



Council Agenda Item _____

MEETING DATE:

SUBJECT/TITLE: RESOLUTION 25-0667R AUTHORIZING PROPER CITY OFFICIALS TO ENTER INTO A SOFTWARE AGREEMENT WITH FIRST DUE HOLDINGS, INC. THROUGH ITS WHOLLY OWNED SUBSIDIARY LOCALITY MEDIA, LLC DBA FIRST DUE, IN THE AMOUNT OF \$35,750 FOR FIRE DEPARTMENT OPERATIONS MANAGEMENT SOFTWARE.

SUBMITTED BY: Mike Consie, Deputy Fire Chief, Fire Department

RECOMMENDATION: Approve

BOARD/COMMISSION/COMMITTEE RECOMMENDATION: N/A

PREVIOUS COUNCIL ACTION: N/A

BACKGROUND: The Duluth Fire Department proposes to replace its current Aegis Records Management System with a modern, cloud-based solution provided by First Due. The First Due platform offers five integrated modules designed to enhance operational efficiency, data accessibility, and compliance across fire and EMS services. These modules include:

- **Records Management System (RMS):** For fire and EMS incident reporting, aligned with NFIRS/NERIS and standards.
- **Fire Investigation:** To streamline the documentation and analysis of fire investigations.
- **Scheduling:** For electronic scheduling of personnel, improving transparency and reducing administrative burden.
- **Personnel Management:** To support staffing operations, certifications, and personnel tracking.
- **Asset & Inventory:** For forecasting, tracking, and managing equipment lifecycle and procurement.

This transition maintains cost neutrality, as the First Due system is priced comparably to the department's current Aegis RMS. The agreement includes a one-time setup fee of \$4,800 and an annual subscription of \$30,950, with a 6% cap on annual cost increases. The platform supports the department's long-term goals of embedding institutional knowledge, improving operational readiness, and aligning with national best practices.

BUDGET/FISCAL IMPACT: The total cost of the software agreement with First Due Holdings, Inc. is \$35,750.00, consisting of a one-time setup fee of \$4,800.00 and an annual subscription cost of \$30,950.00, subject to a 6% cap on annual increases. The initial expense will be funded from Fund 210-030-3211-5241, utilizing public safety funds previously allocated to the City by the State of Minnesota. Beginning in 2026, ongoing annual subscription costs will be supported through the Fire Department's operational budget, Fund 110-150-1502-5414. This transition maintains cost neutrality with the department's current Aegis Records Management System and reflects a strategic investment in scalable, integrated software to support fire and EMS operations

OPTIONS: Approval of the resolution will position the department to meet NERIS compliance requirements in 2026, when Duluth Fire is scheduled to adopt the new national reporting standards. First Due's platform is designed to support NERIS-compliant reporting and aligns with national best practices for fire service data management.

If the resolution is not approved, the department will be required to identify and procure an alternative software solution capable of meeting NERIS compliance by 2026. This would likely result in additional procurement time, potential cost increases, and operational disruption during the transition period.

NECESSARY ACTION: Approval

ATTACHMENTS: Exhibit A - HMEP Grant Agreement