



AGENDA REPORT

Fire Department

DATE:	August 26, 2025
TO:	Mayor Martinez and Members of the City Council
FROM:	Aaron Osorio, Fire Chief Rico Rincon, Deputy Fire Chief Den Mark Marcelo, Admin Services Coordinator
Subject:	Contract with Definitive Networks, Inc.
FINANCIAL IMPACT:	The proposed \$89,400 expenditure is included in the approved fiscal year 2025-2026 budget for the Fire Department (Account String: 01204022-400201).
PREVIOUS COUNCIL ACTION:	None.
STATEMENT OF THE ISSUE:	The Emergency Medical Care Personnel Act requires the Richmond Fire Department ("Department") to establish procedures for documenting, collecting, and accurately reporting patient care information to Contra Costa Emergency Medical Services Agency ("CCEMSA"). In addition, CCEMSA requires the Department, as a prehospital emergency medical first responder, to maintain an active Quality Improvement (QI) program and electronically capture patient care data in compliance with local, state, and federal regulations. Currently, the Department lacks both the qualified personnel and the technological infrastructure necessary to meet the QI, data review, analysis, and system integration.

RECOMMENDED ACTION:	APPROVE and RATIFY a sole-source contract with Definitive Networks, Inc. in an amount not to exceed \$89,400, for a term effective July 1, 2024, through June 30, 2025 – Fire Department (Chief Aaron Osorio 510-307-8021/Chief Rico Rincon 510-307-8041/Den Mark Marcelo 510-307-8038).
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DISCUSSION:

The Emergency Medical Services and Prehospital Emergency Medical Care Personnel Act, which governs local Emergency Medical Services (“EMS”) systems, requires agencies to establish procedures for documenting, collecting, and accurately reporting patient care information to the designated Emergency Medical Services Authority. In Contra Costa County, this authority is the Contra Costa Emergency Medical Services Agency (“CCEMSA”).

As the designated authority, CCEMSA requires local EMS agencies such as the Richmond Fire Department (“Department”), in its role as a prehospital emergency medical first responder, to maintain an active Quality Improvement (QI) program and to electronically capture patient care data in accordance with local, state, and federal regulations. The data collected, along with the analysis conducted through QI efforts, is vital to the development and refinement of field treatment guidelines that improve patient outcomes. Accurate data collection, combined with independent review and ongoing QI processes, helps identify trends and opportunities for improvement, supporting continuous advancements in patient care both locally and nationally.

To comply with CCEMSA agreements and regulations, local EMS agencies must designate a staff member such as a medical director, nurse, or qualified paramedic who is responsible for overseeing the QI program. This individual must be capable of reviewing performance indicators, evaluating prehospital core metrics, and engaging field personnel in improvement activities. In addition, local EMS agencies are also required to provide CCEMSA with reliable access to patient care and response time data, ensure that their systems comply with CCEMSA, state, and national EMS data exchange standards (NEMSIS), and implement system updates within one (1) year of their release.

The Department currently lacks both the qualified personnel and the technological infrastructure necessary to meet the QI, data review, analysis, and system integration requirements set by CCEMSA. Hiring such staff and acquiring the necessary infrastructure would be significantly more costly than contracting with a qualified firm such as Definitive Networks, Inc. (“DNI”) who employs staff who meet all required qualifications.

Since 2015, the City of Richmond has contracted with DNI to provide electronic Patient Care Report (“ePCR”) review, quality improvement services, standardized reporting

metrics, and essential software modifications including customization of "close call" rules to align with evolving EMS policies and procedures. In addition, DNI also provides clinical feedback to support ongoing quality improvement and training initiatives. The Department currently uses Zoll's ePCR software to capture patient care data.

Furthermore, DNI holds the contract to host the ePCR server and serves as the system administrator for Contra Costa County EMS, offering technical expertise in system configuration and management. DNI is currently the only known provider offering these services to other agencies in the region.

Department staff request approval of the sole-source contract with Definitive Networks, Inc. (DNI), in the amount of \$89,400. It is imperative that this request be approved because the Department currently lacks the internal capacity, both in staffing and technological capacity, to meet CCEMSA's mandated requirements for electronic patient care data collection, quality improvement, and system integration. Contracting with DNI provides an immediate, cost-effective solution that ensures compliance, supports ongoing clinical oversight, and enhances patient care outcomes.

SYNERGISTIC POLICIES:

The service contract with DNI aligns with the City Council's goals and priorities to improve public safety and increase operational efficiency by ensuring compliance, supporting ongoing clinical oversight, and enhancing patient care outcomes.

DOCUMENTS ATTACHED:

Attachment 1 – Standard Contract

Attachment 2 – Sole Source