City of Three Rivers Fire Department
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Request for Proposal (RFP) for Ambulance and Fire Reporting Software
Issued by: Office of the Fire Chief, City of Three Rivers, Michigan

1. Overview

The City of Three Rivers is seeking proposals from qualified vendors to provide Ambulance and Fire Reporting Software. This software will enhance our reporting capabilities, streamline emergency management, and ensure compliance with state and federal reporting standards. The software must integrate seamlessly with our existing systems and support our mission of providing exceptional public safety services.

2. Project Goals

Improve efficiency and accuracy in fire and ambulance incident reporting.
Ensure compliance with Michigan state and federal reporting requirements.
Enhance data analytics and reporting capabilities.
Streamline communication between EMS, fire departments, and hospitals.
Support mobile access and real-time data entry.

3. Scope of Work

Software Requirements:

Incident Reporting:

Fire incident reporting (NFIRS compliant).
EMS reporting (NEMSIS 3.5 compliant).
Fire Preplanning.
Building Inspections.
Real-time data entry and mobile access.
Customizable forms and fields.

Established in 1855

Data Management:

Secure cloud-based storage with backup capabilities.
Access controls and user permissions.
Data analytics and reporting tools.
Integration with existing city databases.
Ability to export to third party biller including attachments.
Export data to meet State & Federal requirements.

Integration:

Interface with hospital systems for patient data exchange.
API support for third-party applications.

Training and Support:

Initial and ongoing training for staff.
24/7 technical support.
Regular updates and maintenance.

4. Proposal Submission Requirements

Company Information:

Company profile and history.
Relevant experience with government and public safety sectors.
References from similar projects.

Technical Proposal:

Detailed description of proposed software solution.
Implementation plan and timeline.
Integration strategy with existing systems.

Cost Proposal:

Detailed breakdown of costs including licensing, implementation, training, and support.
Optional and additional services costs. The proposal must also include any associated fee for importing data from our current software vendor.

Compliance:

Documentation demonstrating compliance with Michigan and federal reporting standards.

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5. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

Software functionality and features.
Experience and qualifications of the vendor.
Implementation and integration plan.
Cost-effectiveness.
Vendor references and past performance.
Training and support offerings.

6. Timeline

RFP Issuance: 5/23/2024
Deadline for Questions: 5/29/2024
Proposal Due Date: 5/30/2024 by 2:30 pm

7. Submission Instructions

Submit sealed proposals to:

City of Three Rivers
Attn: Leslie Wilson, City Clerk
333 W Michigan Ave
Three Rivers, MI 49093

8. Contact Information

For any questions or additional information, please contact:

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