



AGENDA ACTION FORM

Consideration of a Resolution Authorizing the Purchase of a Records Management System for the Kingsport Fire Department

To: Board of Mayor and Aldermen
From: Chris McCartt, City Manager *CM*

Action Form No.: AF-269-2025
Work Session: November 3, 2025
First Reading: N/A

Final Adoption: November 4, 2025
Staff Work By: Jerry DeBerry, Terry Arnold
Presentation By: Fire Chief Jerry DeBerry

Strategic Focus Area: Sustainable Infrastructure

Recommendation: Approve the Resolution

Executive Summary:

If approved the city will enter into a 3-year agreement with Image Trend for to acquire and implement a records management system for the fire department in an amount not to exceed \$165,498.

The Kingsport Fire Department (KFD) requests approval to transition from its current records management system through ESO to **Image Trend Elite**, a comprehensive fire and EMS reporting platform. This transition represents a critical modernization step that will streamline operations, reduce duplication, and strengthen compliance with state, federal, and accreditation requirements.

Image Trend provides configurable pre-plan capabilities, inventory features, and an inspection module for fire inspections. Features include real-time alerts, adaptable maps, and robust analytic dashboards to monitor performance and support for continuous quality improvement. Additionally, Image Trend Elite includes a built accreditation documents builder that aligns with Center for Public Safety Excellence (CPSE) standards. Implementation of this software will ensure KFD remains aligned with evolving industry standards and provides the City of Kingsport with accurate, and timely data to guide future planning and resource allocation.

The investment in Image Trend Elite aligns with the City of Kingsport's Strategic Focus areas of Efficient and Responsive Government, and Sustainable Infrastructure. By streamlining reporting and strengthening analytics, Image Trend will help KFD deliver more efficient service to the community today while positioning the department to meet tomorrow's challenge.

The 3-year contract with Image Trend includes a first year set up and cost of \$60,800.00 which includes implementation and set up, a year two cost of \$51,072.00 and a year three cost of \$53,625.60. Cost for year two and three include a five percent uplift fee. This purchase is being made utilizing the Sourcwell Cooperative Purchasing Contract # 030425-IMG in order to be in compliance with the City's procurement requirements. Funding has been identified in account number 110-1013-404-2057.

Attachments:

1. Resolution
2. Sourcwell order form
3. Image Trend Contract
4. Addendum to Image Trend Contract

	Y	N	O
Baker	—	—	—
Cooper	—	—	—
Duncan	—	—	—
George	—	—	—
Mayes	—	—	—
Phillips	—	—	—
Montgomery	—	—	—