



STAFF REPORT

DATE: August 25, 2026

FROM: Nathan Cooke, Executive Director

BY: Ivan Ramirez, Finance Manager

TO: CONFIRE Administrative Committee

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

Recommendation

Approve NetSuite Support and Development Services Agreement with SuiteRep, LLC., for Oracle NetSuite managed services, in a not-to-exceed annual amount of \$108,240, beginning approximately September 1, 2026, and continuing until terminated.

Background Information

CONFIRE maintains an active subscription with Oracle, Inc. (Oracle) for its NetSuite enterprise resource planning (ERP) platform, implementation of which was substantially completed in May 2026. As part of the agreement with Oracle, CONFIRE maintains basic “break-fix” support that generally covers troubleshooting of Oracle’s product, system defects, and basic system availability.

Oracle’s standard support is not intended to provide ongoing administration, development, or business process improvement services. It also does not generally cover services such as custom development and configuration, custom workflows and reports, testing, training, customer coding support and troubleshooting, or coordination with third-party vendors for the implementation or integration of applications with NetSuite. These types of services are commonly provided through managed service agreements.

Although implementation of the NetSuite platform was completed in May 2026, CONFIRE has identified several ongoing development and support needs that require specialized expertise that cannot be readily provided by existing staff.

Staff evaluated five vendors offering NetSuite managed services and interviewed four. As part of the evaluation, staff considered pricing, vendor capacity, service agreement structure, responsiveness, and overall technical expertise. SuiteRep LLC. (SuiteRep) was determined to offer the best overall value and to be well suited to meet CONFIRE’s needs.

In particular, staff considered SuiteRep's flexible agreement structure, which does not require a long-term annual commitment and provides CONFIRE with flexible termination provisions.

Under the proposed agreement, CONFIRE will pay \$8,200 per month for up to 40 hours of managed services hours each month. Hours exceeding the monthly allocation will be billed at \$205 per hour. Up to 10 unused hours may roll over into the following month. Staff has identified 15 specific projects and tasks and 7 ongoing workstreams for SuiteRep to support. Staff has evaluated CONFIRE's anticipated NetSuite development roadmap and believe that a 40 hour monthly allocation is appropriate for the agency's current needs.

The monthly costs represents an anticipated annual expenditure of \$98,400 for these services. Staff is requesting an annual not-to-exceed amount of \$108,240, which includes a 10% contingency of \$9,840 for additional hours that may be required as projects are developed and unforeseen support needs arise.

Staff anticipates the agreement will become effective approximately September 1, 2026, following the issuance of a purchase order.

Staff recommends approval of this agreement. A managed services agreement provides CONFIRE with access to varying levels of specialized technical expertise without the need to add permanent staffing dedicated solely to NetSuite administration and development.

Financial Impact

Sufficient appropriation is currently available within the CONFIRE Operations and EMS budgets to absorb the 2026-27 costs of \$108,240. Staff will continue to monitor the budget throughout the fiscal year and will return to the Board of Directors if a budget adjustment becomes necessary.

Attachments

- SuiteRep LLC - Membership Services Agreement