



City of Rochester Hills
AGENDA SUMMARY
FINANCIAL ITEMS

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Legislative File No: 2026-0157

TO: Mayor and City Council Members

FROM: Todd Gary, Chief, Fire and Emergency Services
Ann Echols, Assistant Chief/Fire Marshal

DATE: April 13, 2026

SUBJECT: Fire and Emergency Services Records Management System

REQUEST:

City Council is requested to authorize a contract/blanket purchase order for Fire and Emergency Services Records Management System including software, consulting, and support, maintenance and implementation services to EPR Systems USA, Inc., Oviedo, Florida in the amount not-to-exceed \$105,898.73 for a three (3) year contract term and further authorizes the Procurement Manager to execute an agreement on behalf of the City.

REASON FOR PURCHASE:

The City of Rochester Hills Fire Department currently manages critical public safety data through separate systems and manual processes, leading to information silos and duplicative data entry. To modernize these operations, the City issued Request for Proposals utilizing the MITN system and requested proposals for a single, cloud-based (preferred) solution for Fire and Emergency Services Records Management System. The purpose of the RFP was to receive solutions for a single, integrated solution to consolidate Fire Records Management (FRMS), EMS reporting/ePCR, and Community Risk Reduction (CRR) inspections and invoicing. The City received four (4) responses, which were evaluated by a committee consisting of staff from the Fire and MIS departments. Following the initial proposal evaluation, the committee subsequently shortlisted to three (3) vendors and requested an interviews/software demonstration. During the interviews/demonstrations, the vendors were required to demonstrate specific functionalities including NERIS and NEMSIS 3.5 compliance, technical security measures, and HIPAA-compliant encryption.

Upon the conclusion of the demonstration phase, two (2) finalists were selected to provide a "sandbox" environment for hands-on testing. Key members from the various Fire Department divisions utilized these environments to perform in-depth scripted testing, simulating real-world scenarios such as EMS field responses, fire incident reporting, on- and offline fire inspections, and provided detailed ratings for each system. Following a final committee meeting to discuss these scores and findings, EPR Systems USA, Inc. was unanimously recommended for award. Their proposed FireWorks RMS solution was determined to be the best value for the City, offering a user-friendly experience that reduces redundancy by eliminating the need to enter the same data into multiple systems. Furthermore, EPR demonstrated superior qualifications and a clear path to meeting the City's desired objectives for a software solution, providing the Fire Department with a scalable, secure, and fully compliant platform for the future. It is based on these factors that award is recommended to EPR Systems USA, Inc.

The requested contract amount includes the initial startup and 3-year contract costs for licensing, implementation, training, maintenance and support, and additional budgetary allowance related to costs

that may be needed to fully implement the software solution to meet the Fire Department operational needs (ePCR setup, NFPA and ICC code fees, etc.).

Cost Summary	Year 1	Year 2	Year 3
Licensing	\$27,662.00	\$28,491.86	\$29,346.62
Implementation	No Charge	No Charge	No Charge
Training	\$5,400.00		
Maintenance and Support	No Charge	No Charge	No Charge
Estimated Budgetary Allowance for (ePCR setup, invoicing module, NFPA and ICC code fees, etc.)	\$6,137.00	\$4,365.14	\$4,496.11
Total Costs	\$39,199.00	\$32,857.00	\$33,842.73
3-Year Contract Costs			\$105,898.73

PROCESS:

Vendor Name and Address:

EPR Systems USA Inc.
257 Plaza Dr, Suite D
Oviedo, FL 32765

Reason for Selection:

Best Value

Method of Purchase:

Contract/Blanket Purchase Order

BUDGET:

Funding is included in the FY 2026 Adopted Budget and the FY 2027-2028 Projected Budgets

Fund Name	Department Account No	Account No. Description	3-year Budget Amount	3-year Cost	Remaining Budget
Fire Operating	206.807000	Admin – Contractual Services	\$26,830	\$26,830.00	\$0
Fire Operating	339.807000	Emergency Services – Contractual Services	\$71,270	\$71,270.00	\$0
Fire Operating	341.801000	CRR – Professional Services	\$20,250	7,798.73	\$12,451.27
		Total	\$118,350	\$105,898.73	\$12,451.27

RECOMMENDATION:

City Council is requested to authorize a contract/blanket purchase order for Fire and Emergency Services Records Management System including software, consulting, and support, maintenance and

implementation services to EPR Systems USA, Inc., Oviedo, Florida in the amount not-to-exceed \$105,898.73 for a three (3) year contract term and further authorizes the Procurement Manager to execute an agreement on behalf of the City.

APPROVALS:	SIGNATURE	DATE
Department Review		
Department Director		
Budget Content: Chief Financial Officer		
Purchasing Process: Procurement Manager		
Mayor		
City Clerk		

Contract Reviewed by City Attorney Yes N/A