



## AGENDA MEMORANDUM

Action Item for the City Council Meeting September 19, 2023

**DATE:** September 19, 2023  
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### Records Management System for the Corpus Christi Fire Department

#### **CAPTION:**

Resolution authorizing a three-year service agreement with ESO Solutions, Inc., of Austin, Texas, for replacement records management system software and support to be utilized by the Corpus Christi Fire Department in an amount not to exceed \$238,675.05, with FY 2023 funding from the General Fund.

#### **SUMMARY:**

This resolution authorizes a three-year service agreement with ESO Solutions, Inc. to provide an upgraded replacement to the Corpus Christi Fire Department's (CCFD) current records management system software.

#### **BACKGROUND AND FINDINGS:**

The current records management software is essential for the documentation of all operational and non-operational activities of CCFD. Scheduling, emergency response reporting and documentation, training, inventory, and maintenance and repairs all use the records management software. CCFD also uses the records management software for fire prevention activities such as facility reporting requirements, inspections, permitting, and investigations. Therefore, it is imperative that the records management software will be upgraded to the most current software that ESO Solutions, Inc. provides.

CCFD has been utilizing Firehouse software for the past 19 years for its records management system. The current agreement with ESO Solutions, Inc. is a five-year agreement for \$104,920.00. The agreement began in 2019 and was set to go through 2024; however, ESO Solutions, Inc. will be

upgrading their Firehouse software to their current proprietary software system. The upgrade will replace Firehouse software with the current proprietary software solution which is why it requires the City to enter into a new agreement with ESO Solutions, Inc. More specifically, as part of the proposed three-year agreement, ESO Solutions, Inc. will provide CCFD with its licensed software and cloud-based platform as well as the applicable systems training for their current software. CCFD personnel will receive a mixture of onsite and online training for the upgraded software. There will be three days of onsite training and six sessions of online training. The training will be for CCFD's end users, leadership, and administrators. This item is part of an FY 2023 Decision Package for CCFD.

As part of the upgrade process, ESO Solutions, Inc. will ensure the transfer of CCFD's current records and information from Firehouse's software to ESO Solutions, Inc.'s current software system. ESO Solutions, Inc. will provide 24/7 technical support to CCFD and the IT Department throughout the entire term of the agreement. Support will be made available by ESO Solutions, Inc. through e-mail, telephone, and online.

Throughout the upgrade process as well as the entire three-year agreement, the IT Department will work closely with CCFD and ESO Solutions, Inc. to ensure that the records management software is optimized. The IT Department will also assist CCFD as needed with communications with ESO Solutions, Inc. to maximize the benefits of the agreement and ensure accountability.

### **PROCUREMENT DETAIL:**

This is a sole source procurement with ESO Solutions, Inc. ESO Solutions, Inc.'s intellectual property or proprietary information designs are patented and are vital for the continued support of the server infrastructure and for the health and safety of the community.

This procurement is also a direct purchase with ESO Solutions, Inc. under the Local Government Code, Section 252.022(a)(7)(A), as this purchase is a procurement of items that are available from only one source, including: items that are available from only one source because of patents, copyrights, secret processes, or natural monopolies.

ESO Solutions, Inc. has provided the City with a total price reduction of 24% over the three-year term.

### **ALTERNATIVES:**

The alternative to approving the agreement with ESO Solutions, Inc. is to not enter the agreement. However, this will result in the loss of the current records management software, Firehouse, which will not be able to support CCFD's operations.

### **FISCAL IMPACT:**

The fiscal impact for FY 2023 is \$ \$69,384.80. The remaining amount will be budgeted in future budget years.

### **FUNDING DETAIL:**

Fund:	1020 General Fund
Organization/Activity:	12010 Fire Stations
Mission Element:	093 Respond to Emergency Calls
Project # (CIP Only):	N/A
Account:	520100 Minor Computer Equipment
Amount:	\$\$69,364.80

**RECOMMENDATION:**

Staff recommends approval of this resolution authorizing a three-year agreement with ESO Solutions, Inc., as presented.

**LIST OF SUPPORTING DOCUMENTS:**

Service Agreement  
Resolution  
Price Sheet