STAFF REPORT

DATE: November 17, 2026

FROM: Nathan Cooke, Executive Director
BY: Damian Parsons, Deputy Executive Director
Dianne Mendez, Contracts and Grants Manager

TO: CONFIRE Administrative Committee

SUBJECT: Independent Contractor Agreement – RMS Solutions, LLC

Recommendation

Approve a time and materials Independent Contractor Agreement for Special Services with RMS Solutions, LLC, for Records Management and related services, in an amount not to exceed $100,000 for the term of November 1, 2026 through October 31, 2027, with the option to extend for one additional year with Administrative Committee approval.

Background Information

CONFIRE's Records Management System (RMS), built on the ImageTrend platform, supports Emergency Medical Services (EMS) documentation, data flow, and reporting for CONFIRE and its member agencies. Keeping the system stable and compliant requires ongoing administration, including configuration, updates, user access, integration with Computer-Aided-Dispatch (CAD), and coordination with vendors and regional partners such as Inland Counties Emergency Medical Agency (ICEMA). Brian Nickles, Fire Captain, as a member of San Bernardino County Fire Protection District (County Fire) was an ImageTrend subject matter expert throughout the Ambulance Program Implementation process. CONFIRE is still in need of this expertise. As such, Mr. Nickles started his own venture, RMS Solutions, LLC and will provide the same services on a time and material basis at $83.33 per hour outside of his regular job duties at County Fire.

Under the proposed Agreement, RMS Solutions, LLC will provide comprehensive RMS administration and support, including:

- ImageTrend system administration, configuration, maintenance, and troubleshooting, including management of system updates, integrations, and feature rollouts.
- Oversight of daily RMS performance, data flow, user access, and system stability, and coordination with RMS vendors, CAD administrators, IT teams, and third-party software partners.

- Review of documentation workflows and interpretation of RMS data to identify trends and recommend streamlined processes, with changes communicated to CONFIRE EMS training staff.
- Ensuring RMS workflows and reporting meet ICEMA, county, and state requirements, and representing CONFIRE at ICEMA ePCR meetings, county-level EMS data meetings, and vendor enhancement discussions.

Support will be provided outside of Mr. Nickles' regular schedule with County Fire. Deliverables include a monthly RMS system performance summary and issue log, documentation of completed updates and configuration changes, reports on documentation quality and CAD/RMS integration trends, and recommendations for long-term RMS development.

The Agreement is effective November 1, 2026, through October 31, 2027, and may be extended for one additional year with Administrative Committee approval. To ensure consistent and reliable oversight of this critical system, Staff recommends approval of the Agreement with RMS Solutions, LLC.

Financial Impact

Compensation under the Agreement will not exceed $100,000 per year. The Contractor will invoice monthly based on actual hours worked.

Because the term spans two fiscal years, approximately $66,667 will be incurred in FY 2026-27 (November 2026 – June 2027) and approximately $33,333 in FY 2027-28 (July – October 2027). Sufficient appropriations are included in the approved 2026-27 Budget EMS Fund (5020); the remaining balance will be included in the FY 2027-28 Budget.

Attachments

▪ 2026_XX_Independent Contractor Agreement for Special Services – RMS Solutions, LLC