Administration Division, Fire Department

**SUBJECT:** Professional Services Agreement With Xerox Government Systems, LLC, For Information Technology Hosting And Support Services

### RECOMMENDATION:

That Council authorize the Fire Chief to execute a Professional Services Agreement with Xerox Government Systems, LLC, in the amount of \$38,000 for licensed access to the web version of FIREHOUSE Software Enterprise Version 7, for use in the Fire Department's daily operations.

### DISCUSSION:

#### BACKGROUND

For the past 10 years, the Fire Department has successfully utilized Firehouse Software Standard Version for its Record Management System (RMS) needs. Because of technological advancement, Xerox Government Systems, LLC (Xerox) will discontinue supporting this version within two years and has recommended that its customers install an upgraded version of this software.

#### PROJECT DESCRIPTION

Firehouse Software (FH) is the RMS program used by the Fire Department to collect, record, report and analyze critical fire operations data. Modules included are Fire and Emergency Medical Response reporting, Analytics tool, Staff activities and Training, Fire Inspection Occupancy Management, Apparatus Equipment and Inventory and Hydrant tracking with Computer-Aided-Dispatch Monitor. This project implements FH Software Enterprise Version 7 in place of the Standard version being used currently.

FH Software Enterprise Version 7 offers a number of advantages:

- Software is web hosted by FH; reduces City Information Systems server costs and maintenance
- 24/7 network support; patches and upgrades performed by FH technicians
- City information protected in off-site, state-of-the-art data center
- System now available for mobile applications for use with tablets/electronic devices
- User interface remains the same; minimal user training required

#### SELECTION PROCESS

The Fire Department conducted a review of competing RMS products and vendors and determined that FIREHOUSE Software Enterprise Version 7 best meets the needs and requirements of its operations with minimum disruption to existing procedures and training. Xerox is the only supplier of this software and has been selected as the vendor to provide it.

#### **BUDGET/FINANCIAL INFORMATION:**

The estimated total project cost for this Firehouse software is \$38,000. The agreement's term is 5 years and the annual cost is \$7,600. Fire's annual budget will absorb this cost and additional funding is not required.

**PREPARED BY:** Ronald Liechti, Administrative Services Manager

**SUBMITTED BY:** Patrick McElroy, Fire Chief

**APPROVED BY:** City Administrator's Office