

## Notice of Intent to Certify Sole Source

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**To:** Interested Parties  
**From:** Craig P. Orgeron, CPM, Ph.D.  
**CC:** ITS Project Number 49456  
**Date:** March 17, 2026  
**Re:** Sole Source Certification Number 4747 to provide Fire Records Management System (RMS) software maintenance for the Mississippi Insurance Department (MID)  
**Contact Name:** Jake Alexander  
**Contact Phone Number:** 601-432-8090  
**Contact E-mail Address:** Jake.Alexander@its.ms.gov

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### Sole Source Certification Award Details

Regarding Information Technology Services (ITS) Sole Source Certification Number 4747 for the Mississippi Insurance Department (MID), please be advised that ITS intends to award ImageTrend, LLC as the sole source provider of Fire Records Management System (RMS) software maintenance for three years upon contract execution, in an amount not to exceed \$249,404.84. Please be advised that ITS will determine if additional products or services are within scope during the certification period and may increase the spending authority accordingly. Should ImageTrend, LLC, 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 B: 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 is used to collect incident data submitted by fire departments. The data collected is available for in-depth analysis and is used to improve fire safety and reduce fire suppression costs. The software includes Mapping and Reporting System, Visual Informatics™ Firecube, Elite™ Fire-SaaS, Investigations, and Signature Customer Success for vendor hosting and support. This software also includes a centralized fire management and information module with National Fire Incident Reporting System (NFIRS) 5.0 incident reporting capabilities. All modules are linked by a single database that creates dynamic reports. The product offers seamless integration with Bridge, the Mississippi Department of Health's**

**Emergency Medical Services (EMS) Program.** The solution provides comprehensive software for all divisions of the Fire Marshal's office including LC Gas, Inspections, Investigations, Manufactured Homes, and the Fire Coordinator's Office. The solution allows for field inspections to be written in the same format with code references, allows for data collection with or without an internet connection, and allows for investigations and inspections to be linked together. The Elite field Inspections and Investigations modules are compatible only with Elite and its associated modules and platforms.

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

The solution includes a proprietary Report Writer for usage and generation of standard and ad hoc reports. With this solution, the State has the capability to manage its own data and reporting, including submissions to NFIRS. In addition to supporting data collecting and reporting, the Elite Fire solution provides a comprehensive platform for fire operations management. Users can manage staff records including scheduling and certification tracking, issue permits, perform inspections and investigations, and monitor inventory. MID's needs have been effectively met by this software, including improved accountability. MID now maintains more accurate data for annual reporting and statistical purposes. With this solution, MID has achieved greater inspection productivity, improved time management, and more streamlined inspection and investigations workflows. MID has also achieved a reduction in paper costs.

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 supported by ImageTrend, Inc. This product is copyrighted and trademarked. The implementation, configuration, and ongoing support for inspections, locations, occupants, modules, Elite Field Inspections, and the investigation module can only be performed by ImageTrend's Client Services teams. The Vendor's sole source certification letter is included as Attachment A.

### Schedule

<b>Task</b>	<b>Date</b>
First Advertisement Date	03/17/26
Second Advertisement Date	03/24/26
Response Deadline From Objectors	03/31/26 at 3:00 P.M. Central Time
Notice of Award/No Award Posted	Not before 04/01/26

### Project Details

In September 2013, on behalf of the MID, ITS certified the Fire Records Management System (RMS) software maintenance for four years using then approved sole source procedures. A Software License and Application Support Agreement was executed and remained in effect until its expiration on September 18, 2017. For the next three years, MID managed the annual maintenance renewals without ITS's involvement, and the final renewal expired on February 27, 2020. In February 2021, ITS began issuing Notice of Intents to Certify Sole Source for the Fire Records Management System (RMS) software maintenance. No objections have been received to date. Since 2013, MID has spent \$769,014.61 on these products.

## Submission Instructions and Format of Response from Objecting Parties

Interested parties who have reason to believe that the Fire Records Management System (RMS) software maintenance 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, LLC.

### 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, March 31, 2026, at 3:00 p.m. (Central Time) to Jake Alexander at [Jake.Alexander@its.ms.gov](mailto:Jake.Alexander@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 Jake Alexander 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. 4747-49456**  
**Accepted until March 31, 2026 @ 3:00 p.m.,**  
**ATTENTION: Jake Alexander**

If you have any questions concerning the information above or if we can be of further assistance, please contact Jake Alexander at 601-432-8090 or via email at [Jake.Alexander@its.ms.gov](mailto:Jake.Alexander@its.ms.gov).

Attachment A: Vendor Correspondence

Attachment B: Sole Source Procurement Overview



February 10, 2026

Reed Abraham  
State Fire Coordinator  
Fire Services  
Mississippi Insurance Department  
PO Box 79  
Jackson, MS 39205  
Email: reed.abraham@mid.ms.gov

RE: ImageTrend Sole Source

Dear Reed Abraham,

Thank you for your recent sole source inquiry. ImageTrend Elite™ is solely developed, produced, distributed and supported by ImageTrend, LLC. This product is copyrighted and trademarked. ImageTrend's suite of solutions allow for native interoperability of the system's platform and provides seamless integration with the other ImageTrend modules such as ImageTrend Elite's Location, Occupants and Inspections Module. With Locations, Occupants and Inspections, Elite lets you capture structure data and tie that data to records centric to the location itself, or the physical structure itself, all inside of Elite.

Additionally part of Elite Fire's platform is our Elite Field Inspections module. Elite Field Inspections allows for data collection with or without an internet connection. This flexibility allows Elite users to capture quality data collection while not needing to consider available internet connectivity while in the field. Elite Field Inspections can only work with Elite and its associated modules and platform.

Lastly, our Investigations module is part of your Elite platform. Investigations allows fire investigators to document detailed incident information, including capturing imagery from a fire incident, details around that incident and attaching it to the parent fire report. Our Investigations module is only available to work with your Elite system.

The implementation, configuration and ongoing support for our Inspections, Locations, Occupants module, Elite Field Inspections, and the Investigations module are only able to be done by ImageTrend's Client Services teams.

This solution from ImageTrend, LLC. 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 market.

ImageTrend is the only company to offer a fully integrated EMS/Fire solution compatible with NEMSIS v3/NFIRS/NERIS that incorporates both mobile-device compatibility from the ground up. The Elite

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**Phone: (952) 469-1589 | Toll Free: (888) 469-7789 | Fax: (952) 985-5671**  
**[www.ImageTrend.com](http://www.ImageTrend.com)**



solution is scalable within one system to handle millions of incidents with thousands of users annually. Elite's 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 Elite solution offers drag and drop form template configuration available to manage system-wide, regionally or specific to agency's workflow, in addition, easy to create validation rules to meet state or agency documentation standards. 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 Elite and its modules and extensions can only be performed by ImageTrend, LLC.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "J. Graw".

Joseph T. Graw  
Chief Growth Officer  
Phone: (952) 469 - 1589

## Attachment B

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 A.

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 \$75,000 (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.

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.