STAFF REPORT

DATE: November 17, 2026

FROM: Nathan Cooke, Executive Director
Damian Parsons, Deputy Executive Director
BY: Ivan Ramirez, Finance Manager

TO: CONFIRE Administrative Committee

SUBJECT: Amendment to NetSuite Support and Development Services Agreement with SuiteRep, LLC.

Recommendation

Authorize the Deputy Executive Director of Business Operations or his designee to approve an amendment to the NetSuite Support and Development Services Agreement with SuiteRep LLC (SuiteRep), increasing the monthly managed services allocation from 40 to 80 hours, for a revised annual of $177,600, plus a 10% contingency of $17,760.

Background Information

On August 25, 2026, the Administrative Committee approved a managed services agreement with SuiteRep for ongoing administration, development, and support of CONFIRE's Oracle NetSuite enterprise resource planning (ERP) platform. The agreement provides 40 hours of managed services per month at a cost of $8,200, with an annual not-to-exceed amount of $108,240, including contingency.

At the time of approval, staff identified several development projects and ongoing support needs. The initial 40-hour monthly allocation was based on the anticipated scope of these projects, many of which involved research, development, and longer-term system improvements without firm implementation deadlines.

Since commencing work with SuiteRep, staff has gained a better understanding of the level of effort required to complete planned projects. While the existing 40-hour allocation remains manageable for routine support and development, the limited availability of hours requires projects to be prioritized and completed sequentially, extending implementation timelines.

Additionally, CONFIRE has identified unanticipated development needs associated with the implementation and expansion of ambulance services. These projects involve more immediate operational requirements and implementation deadlines that were not fully

contemplated when the original NetSuite development roadmap was established. As a result, these efforts compete with previously planned projects for the same monthly allocation of support hours.

Staff recommends increasing the monthly allocation from 40 to 80 hours. The additional capacity would allow multiple projects to advance concurrently, accelerate implementation of planned system improvements, and accommodate emerging operational requirements without significantly delaying other priorities.

The proposed increase would also provide greater flexibility to address ongoing system administration, troubleshooting, integrations, and business process improvements as CONFIRE continues to expand its use of NetSuite.

Staff recommends approval of the increased allocation to implement necessary financial processes and realize the operational benefits of the NetSuite system.

Financial Impact

The existing agreement provides 40 hours of managed services per month at a cost of $8,200, or $98,400 annually, excluding contingency.

The proposed amendment would increase the monthly allocation to 80 hours at an estimated monthly cost of $14,800, representing an annual cost of $177,600. Including a 10% contingency, the revised annual not-to-exceed amount would be $195,360.

The increase in costs for the current fiscal year will be funded by EMS fund (5020), with no additional cost to the CONFIRE agencies.

Attachments

- N/A