



Legislation Text

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**TO:** Mayor Richard C. Irvin

**FROM:** Gary Krienitz, Fire Chief  
Dave McCabe, Deputy Fire Chief  
Michael Pegues, Chief Information Officer  
Jeff Anderson, Deputy Chief Information Officer

**DATE:** 3/2/2022

**SUBJECT:**

A Resolution to purchase a 3-year subscription for a combined, comprehensive Fire Records Management System (RMS) from ESO Solutions, Austin, TX and Vector Solutions, Tampa, FL, with 2 additional option years for a total award of \$299,202.72

**PURPOSE:**

The City of Aurora's Fire Department (AFD) is seeking a complete Fire Department Records Management solution including fire prevention, scheduling, training, reporting and integration with other systems. AFD's goal is to increase fire safety and improve the overall efficiency of the Department's Fire and Emergency Medical Services (EMS) including the time spent on internal processes and administration.

**BACKGROUND:**

For several years, AFD has utilized Firehouse Software as their RMS solution. AFD has outgrown the capabilities of the Firehouse Software solution and when Firehouse was purchased by ESO Solutions, AFD decided to perform a comprehensive research of the ever-changing Fire RMS landscape.

**DISCUSSION:**

In working with the City's IT Department and Procurement Division, AFD engaged Marketplace.city to create a Market Landscape. Following the Marketplace Clearbox Process, Marketplace.city:

- Created Market Landscape with 25+ companies
- Drafted the Opportunity Overview document to outline project scope and key functionality to guide vendor proposals
- Conducted direct outreach to companies on Market Landscape to generate proposals
- Received 7 vendor proposals by 5/18/21 RFP deadline
- Summarized response data from vendor submissions and presented to Aurora team.
- After data review, hosted a series of vendor demos with seven companies
- Completed Scoring and confirmed qualification list for Final Proposal
- Finalized Final Proposal Request (Requirements; timelines)
- Final Proposal sent to ESO & Vector Solutions on 9/29, due by 10/14

After down selection of ESO and Vector Solutions, staff performed the following:

- Conducted focused pilot to confirm final vendors “clear the bar” on key criteria
  - Used 0-9 scoring methodology, where scoring 5 or above met expectations
  - ESO: Out of 52 attributes scored, 41 received an average, unweighted score of 5 or above. (41/52 were 5+)
  - Vector: Out of 27 attributes scored, 25 had an average, unweighted score of 5 or above. (25/27 were 5+)
- Confirmed chosen suite of modules from both vendors

ESO was the chosen for the following modules: Properties, Assets, Hydrants, Checklist, Fire Incidents and Inspections

Vector was the chosen provider of the Training Module.

The functions of the modules selected are listed below:

- Properties: tracks all pre-planning aspects for improved operations during emergency response. Computer-Aided Management of Emergency Operations (CAMEO) look up, along with chemicals and tanks, will allow AFD to quickly know which chemicals are on site. Property, building and occupant hierarchy and history provide easy access to historical and NFIRS incident data.
- Assets: tracks purchase costs, depreciation and value of all assets owned by AFD. This will allow the tracking of sublocations of assets and identify where they stored - on vehicles, in stations and to whom they are assigned.
- Hydrants: allows recording of hydrant data and tracking of maintenance and service tasks. Will allow AFD to improve situational awareness and provide all correct data for ISO requirements.
- Checklist: allows AFD to create and track checklists of tasks that must be performed and reported regularly.
- Fire Incidents: provides a unique incident reporting format that will automate reporting of incidents for National Fire Incident Reporting System (NFIRS) compliance.
- Training Module (Vector): This module will allow AFD to manage the Department's Training and Compliance. This module provides access to online firefighter training as well as accredited EMS continuing education, and video-based courses for EVO, OSHA, harassment prevention, and more. AFD will be able to track related training hours for each member in the Department and store certificates of completion and licenses in a secure, easily accessible online location.

A pricing summary for each of the modules is attached to this resolution. Note that a decision package of \$150,000 annually was approved for 2022 through 2026. At just under \$60,000 annually, this combined solution is well under the budgeted amount.

Funds were budgeted in the amount of \$200,000.00 for 2022 in account 340-1280-419.38-12. Using the RFQ/RFP process, the local preference ordinance does not apply.

**IMPACT STATEMENT:**

With the elimination of support of the Firehouse Software RMS solution, AFD needs to move to a supported set of solutions for these critical public safety services.

**RECOMMENDATIONS:**

Approve the purchase a 3-year subscription for a combined, comprehensive Fire Records Management System (RMS) from ESO Solutions, Austin, TX and Vector Solutions, Tampa, FL, with 2 additional option years for a total award of \$299,202.72.

cc: Infrastructure & Technology Committee



CITY OF AURORA, ILLINOIS

RESOLUTION NO. \_\_\_\_\_  
DATE OF PASSAGE \_\_\_\_\_

A Resolution to purchase a 3-year subscription for a combined, comprehensive Fire Records Management System (RMS) from ESO Solutions, Austin, TX and Vector Solutions, Tampa, FL, with 2 additional option years for a total award of \$299,202.72.

WHEREAS, the City of Aurora has a population of more than 25,000 persons and is, therefore, a home rule unit under subsection (a) of Section 6 of Article VII of the Illinois Constitution of 1970; and

WHEREAS, subject to said Section, a home rule unit may exercise any power and perform any function pertaining to its government and affairs for the protection of the public health, safety, morals, and welfare; and

WHEREAS, the Aurora Fire Department needs to continue to improve tracking and reporting of all aspects of Fire and EMS services; and

WHEREAS, the current RMS solution is out-dated and will be no longer supported by the current vendor; and

WHEREAS, the Aurora Fire Department must more formally track training certifications of employees; and

WHEREAS, the City conducted a Request for Qualifications in search of a replacement system(s) to best fit the City's needs; and

WHEREAS, funding for this project was budgeted in account 101-1280-419.38-12 in the amount of \$200,000.00 for 2022.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Aurora, Illinois, as follows: approves a resolutions to purchase a 3-year subscription for a combined, comprehensive Fire Records Management System (RMS) from ESO Solutions, Austin, TX and Vector Solutions, Tampa, FL, with 2 additional option years for a total award of \$299,202.72