

Mississippi Department of  
Information Technology Services

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[www.its.ms.gov](http://www.its.ms.gov)

Craig P. Orgeron, Ph.D., Executive Director

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## Notice of Intent to Certify Sole Source

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**To:** Interested Parties  
**From:** Craig P. Orgeron, Ph.D.  
**CC:** ITS Project Number 45874  
**Date:** August 4, 2020  
**Re:** Sole Source Certification Number 4310 to provide ImageTrend Elite Fire solution for the Mississippi Insurance Department (MID)  
**Contact Name:** Jill Chastant  
**Contact Phone Number:** 601-432-8214  
**Contact E-mail Address:** [Jill.Chastant@its.ms.gov](mailto:Jill.Chastant@its.ms.gov)

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### Sole Source Certification Award Details

Regarding Information Technology Services (ITS) Sole Source Certification Number 4310 for the Mississippi Insurance Department (MID), please be advised that ITS intends to award ImageTrend® as the sole source provider of ImageTrend Elite Fire solution through February 27, 2023, in an amount not to exceed \$140,397.95. Please be advised that ITS will determine if additional enhancements, upgrades, support, or equipment are within scope during the certification period and may increase the spending authority accordingly. Should ImageTrend, Inc. change its name during this certification period, then ITS will determine if a recertification is necessary. For an explanation regarding Mississippi state law, policy and procedures for sole source procurements, refer to Attachment C: Sole Source Procurement Overview.

### Sole Source Criteria

1. The product or services being purchased must perform a function for which no other product or source of services exist:

**The Elite Fire solution software is used to collect data on incidents submitted by fire departments. The data collected is available for in-depth analysis used to improve fire safety and reduce fire suppression costs. This software is comprised of a centralized fire management and information module with National Fire Incident Reporting System (NFIRS) 5.0 incident reporting. All modules are linked by a single database that creates dynamic reports. The product offers seamless integration with the Mississippi Department of Health's Emergency Medical Services (EMS) Program, Bridge. The solution has all-inclusive software for every division of the Fire Marshal's office (LC Gas, Inspections, Investigations, Manufactured Homes, and the Fire Coordinator's Office). Inspections are written in the same format with**

code references and provides the ability to link investigations and inspections together. Currently, 725 out of 757 fire departments in the state use the Elite Fire solution. The customer's sole source certification request is included as Attachment A.

2. The purchaser must be able to show specific business objectives that can be met only through the unique product or services:

The state has the ability to manage its own data and reporting, as well as report to the NFIRS. In addition to collecting and reporting on data, Elite Fire solution is a comprehensive system for fire operations management. Depending on permissions and optional modules, users can manage their department's staff records including scheduling and certification tracking, issue permits, complete inspections and investigations, and monitor inventory. Previous needs have been met by this software such as increased and improved accountability office wide. MID has more accurate data for annual reporting and statistical purposes. With this solution, MID achieves increased inspection productivity and time management, as well as streamlined inspection and investigations workflow processes. MID has also seen a reduction in paper costs. The customer's sole source certification request is included as Attachment A.

3. The product or services must be available only from the manufacturer and not through resellers who could submit competitive pricing for the product or services:

The ImageTrend Elite Fire solution is solely developed, produced, distributed, and support by ImageTrend, Inc. This product is copyrighted and trademarked. The Vendor's sole source certification letter is included as Attachment B.

**Schedule**

Task	Date
First Advertisement Date	08/04/20
Second Advertisement Date	08/11/20
Response Deadline From Objectors	08/18/20 at 3:00 P.M. Central Time
Notice of Award/No Award Posted	Not before 08/19/20

**Project Details**

In September 2013, on behalf of the Mississippi Insurance Department, ITS certified the Statewide Fire Bridge software suite with four years of support and hosting using then approved sole source procedures. A Software License and Application Support Agreement was executed and expired on September 18, 2017. Since that time, MID has been paying yearly maintenance renewals without ITS involvement, with the latest expiring February 27, 2020. The current spend to date is \$475,200.00. MID wishes to procure three additional years of software support and hosting maintenance.

**Submission Instructions and Format of Response from Objecting Parties**

Interested parties who have reason to believe that the ImageTrend Elite Fire solution annual hosting and support should not be certified as a sole source should provide information in the following format for the state to use in determining whether or not to proceed with awarding the Sole Source contract to ImageTrend, Inc.

- 1.1 Interested Party Information
  - 1.1.1 Contact Name, Phone Number and email address
  - 1.1.2 Company Website URL, if applicable
- 1.2 Objection to Sole Source Certification
  - 1.2.1 Interested parties must present specific objections to the Sole Source certification using the criteria listed above.
  - 1.2.2 A statement regarding the Interested Party's capabilities as related to this Sole Source Certification Request.
- 1.3 Comments will be accepted at any time prior to Tuesday, August 18, 2020, at 3:00 p.m. (Central Time) to Jill Chastant at [Jill.Chastant@its.ms.gov](mailto:Jill.Chastant@its.ms.gov) or at the Mississippi Department of Information Technology Services, 3771 Eastwood Drive, Jackson, Mississippi 39211. Responses may be delivered by hand, via regular mail, overnight delivery, e-mail or by fax. Fax number is (601) 713-6380. ITS WILL NOT BE RESPONSIBLE FOR DELAYS IN THE DELIVERY OF RESPONSES. It is solely the responsibility of the Interested Parties that responses reach ITS on time. Interested Parties may contact Jill Chastant to verify the receipt of their Responses. Responses received after the deadline will be rejected.
- 1.4 Interested Party responses should include the following information:

**SUBMITTED IN RESPONSE TO  
Sole Source Certification No. 4310-45874  
Accepted until August 18, 2020 @ 3:00 p.m.,  
ATTENTION: Jill Chastant**

If you have any questions concerning the information above or if we can be of further assistance, please contact Jill Chastant at 601-432-8214 or via email at [Jill.Chastant@its.ms.gov](mailto:Jill.Chastant@its.ms.gov).

- Attachment A: Customer Sole Source Certification Request
- Attachment B: Vendor Correspondence
- Attachment C: Sole Source Procurement Overview



Mississippi Department of  
Information Technology Services

3771 Eastwood Drive  
Jackson, Mississippi 39211  
Phone 601-432-8000 Fax 601-713-6380

## Sole Source Certification Request

<b>Project Title:</b> ImageTrend Renewal		<b>Stimulus (ARRA) Funds?</b> Yes No <b>X</b>	
<b>Customer Contact Information</b>			
<b>Agency/Public University:</b> Department of Insurance <b>Address:</b> 1001 Woolfolk Building, Jackson, MS 39201		<b>Contact Person:</b> John Morris <b>Phone:</b> 601-359-2993 <b>Fax:</b> <b>Email Address:</b> john.morris@mid.ms.gov	
<b>MAGIC Customer Number (only required from state agencies):</b> 700000161		<b>Division/Dept.:</b> <b>Handmail:</b> <input type="checkbox"/> Yes <b>X</b> No	
<b>Project Summary Narrative Description of Project</b> (include details of original acquisition if applicable): The Fire Marshal's office has a need for a state-wide Fire Bridge software suite. This software is a hosted, web-based solution, and is comprised of a centralized fire management and information module with NFIRS 5.0 incident reporting. The software also contains a centralized inspection module as well as fire investigations. All modules are linked by a single database. Dynamic reports are created. This software is able to analyze trends and relationships. <b>ITS Acquisition Approval (CP-1) should be effective through this date (Please allow time for all vendor invoices to be paid):</b>			
<b>Cost Estimates Fiscal Year</b>	<b>Initial Costs</b>	<b>Ongoing Costs</b>	<b>Time Constraints</b> Item Needed by June 30 Funds Expire:
FY21		\$45,423.00	Discuss Funding (e.g. how much of needed funding is definite; total project budget; any matching or other non-state funds).
FY22		\$46,785.69	
FY23		\$48,189.26	
<b>Total</b>		<b>\$140,397.95</b>	
<b>Acquisition Details</b>			
<b>Items Requested</b>	<b>Quantity</b>	<b>Description</b>	<b>Building Location(s)</b>
Hosting and support		ImageTrend hosting and support	
<b>Describe platform &amp; infrastructure</b> (connectivity; software/hardware platforms; utilization of State Data Center resources: mainframe, eGovernment portal, payment engine, document management, hosting). For equipment or hosting outside the State Data Center, attach justification: Web-based software, Microsoft SQL database. Software is hosted at ImageTrend data center in Minnesota.			
<b>Progress to Date:</b> What has been done related to this project, including any communication with ITS staff (data/voice/procurement/other)? Project request submitted to ITS with sole source letter.			
<b>Sole Source Certification</b> Note: Certification must be renewed for each revision or continuation of previous Sole Source Approvals.			
<b>Specific business requirements to be met by the requested products or services:</b> The state has the ability to manage its own data and reporting, as well as report to the NFIRS. In addition to collecting and reporting on data, Elite Fire solution Fire Bridge is a comprehensive system for fire operations management. Depending on permissions and optional modules, users can manage their department's staff records including scheduling and certification tracking, issue permits, complete inspections and investigations, and monitor inventory. Previous needs have been met by this software such as increased and improved accountability office wide. MID has more accurate data for annual reporting and statistical purposes. MID achieve increased inspection productivity and time management, as well as, streamlined inspection and investigations workflow processes. MID has also seen a reduction in paper costs.			
<b>Explain why these products or services are the only ones that can meet your needs</b> (include unique features/special functionality): The Statewide Fire Bridge software is used to collect data on incidents submitted by fire departments. The data collected is available for in-depth analysis used to improve fire safety and reduce fire suppression costs. This software is comprised of a centralized fire management and information module with National Fire Incident Reporting System (NFIRS) 5.0 incident reporting. All modules are linked by a single database that creates dynamic reports. The product offers seamless integration with the Department of Health's EMS Bridge. All-inclusive software for every division of the Fire Marshal's office (LC Gas, Inspections, Investigations, Manufactured Homes, and the Fire Coordinator's Office) is available. All inspections will be written in the same format with code references. The software provides the ability to link investigations and inspections together. The ability to track events with common ties and identify trends is also available.			
<b>Explain why the source is the only entity that can provide the products or services</b> (Include other products/vendors researched or evaluated): The ImageTrend Elite Fire solution is solely developed, produced, distributed, and support by ImageTrend, Inc. This product is copyrighted and trademarked.			
<b>Vendor's Certification of Sole Source attached:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		<b>Vendor's proposal submitted:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<b>MAGIC Vendor Code(s)</b> Vendor must be in MAGIC before a CP-1 can be issued.			
<b>Place Order To</b> Vendor Name: ImageTrend, Inc. Vendor Address: 20855 Kensington Blvd., Lakeville, MN 55044		<b>Remit To</b> Vendor Name: ImageTrend, Inc. Vendor Address: 20855 Kensington Blvd., Lakeville, MN 55044	

By my signature, I certify that, to the best of my professional knowledge: the requested product or services are a sole source as outlined in the ITS Procurement Handbook, Rule 207.2:013-030 Procurement Types: Sole Source, and as outlined in Mississippi Code annotated Section 31-7-13. In addition, I acknowledge that there is a charge for ITS procurement services associated with this request which will be billed to the requestor by ITS and that my agency/public university is responsible for these charges/costs.

  
Name (Agency Head or Public University CIO) Title

  
Signature Date

# IMAGETREND®

April 28, 2020

*Sent via Email Only*

Mr. John Morris  
IT Director  
Mississippi Insurance Department  
501 N. West Street, Suite 1001  
Jackson, MS 39201

RE: ImageTrend Sole Source

Dear Mr. Morris,

Thank you for your recent sole source inquiry. The ImageTrend Elite Fire solution is solely developed, produced, distributed and supported by ImageTrend, Inc. This product is copyrighted and trademarked. ImageTrend's suite of solutions allows for native interoperability of the system's platform and provides seamless integration with the other ImageTrend modules such as ImageTrend's Visual Informatics, Permits, Investigations and MARS.

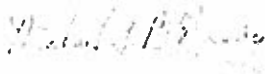
This solution from ImageTrend, Inc. is based upon the unique modules and basic architectural features of the data management systems that have been designed by ImageTrend for many applications. The experience and input from our current users have collaboratively helped us to develop a commercial-off-the-shelf (COTS) solution and best practices exclusively for the Fire market. ImageTrend has proven success working with nine State Fire Marshals and their unique data dictionary requirements as data direct entry and import repositories.

The ImageTrend solution is scalable within one system to handle millions of incidents with thousands of users annually. Its unique security concept and enterprise design allow for multiple tiered, secure usage and views by individual services, regional groups and state entities all within one system. The solution includes a proprietary Report Writer for usage and generation of standard and ad hoc reports by any level of system user within their reporting permission rights.

As the sole source vendor of this software, we distribute on a use license basis and maintain beneficiary escrow accounts. All data obtained and maintained within the application is proprietary to and owned by the licensed user. ImageTrend does not distribute the source code to any other vendors or resellers and therefore development, modification or implementation of ImageTrend Elite Fire, Visual Informatics, Permits, Investigations, MARS and its modules and extensions can only be performed by ImageTrend, Inc.

Please feel free to contact us at 1-888-469-7789 if you need any further information.

Sincerely,



Michael J. McBrady  
CEO

20855 Kensington Blvd., Lakeville, MN 55044  
Phone: (952) 469-1589 | Toll Free: (888) 469-7789 | Fax: (952) 985-5671  
[www.ImageTrend.com](http://www.ImageTrend.com)

## Attachment C

The acquisition of information technology for all state agencies and institutions of higher learning (IHLs) is within the scope of the ITS law, found in Mississippi Code Section 25-53-1, et seq., and the policies and procedures established in accordance with this statute, found in the ITS Procurement Handbook posted on the ITS website ([www.its.ms.gov](http://www.its.ms.gov)).

ITS enabling legislation requires that information technology hardware, software and services be acquired in a manner that insures the maximum of competition among all manufacturers and suppliers of such equipment and services. Accordingly, ITS promotes full and open competition through the issuance of open specifications and the objective evaluation of Interested Party proposals to determine the lowest and best offering to meet an agency's or public university's business requirements. True competition protects the integrity and credibility of purchasing in the public sector and is essential in providing best value and adequate contractual protection for the purchasing entity. In certain limited situations, information technology acquisitions may be sole-sourced.

ITS utilizes the provisions of Public Purchasing Law for Sole Source and Emergency procurements of information technology. Mississippi Public Purchasing Law (Mississippi Code Section 31-7-13) specifies that noncompetitive items available from one source only be exempted from bid requirements (sole-sourced). ITS statute, in Section 25-53-5 (p), permits ITS to utilize provisions in Public Purchasing Law or regulations, when applicable.

Per Public Purchasing law, acquisitions must meet the following criteria to be authorized as sole source:

1. The product or services being purchased must perform a function for which no other product or source of services exists,
2. The purchaser must be able to show specific business objectives that can be met only through the unique product or services, AND
3. The product or services must be available only from the manufacturer and NOT through resellers who could submit competitive pricing for the product or services. The vendor's correspondence regarding this criterion for this project is included as Attachment B.

By policy as documented in the ITS Procurement Handbook, acquisitions of IT services must include the following information to be authorized as sole source:

1. An explanation about why the amount to be expended is reasonable, and
2. An explanation regarding the efforts by the purchaser to obtain the best possible price.

For state agencies, approval of all technology purchases with a lifecycle cost of \$5,000 or less, including sole source purchases, has been delegated to the agency. The ITS Procurement Limits Policies for Agencies (a section in the ITS Procurement Handbook) require a minimum of two competitive written bids or proposals for technology purchases with a lifecycle cost over \$5,000 but not over \$50,000 (not over \$25,000 for projects funded by the American Recovery and Reinvestment Act). Since, for single source items, the procuring agency will be unable to obtain two written bids, ITS must certify all sole source acquisitions of information technology with a lifecycle cost greater than \$5,000.

Institutions of Higher Learning (IHLs) or public universities have been delegated the authority to certify sole source procurements up to \$250,000 lifecycle cost under the ITS Procurement Limits Policies for IHLs (a section in the ITS Procurement Handbook). For the certification of sole source procurements delegated to the CIOs at public universities, the public university must follow ITS' Sole Source Procedure, including advertisement of the intent to award as sole source. Institutions certifying a sole source purchase must ensure the criteria listed above are met and documented in writing by the institution and the Interested Party prior to certifying a product or service as sole source. Sole source documentation must be reviewed and approved by the IHL's CIO for any sole-source certification

above \$5,000. All sole source documentation should be retained in the public university's procurement file. Sole source requests above \$250,000 lifecycle cost require ITS approval.

Other than the delegations outlined above, all sole source technology procurements must be certified by ITS. The customer's Sole Source Certification Request for this project is included as Attachment A.

ITS thoroughly reviews Sole Source Certification Requests, determining if competing products and/or services exist. If so, ITS conducts a competitive procurement. If ITS' review confirms the sole source, then a Sole Source advertisement is issued, giving other Interested Parties an opportunity to identify competing products and/or services. Based upon the results of the Sole Source advertisement, ITS will either certify the request as a sole source or conduct a competitive procurement.