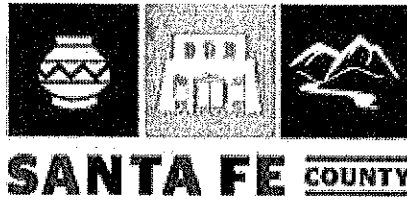


**Henry Roybal**  
Commissioner, District 1

**Anna Hansen**  
Commissioner, District 2

**Rudy N. Garcia**  
Commissioner, District 3



**Anna T. Hamilton**  
Commissioner, District 4

**Hank Hughes**  
Commissioner, District 5

**Katherine Miller**  
County Manager

## ***MEMORANDUM***

**DATE:** December 18, 2020

**TO:** File

**FROM:** Bill Taylor, Procurement Manager, CPO *BT*

**SUBJECT:** **Sole Source Determination, Purchase of Target Solutions Learning, LLC Pursuant to NMSA 1978, 13-1-126. Sole Source Procurement, for a Total Amount of \$25,470.00, Exclusive of NM GRT.**

### **ISSUE:**

The Santa Fe County Fire Department has utilized the Target Solutions Training platform in previous years pursuant 13-1-125, small purchase. The Department is requesting to continue utilizing the training platform provided by Target Solutions Learning, LLC and have requested that a sole source determination be made based on the unique aspects of the program that is all inclusive for training and certifications required by industry standards among Fire Departments across the country.

The unique capability of the Target Solutions Training platform to promote the exchange of data between various Agencies and Counties, is a critical ability within the realm of Fire and Public Safety. The sharing of information can result in vastly improving the effectiveness of this important public service. within the State tracking and monitoring of required trainings and daily activities are reported to the New Mexico State Fire Marshal's Office, as well as the Insurance Service Organization (ISO), of which both Offices review performance by the Department for future funding potential funding for the Department.

### **DETERMINATION:**

Target Solutions provides a comprehensive suite of proprietary web-based solutions for Fire and EMS Departments. The online training management system features exclusive fire department software applications and best-in-class training courses. The system delivers these tools through one, integrated web-based platform that is used by multiple Counties and Fire Departments across the State, using the same uniform training to the crews and volunteers.

These unique training features provide for managing fire department training, recordkeeping, and compliance tasks including activities builder, credentials manager, ISO training tracker, community

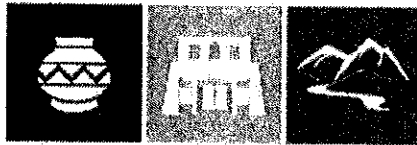
resources, file center, test builder, generate reports and events manager. These features are all inclusive and standard, that no other training platform offers.

Therefore, it is the determination of this central purchasing office of Santa Fe County, that the purchase of Target Solutions Learning, LLC platform be made pursuant to NMSA 1978, 13-1.126, as a sole source procurement, due to the uniqueness that is substantially related to the intended purpose of the scope of services.

**Henry P. Roybal**  
*Commissioner, District 1*

**Anna Hansen**  
*Commissioner, District 2*

**Rudy N. Garcia**  
*Commissioner, District 3*



**SANTA FE COUNTY**

**Anna T. Hamilton**  
*Commissioner, District 4*

**Hank Hughes**  
*Commissioner, District 5*

**Katherine Miller**  
*County Manager*

## Santa Fe County Fire Department

**Date:** 09/30/2020

**To:** Purchasing

**From:** Jacob Black, Assistant Fire Chief

**Re:** Target Solutions Invoice

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Santa Fe County Fire Department has been utilizing Target Solutions for a number of years. As the department has grown the users of Target Solutions have had to increase, thus resulting in a higher cost for Target Solutions services. Target Solutions is a unique program that has become an industry standard for fire departments across the country. For SFCFD Target solutions has become a vital part of the day to day operations of SFCFD. One of many benefits of Target Solutions is that it program allows trainings to be documented and tracked in a manner that increases the departments funding.

Target Solutions allows department training staff to use pre developed courses to deploy to SFCFD members. In addition Target Solutions gives the training staff the tools and capabilities to deploy fully customized trainings that are developed by the training staff to meet the needs of SFCFD. Target Solutions also allows department members to capture day to day activities such as equipment inspections, and physical fitness tracking.

Tracking and monitoring trainings and daily activities are reported to the New Mexico State Fire Marshals office, as well as the Insurance Service Organization (ISO). Both of these organizations review SFCFD's performance in these areas. It is the departments desire to expand Target Solutions from the regional staff to all members of SFCFD, this has potential to increase funding for our fire districts. For example the Galisteo district, one of 14 SFCFD districts, received a class 5 rating from ISO, with improved tracking capabilities of training and daily activities they could be reclassified to a class 4. This lowering of a class would increase their base annual funding from \$61,667 to \$64,751. Conversely, if we do away with Target Solutions our regional members we will lose their ability to track and maintain trainings and daily activities. This would cause a decrease in funding as a districts ISO class could regress. In the example of Galisteo, they could regress to a class 6 which would cause annual funding to decrease to \$58,584 or less.

Pricing for each SFCFD user of Target Solutions has been locked in place from prior years. Neighboring departments have reported higher rates as they have implemented Target Solutions. Additionally, a Target Solutions representative indicated that if we to acquire their services through an RFP or IFB then we are likely to see an increased cost from \$90 per user to \$120 per user. Numerous training programs are continually evaluated by the SFCFD training division, all of which offer less services for higher fees. Action Training is a company the training division recently reviewed which offers courses at a higher rate of \$140 per user. Please see attached screen shot for a price reference. Additional costs would be incurred to the Department if we transitioned to a new software as all current records from Target Solutions would have to be exported and maintained for the foreseeable future.

Due to these reasons I am requesting that SFCFD be granted a waiver for requisition 11659 regarding SFC purchasing requirements surrounding a small purchase.



## SANTA FE COUNTY SOLE SOURCE REQUEST AND DETERMINATION FORM

A sole source *determination* is not effective until the *sole source request for determination* has been posted for thirty (30) calendar days without challenge, and subsequently approved in writing by the County Purchasing Agent. The foregoing requirement is regardless of whether the *sole source request for determination* has been signed by the Agency and/or the Contractor.

I. Department/Division: Public Safety/ Fire

Director: Pablo Sedillo, III

Telephone Number: 505-992-3080

II. Name of prospective Contractor: Target Solutions by Vector Solutions

Address of prospective Contractor: 10805 Rancho Bernardo Rd. Suite 200, San Diego, CA 92127

Amount of prospective purchase: \$25,470.00 per year exclusive of NMGRT

Term of prospective contract: 4 Years

III. Please thoroughly list the services (scope of work), construction or items of tangible personal property of the prospective contract:

Target Solutions' industry-leading online training, operations and workforce management system is a comprehensive suite of proprietary web-based solutions for Fire and EMS departments and is the industry's only all-in-one operational hub for the management of training, assets and employee scheduling. The unique, one-of-a-kind software features exclusive fire department software tools, including best in class training courses and recordkeeping applications. One of the many benefits of Target Solutions is that the program allows trainings to be documented and tracked in a manner that increases the department's funding.

IV. Provide an explanation of the criteria developed and specified by the agency as necessary to perform and/or fulfill the contract and upon which the state agency reviewed available sources. (Do not use "technical jargon;" use plain English. Do not tailor the criteria simply to exclude other contractors if it is not rationally related to the purpose of the contract.)



SFCFD admin staff currently uses Target Solutions to administer numerous trainings, and to keep track of said trainings and certifications for each staff member. Due to the state of COVID and the need for distance learning/training Target Solutions is vital to the department to administer trainings to the volunteers as well, and to monitor and keep track of their trainings and certifications. Target solutions allows staff and volunteers to do the trainings on their time as long as it is met before the due date. The training staff is able to utilize the more than 500 hours of training provided by Target Solutions as well, and it gives training staff the tools and capabilities to deploy fully customized trainings that are developed by the training staff to meet the needs of SFCFD.

- V. Provide a detailed, sufficient explanation of the reasons, qualifications, proprietary rights or unique capabilities of the prospective contractor that makes the prospective contractor *the one source* capable of providing the required professional service, service, construction or item(s) of tangible personal property. (Please do not state the source is the “best” source or the “least costly” source. Those factors do not justify a “sole source.”)

Target Solutions provides a comprehensive suite of proprietary web-based solutions for Fire and EMS Departments. The company’s online training management system features exclusive fire department software applications and best-in-class training courses. The system delivers these tools through one, integrated web-based platform. It is crucial to provide a uniform standard of training to the crews and volunteers even through distance learning /training due to COVID.

- VI. Provide a detailed, sufficient explanation of how the professional service, service, construction or item(s) of tangible personal property is/are *unique and how this uniqueness is substantially related to the intended purpose of the contract.*

Target Solutions provides a comprehensive suite of proprietary web-based solutions for Fire and EMS Departments. The company’s online training management system features exclusive fire department software applications and best-in-class training courses. The system delivers these tools through one, integrated web-based platform. It is crucial to provide a uniform standard of training to the crews and volunteers even through distance learning /training due to COVID. Target Solutions features the industry’s leading learning management system for scheduling, delivering and tracking online training courses. Offers more than 500 hours of training for fire departments, including more than 250 hours of accredited EMS continuing education courses. Is organizationally accredited through the Commission on Accreditation for Pre-Hospital Continuing education. Features NCPA 1001, NFPA 1021, NFPA 1410, NFPA 1500 as well as Occupational Safety and Health Administration, and many other courses in its training catalog. Features unique applications for managing fire department training, recordkeeping, and compliance tasks including: activities builder, credentials manager, ISO training tracker, community resources, file center, test builder, generate reports and events manager.

- VII. Explain why other similar professional services, services, construction or item(s) of tangible personal property *cannot* meet the intended purpose of the contract.

After much research for other vendors only one could be located that provides online distance learning/training also, it is not near the same quality that is provided by Target Solutions. Action Training Systems is the other vendor that was found and researched. Their cost for the Fire and EMS courses is \$140.00 per user, and only offer a combined 163 courses whereas Target Solutions courses is \$90.00 per user and offer over 500 hours of training as well as 250 hours of accredited EMS continuing education courses.

VIII. Provide a narrative description of the agency's due diligence in determining the basis for the procurement, including procedures used by the agency to conduct a review of available sources such as researching trade publications, industry newsletters and the internet; reviewing telephone books and other advertisements; contacting similar service providers; and reviewing the State Purchasing vendor list. Include a list of businesses contacted (*do not state that no other businesses were contacted*), date of contact, method of contact (telephone, mail, e-mail, other), and documentation demonstrating an explanation of why those businesses could not or would not, under any circumstances, perform the contract; or an explanation of why the agency has determined that no businesses other than the prospective contractor can perform the contract.

On top of our own research via searching Fire and EMS catalogs and searching online we reached out to the surrounding areas, and inquired what was being utilized in their departments. The following surrounding areas also use Target Solutions: Los Alamos County, City of Santa Fe, Sandoval County, Bernalillo County and Albuquerque Fire and Rescue are just a few that utilize Target Solutions also. As mentioned previously Action Training Systems was researched, and found to be more expensive and offer less services. Target Solutions offers many services in a single platform that other programs offer only in a single service. By having the ability to track and monitor our trainings to report to the New Mexico State Fire Marshal's office, as well as the Insurance Service Organization (ISO) it gives SFCFD the potential to increase funding for our fire districts. Pricing for each SFCFD user of Target Solutions has been locked in place from prior years.

Certified by: Requesting Agency Staff

Date: December 3, 2020

Jacob Black, Assistant Chief of Administration  
Requesting Agency Staff

Requesting Agency Approval by:

Date: 12/3/20

[Signature]  
Dept. Director/Manager