



Legislation Text

File #: 16-131, **Version:** 1

Report Prepared by: Janet German, Secretary III, Fire

SUBJECT: Contract Amendment for Application Hosting and Technology Support Services

REPORT IN BRIEF

Amend the contract with Xerox Government Systems, LLC (Xerox) to include "Platinum" premium support in the amount of \$4,800.

RECOMMENDATION

City Council - Adopt a motion approving the contract amendment for Xerox's "Platinum" premium support in the amount of \$4,800; and, authorizing the City Manager to execute the necessary documents.

ALTERNATIVES

1. Approve as recommended; or,
2. Approve, subject to amendments; or,
3. Deny; or,
4. Continue to a future meeting.

AUTHORITY

Charter of the City of Merced, Section 200.

CITY COUNCIL PRIORITIES

Public Safety, as provided for in the FY 15/16 Adopted Budget.

DISCUSSION

The Merced Fire Department (MFD) utilizes Xerox's FireHouse (FH) Software as its fire and Emergency Medical Services records management system. Since acquisition of the software, the MFD has expanded its use of the software into many different fronts (business inspections, inventory management, tracking, and data analysis). Most recently, to create time efficiencies, staff began a pilot project utilizing iPads to document inspections. To avoid any learning curves during the iPad pilot project, the MFD utilized Xerox's "Platinum" premium support on a trial basis and at no cost to the department. Based upon MFD's experience, one of the primary benefits derived was the assignment of a Dedicated Account Coordinator (DAC)". The DAC is a highly knowledgeable technical support liaison who expedites any issues encountered, and during our pilot project, it was evident that the benefits derived from the utilization of a DAC would far outweigh its cost. It is anticipated that the DAC can further assist us in developing other methodologies to create further efficiencies in time and cost to the department.

IMPACT ON CITY RESOURCES

Funding is available within the Adopted Fiscal Year 15/16 budget in 001-0901-522.17-00 Professional Services.

ATTACHMENTS

1. Agreement for Application Hosting and Technology Support Services
2. Amendment to Agreement for Application Hosting and Technology Support Services
3. FH Support Program Brochure