



To: General Purposes Committee
From: Geoff Lake
Deputy Chief
Re: RFR - Records Management System

Date: December 13, 2005

File:

Staff Recommendation

That RFR enter into a contract to participate in a new regionally shared Fire Records Management System (RMS) that will be housed at and managed by E-Comm, integrated with the Computer Aided Dispatch System and various Richmond databases

Geoff Lake
Deputy Chief
(2734)

FOR ORIGINATING DIVISION USE ONLY		
CONCURRENCE OF GENERAL MANAGER		
REVIEWED BY TAG	YES <input checked="" type="checkbox"/> DW	NO <input type="checkbox"/>
REVIEWED BY CAO	YES <input checked="" type="checkbox"/> G	NO <input type="checkbox"/>

Staff Report

Origin

In a previous report to General Purposes Committee (August 19th, 2005) staff report that RFR must replace its current records management system, which has become obsolete and can no longer be supported by IT staff.

Committee referred the report back to staff with instructions to ensure that the RMS contract between the City of Richmond, the City of Vancouver and E-Comm, contained a cost containment mechanism. Language that will limit future cost increases for the City has now been incorporated into the contract.

Over the past 2 years RFR has worked in conjunction with E-Comm and other fire departments to evaluate RMS programs, and, concluded that FDM is the best product suited to our needs. FDM is a local company and is being used extensively by fire departments in B.C. FDM is also operating in several large fire departments across Canada and the USA.

During the 2005 budget process Council approved funding for a shared Records Management System (RMS). The initial project implementation commenced in June '05 and is proceeding as scheduled. Over the past several months RFR management, in conjunction with the city law department, have worked with our counterparts in Vancouver and E-Comm to craft a long term (10yr) RMS contract, the major terms of which are attached to this report.

The purpose of this report is to seek Council approval for RFR to enter into a 10-year contract with Vancouver Fire Rescue and E-Comm for a records management system. Once approved, E-Comm will contract directly with FDM Software Ltd to acquire the software and hardware to fully implement the system.

Analysis

The benefits of entering into a joint RMS with the Vancouver Fire Rescue agreement are:

- The costs for the modules are cheaper than if we purchased ourselves. Under the cost sharing formula Richmond will pay 26% and Vancouver will pay 74%
- RFR will be able to actively vote and participate in the development of common business practices and reporting.
- The costs of developing the interface between the CAD system and the FDM application will be shared.
- Levy approach will reduce the initial cash outlay in favour of a balanced payment over the 10 years.
- The training costs for administration and training costs can be shared.
- The cost of developing common procedures could be shared.

- The wireless network that we already pay for at E-Comm will be made available.
- The contract will be drafted to encourage other fire departments to join the consortium, thereby further reducing the costs to Richmond and Vancouver.

The governance model in the contract contemplates two committees overseeing the implementation and the ongoing administration of the RMS.

1. Management Committee -consisting of an appointed representative from each participating agency. These will have authority to make changes to business practices and scope of project.
2. Fire Services Committee -consisting of a representative from each Fire Department and will approve annual budget.

The governance-voting model will require a 75% agreement of participating agencies prior to any changes to the scope of the project. Any agency requesting changes, which are not agreed to by the 75% vote, will be required to pay for the changes as a separate agency cost.

The Fire Services Committee will approve annual budget increases. Increases are limited to two times the annual inflation rate. Out of budget expenses that exceed \$200,000 will require unanimous approval of each of the Councils of the participating cities.

Financial Impact

There is no additional cost impact to signing a 10-year contract as the anticipated increases are already approved under the 2005 five year financial plan.

Allocation of existing funding is outlined in the following chart.

Capital Costs				Annual Operating Costs			
Year 1	Year 2	Year 3	Total	Year 1	Year 2	Year 3	Yrs 4-10
97,187	249,297	14,856	361,339	293,887	354,304	377,999	+ CPI

Conclusion

Richmond Fire Rescue needs to replace its current RMS system, which is obsolete and can no longer be supported by IT. Sharing a RMS system with other fire departments will save the City of Richmond money in the long term and greatly improve our business practices.

Signing a 10-year agreement to participate in the project will enable Richmond to finance the project over the long term and pay through our E-Comm levies. This will provide for stability in budgeting for the future.

**CITY OF RICHMOND – CITY OF VANCOUVER – E-COMM EMERGENCY
COMMUNICATIONS FOR SOUTHWEST BRITISH COLUMBIA**

FIRE RMS AGREEMENT

1. BACKGROUND

- Richmond and Vancouver are agreeing to work together with the assistance of E-Comm to implement a new records management system. E-Comm will contract directly with FDM Software Ltd. to acquire the software and hardware to implement the system.
- In the future, other municipalities will be able to access the records management system by becoming a party to the agreement and assuming a portion of the start-up costs.

PROJECT MANAGEMENT

- A Management Committee, composed of senior executive rank representatives of each of the participating Fire and Rescue Services, will make key decisions.

COSTS

- The costs are apportioned between the parties based on an agreed upon formula which would see Richmond paying 26% of the costs initially. The percentage of costs incurred by Richmond will decrease as more users join the system.
- Cost containment:
 - Annual increases in costs will be approved by the Fire Services Committee of E-Comm and will be limited to two times the inflation rate
 - Out of budget expenditures that exceed \$200,000 will require unanimous approval of each of the Councils of the participating cities.

TERM

- 10 years with an option to renew for another 5

PROJECT MANAGER

- E-Comm will provide a Project Manager and staff to implement the system

ASSIGNMENT

- E-Comm has the right to assign the contract to another corporation only with the consent of Vancouver and Richmond.
- E-Comm will have the right to retain subcontractors to assist.

DISPUTE RESOLUTION

- As the service contracted for is an essential service, there are built in protections to ensure the service is not terminated until the CAO has met with the President of E-Comm and an arbitrator has rendered a decision that would incorporate a time for rectified the issue. In the event the municipality fails to rectify as directed by the arbitrator the service will be terminated.

RESPONSIBILITIES FOLLOWING TERMINATION

- Any municipality wishing to terminate the agreement may do so but will be obliged to continue to pay its share of the long-term capital obligations for the full term of the agreement (10 years).
- All municipalities can agree to terminate the contract and will be required to provide E-Comm one year's notice.

PROJECT TIME TABLE

- Initial implementation of the RMS will begin first quarter 2006 with the introduction of Incident Reports and Inspections modules.
- Implementation date for the remaining modules including; Training, Maintenance, Asset Management, Mobile Computers and Mapping will be first, second and third quarter of 2006 with final completion in first quarter 2007.