



# Pinellas County

## Staff Report

Approved by BCC on November 15, 2022

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**File #:** 22-1572A, **Version:** 1

**Agenda Date:** 11/15/2022

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**Subject:**

Agreement with ImageTrend, Inc. to purchase a records management system for Safety and Emergency Services Fire/Emergency Medical Services.

**Recommended Action:**

Approval of the agreement with Image Trend, Inc. for Safety and Emergency Services Fire/Emergency Medical Services (EMS) Records Management System (RMS).

- The County, Sheriff, and Cities entered into an interlocal agreement to establish the Pinellas Regional Information Management Enterprise (PRIME). The overall goal is to consolidate all computer aided dispatch (CAD) and RMS for all public safety agencies countywide. This includes Regional 9-1-1, the Sheriff's Office, all Police Departments, all Fire Rescue Departments, and Emergency Medical Services.
- On behalf of the PRIME consortium, the Sheriff's Office conducted a competitive procurement process for the entire information system. Hexagon was the selected vendor and an agreement has been executed. As part of the bid, ImageTrend was a sub-contractor for the Fire/EMS records management component of the system.
- During the contracting phase, it became clear that the County directly contracting with ImageTrend would be most effective for the implementation and future management of the Fire/EMS RMS component and also results in financial savings by not going through the CAD vendor.
- County staff requests an agreement directly with ImageTrend, to ensure the overall PRIME project is an engineered and integrated turnkey solution for the entire CAD and RMS. Historically the County, through SES, has provided RMS for all Fire/EMS services countywide.
- This purchase in the amount of \$2,995,252.00 for the 3-year term of the agreement. Initial configuration and first year costs in the amount of \$1,136,884.00 will come from PRIME funds as outlined below. The second- and third-year costs will come from EMS/Fire budgets as outlined below in the amount of \$929,184.00 each year.
- This agreement did not go through a competitive procurement process by the County; rather the County is utilizing the County and Sheriff's existing partnership and Sheriff bid process as outlined above.
- The Fire/EMS RMS system will encompass the following modules countywide: Patient Care Reporting System for all EMS medical records for all 18 Fire Rescue departments and the County Ambulance Service; all Fire Reports countywide; all Fire Inspections and Pre-Plans; Personnel Certification module for all Fire/EMS system personnel; Quality Assurance and Data Analytics for all Fire/EMS operations and clinical care; an integrated Health Information Hub with all hospitals for patient care reports, outcome data, and shared registries for trauma alert, sudden cardiac arrest, and stroke alert patients. This integrated system will replace many legacy systems and modules when the CAD and RMS projects are implemented.
- Because the county owns the code for the legacy computer aided dispatch CAD and RMS;

there is no cost other than maintenance to the hardware. This new cloud-based solution will be an increase in cost for the county.

Contract Number 22-0748-N in the not to exceed amount of \$2,995,252.00 for a three-year term; Authorize the Chairman to sign and Clerk of the Circuit Court to attest

**Strategic Plan:**

Ensure Public Health, Safety, and Welfare

2.1 Provide Planning, Coordination, Prevention, and Protective Services to ensure a safe and secure community.

Deliver First Class Services to the Public and Our customers

5.2 Be responsible stewards of the public's resources

5.3 Ensure effective and efficient delivery of County services and support

5.4 Stive to serve the needs of all Pinellas County residents and customers.

**Summary:**

This Agreement is for software licensing, implementation, maintenance, training, and customer support to provide the County with 99.5% availability for Image Trend network services within Image Trend's immediate control as defined in the Agreement. This Agreement is for the implementation of Fire/EMS records management software which will enhance safety and emergency services throughout the county.

**Background Information:**

The County, Sheriff and Cities entered into an interlocal agreement to establish the Pinellas Regional Information Management Enterprise (PRIME). The overall goal is to consolidate all computer aided dispatch (CAD) and records management systems (RMS) for all public safety agencies countywide. This includes Regional 9-1-1, the Sheriff's Office, all Police Departments, all Fire Rescue Departments, and Emergency Medical Services.

On behalf of the PRIME consortium, the Sheriff's Office conducted a competitive procurement process for the entire information system. Hexagon was the selected vendor and an agreement has been executed. As part of the bid, ImageTrend was a sub-contractor for the Fire/EMS records management component of the system.

During the contracting phase, it became clear that the County directly contracting with Image Trend would be most effective for the implementation and future management of the Fire/EMS RMS component and also result in financial savings by not going through the CAD vendor.

County staff requests a purchase agreement with Image Trend, to ensure the overall PRIME project is an engineered and integrated turnkey solution for the entire CAD and RMS. Historically the County, through SES, has provided RMS for all Fire/EMS services countywide.

This purchase is in the amount of \$2,995,252.00 for the 3-year term of the agreement. Initial configuration and first year costs in the amount of \$1,136,884.00 will come from PRIME funds as outlined below. The second- and third-year costs will come from EMS/Fire budgets as outlined below in the amount of \$929,184.00 each year.

This agreement did not go through a competitive procurement process by the County; rather the County is utilizing the County and Sheriff's existing partnership and Sheriff bid process as outlined above.

The Fire/EMS RMS system will encompass the following modules countywide Patient Care Reporting System for all EMS medical records for all 18 Fire Rescue departments and the County Ambulance Service; all Fire Reports countywide; all Fire Inspections and Pre-Plans; Personnel Certification module for all Fire/EMS system personnel; Quality Assurance and Data Analytics for all Fire/EMS operations and clinical care; an integrated Health Information Hub will all Hospitals for patient care reports, outcome data, and shared registries for trauma alert, sudden cardiac arrest, and stroke alert patients. This integrated system will replace many legacy systems and modules the CAD and RMS projects are implemented.

**Fiscal Impact:**

Year 1: \$1,136,884.00 - PRIME funding contained in the FY22-23 Budget

Year 2: \$929,184.00 - EMS and Fire funding to be budgeted in FY23-24

Year 3: \$929,184.00 - EMS and Fire funding to be budgeted in FY24-25

Total expenditure = \$2,995,252.00

Funding is derived from PRIME Funds for first-year costs in the amount of \$1,136,884.00 (FY23 General Fund Budget). The second and third-year costs will come from EMS/Fire budgets (FY24 and FY25: EMS Fund and General Fund-Fire Regional Services)

**Staff Member Responsible:**

Jim Fogarty, Director, Safety and Emergency Services

Merry Celeste, Division Director of Purchasing & Risk, Administrative Services

Joe Lauro, Director, Administrative Services

**Partners:**

Pinellas County Sheriff

Cities of Clearwater, Dunedin, Gulfport, Largo, Madeira Beach, Oldsmar, Pinellas Park, Safety Harbor, Seminole, South Pasadena, St. Pete Beach, St. Petersburg, Tarpon Spring and Treasure Island. East Lake, Lealman, Palm Harbor and Pinellas Suncoast Fire Districts.

**Attachments:**

Pinellas Image Trend Services Agreement

PRIME Interlocal Agreement