City Council Agenda Item Request

Submit to Clerk's Office
No later than 30 days before proposed Council meeting

1. Date submitted to Clerk's Office: October 31, 2025

2. Primary contact person and Department requesting agenda item: Deputy Chief Chris Budzinski, Jessica Hughes, Amanda Ayers

3. Requested Council meeting date: November 18, 2025

4. Subject: Contract agreement for records management system, First Due

5. Action Requested: Resolution authorizing the City Manager to execute a contract with First Due in the amount of $80,797.50 for a record management system to expire December 31, 2025

6. Note if time sensitive, and why: Asheville Fire is currently using the services and the contract is overdue

7. Potential fiscal impact(s) - if known by staff at time of request: $80,797.50

8. Identify all vendor outreach for Minority & Women Owned Business Enterprises (MWBE).
   N/A

9. Identify all Boards, Commissions and Council Committees with tentative dates - add in the vote and recommendation from each Board: N/A

10. Identify key issues:
    - The City of Asheville entered into a contract with First Due for a records management system for the Asheville Fire Department on August 25, 2023. This contract expired on June 30, 2024.
    - The contract price for the initial term was $32,917.50.
    - The Asheville Fire Department has continued to use, and First Due has continued to provide, the services past June 30, 2024 and intends to do so until December 31, 2025.
    - This continued use requires an amendment to the initial contract, extending the term for 18 months, and adding an additional monetary amount of $80,797.50.
    - Since the additional monetary amount brings the total contract amount to $113,715.00, in order for the amendment to be ratified by the City Manager, authorization by Council is required.
    - Beginning January 21, 2025 the Fire Department will begin using ImageTrend as their record management software.
    - This Records Management software provides the following services for the Asheville Fire Department:
        i. Inspections: Field Inspections, Configurable Checklists, Violation Management, Virtual Inspections, Inspections Scheduler, and Integrated Pre-Incident Planning.
        ii. Incident Reporting & Personnel Management: Store, Manage and Access Employee Records including demographic data, certifications and employment information.
        iii. Basic Training Records: Assign Training, Record Completions, View Training Logs, and Manage Certifications.
        iv. Events & Activities: Create Events, View Global Activity Log, and Access Global Calendar.
        v. Assets & Inventory: Assets, vehicles, equipment and inventory management, assets and equipment checks, and work order management.