



Office of the City Manager

RECESS ITEM
CONSENT CALENDAR
 September 9, 2025

To: Honorable Mayor and Members of the City Council
 From: Paul Buddenhagen, City Manager
 Submitted by: David Sprague, Fire Chief
 Subject: Contract: ImageTrend, Inc. for Fire Department Records Management Software

RECOMMENDATION

Adopt a Resolution ratifying the action taken by the City Manager during recess to enter into a contract with ImageTrend, Inc. for Fire Department Records Management Software (Fire RMS) by piggyback using the Sourcewell Contract No. 030425-IMG for an amount not to exceed \$394,736 for the four year base contract period from September 1, 2025 through August 31, 2029 with two (2), three (3) year extensions not to exceed \$719,990 from September 1, 2029 through August 31, 2035 with the total contract amount not to exceed \$1,114,726.

NEGATIVE EFFECT IF ACTION IS DELAYED UNTIL AFTER COUNCIL RECESS

Approval of the contract to implement this Fire Department Records Management Software during the council recess is urgently needed to ensure the department meets the federally mandated transition to the National Emergency Response Information System (NERIS) by January 1, 2026. As outlined by the U.S. Fire Administration, all fire departments nationwide must complete the shift from the legacy NFIRS system to NERIS by that date, as NFIRS will no longer accept incident data for 2026 and beyond. Delaying approval would postpone onboarding, significantly reducing the department's time to implement, test, and train on the new system. Early engagement is essential to ensure a smooth and timely transition, avoid any disruption in incident reporting, and maintain eligibility for federal grants and programs tied to compliance with NERIS reporting standards.

FISCAL IMPACTS OF RECOMMENDATION

All funds required to pay for this contract are in the Department's baseline operating budget. Funding sources may include but are not limited to UC Settlement Agreement, Measure FF and the General Fund.

Description	Q a	Type	Unit Price	Total
CAD Distribution	1	Recurrin g	\$3,280.00	\$3,280.00
Onsite Training Session - 8 Hours	3	One Time	\$1,476.00	\$4,428.00
Travel	1	One Time	\$1,435.00	\$1,435.00
Staffing Solution Integration	1	Recurrin g	\$2,870.00	\$2,870.00
Modules Setup & Implementation	3	One Time	\$184.50	\$553.50
Elite™ Rescue Premier - SaaS	1	Recurrin g	\$66,420.0 0	\$66,420.00
Elite™ Rescue Premier - Setup & Implementation	1	One Time	\$16,605.0 0	\$16,605.00
One-Time Implementation Cost:				\$23,021.50
FY26 Recurring Cost:				\$72,570.00
FY26 Contingency (15%)				\$10,855.50
Anticipated FY26 Total:				\$106,447.0 0

The annual recurring cost will escalate by five percent (5%) per year. The total contract, inclusive of all extension years, cost escalation and a fifteen percent (15%) contingency shall not exceed \$1,114,726.

CURRENT SITUATION AND ITS EFFECTS

The U.S. Fire Administration is mandating a nationwide transition from the legacy National Fire Incident Reporting System (NFIRS) to the National Emergency Response Information System (NERIS), with full implementation required by January 1, 2026. NERIS is a modern, cloud-based platform designed to streamline and enhance national emergency response data collection and provide more actionable insights. As NFIRS will no longer accept incident data beginning in 2026, fire departments must transition their reporting infrastructure and processes to NERIS before that date to remain compliant and avoid service disruptions.

To support the transition to NERIS and improve overall data management, this contract will allow the department to implement a new records management software from ImageTrend. This new RMS will consolidate several currently fragmented data sets; emergency incident reports (NERIS), fire prevention inspections, investigation records, and emergency health records, into a single, integrated platform. In addition to supporting NERIS compliance, ImageTrend will be another key step in the department's ongoing transition toward more effective data analysis and informed decision-making. By consolidating multiple data sources and streamlining reporting, the software will strengthen the department's ability to generate insights, improve operations, and plan strategically for the future.

A working group made up of representatives from each fire department in Alameda County reviewed available vendors and collectively recommended ImageTrend as the best solution. For decades, the Electronic Health Records (EHR) module has been uniform across the county, allowing agencies to align data collection and operational practices. ImageTrend itself has a 25-year history as a leading provider of fire and EMS data management solutions nationwide, with a proven track record of reliability and innovation in the marketplace. In addition to the countywide review, the Fire Department conducted its own internal evaluation process, bringing in representatives from every impacted division to ensure all operational and administrative needs were considered. This included numerous meetings with the vendor, during which staff carefully analyzed each module to confirm functionality, usability, and overall fit for our organization. Berkeley is one of the last departments in Alameda County to complete the process of transitioning to ImageTrend. By aligning with the same vendor, our city benefits from shared expertise, consistent data reporting, and improved interoperability across departments.

BACKGROUND

The department's current RMS vendor will not be making the transition from NFIRS to NERIS, forcing the department to switch platforms. Additionally, maintaining multiple disparate RMS within the Fire Department has created significant inefficiencies across several critical areas. From an operational standpoint, staff must navigate different platforms for incident reporting, fire prevention, investigations, and health records, resulting in duplicated efforts, inconsistent workflows, and increased chances of error.

Managing multiple vendor contracts adds an administrative burden and complicates procurement. Additionally, employee training becomes more time-consuming and fragmented, as personnel must learn and maintain proficiency in several systems. Perhaps most critically, data sharing across platforms is limited or nonexistent, making it difficult to generate comprehensive reports or conduct meaningful analysis to support informed decision-making. A unified RMS addresses all of these challenges by centralizing operations into a single, streamlined platform.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

There are no identifiable environmental or climate impacts related to this item.

RATIONALE FOR RECOMMENDATION

1. The department's current RMS vendor will not be making the transition from NFIRS to NERIS, forcing the department to switch platforms.
2. To improve operational efficiency and streamline internal processes by consolidating multiple critical systems into a single, comprehensive Records Management System (RMS). The proposed solution will unify the Department's EMS Electronic Health Records software, Fire Prevention Inspection and Investigation software, National Fire Incident Reporting System (NFIRS), and data analytics tools into one integrated platform. This consolidation will reduce the number of software applications that employees must learn and navigate, enhancing user experience and productivity. It will also decrease reliance on multiple vendors, simplifying vendor management and support processes for staff. Importantly, integrating these systems will enable better transfer of data between modules, allowing for more seamless workflows and improved accuracy. It will also enhance our ability to analyze data across all functional areas, leading to more informed decision-making and improved service delivery.
3. To keep the Department's Electronic Health Records (EHR) module of fire department Records Management Systems uniform with other departments across the county, allowing agencies to align data collection and operational practices.

ALTERNATIVE ACTIONS CONSIDERED

The department must move to a new RMS because the current vendor is not upgrading its software from NFIRS to NERIS.

CONTACT PERSON

David Sprague, Fire Chief, (510) 981-3473,

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT: IMAGETREND, INC. FOR FIRE DEPARTMENT RECORDS
MANAGEMENT SOFTWARE

WHEREAS, the U.S. Fire Administration is requiring all fire departments to transition from the National Fire Incident Reporting System (NFIRS) to the National Emergency Response Information System (NERIS) by January 1, 2026, at which point NFIRS will no longer accept incident data; and

WHEREAS, the Berkeley Fire Department must implement a new Records Management Software (RMS) capable of meeting the NERIS reporting requirements to maintain compliance and ensure continued access to federal funding and programs; and

WHEREAS, the Department must move to a new RMS because the current vendor is not upgrading its software from NFIRS to NERIS; and

WHEREAS, maintaining the Department's current suite of disparate software systems is inefficient, requiring additional staff training, duplicative contract management, and limiting the ability to analyze and share data effectively; and

WHEREAS, all funds required to pay for this contract are in the Department's baseline operating budget including but not limited to UC Settlement Agreement, Measure FF and the General Fund.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the Council hereby ratifies the action taken by the City Manager during recess to execute a contract with ImageTrend, Inc. for the implementation of a Fire Department Records Management Software by piggyback using the Sourcewell Contract No. 030425-IMG for an amount not to exceed \$394,736 for the four year base contract period from September 1, 2025 through August 31, 2029 with two (2), three (3) year extensions not to exceed \$719,990 from September 1, 2029 through August 31, 2035 with the total contract amount not to exceed \$1,114,726.

