



MUNICIPALITY OF SHUNIAH

Request for Quotation(RFQ)

Volunteer Fire Department Records Management Software (RMS)

FIRE-02-2025

RFQ Submission Deadline: Friday, October 31, 2025

RFQ to be submitted **electronically** in a single PDF file by email to:
tenders@shuniah.org, and will be received by the Municipality, up to
but no later than 2:00 pm on: **Friday, October 31st, 2025.**

1. Purpose

The Municipality of Shuniah invites Request for Quotations from qualified software providers for a **Volunteer Fire Department Records Management Software (RMS)** solution. This process is intended to identify solutions that improve operational efficiency, ensure compliance, and support the needs of a rural volunteer fire service in Ontario.

The Shuniah Fire Master Plan, Community Risk Assessment and E&R By-law are available at: www.shuniah.org/living/police-fire-and-emergency/

2. Desired Solution Capabilities

Respondents should describe how their software addresses the following combined list of **core features and advanced capabilities**:

Incident & Response Management

- Incident dispatch, navigation, response tracking, and structured reporting.
- Integration with CAD systems and pre-incident mapping.
- OFM-compliant reporting and analytics.
- Benchmarking capabilities to monitor turnout times and response times, including mapping response coverage, supporting Fire Master Plan recommendations on Fire Ground Effectiveness and KPI tracking

Personnel, Training & Scheduling

- Firefighter availability and attendance tracking.
- Payroll and compensation integration.
- Integration of all software such that data is captured once to reduce data entry from multiple sources.
- Training and certification tracking, recertification reminders, firefighter development plans.
- Shift scheduling, roster management, and role assignment.
- Support long-term training strategies, recruit training and alignment with firefighter certification
- Integration of Standard Operating Procedures/Guidelines (SOPs & SOGs)

Fleet, Equipment & PPE Management

- Fleet checks, maintenance logs, and lifecycle tracking.
- Equipment assignment, inspections, and maintenance history.
- PPE management and inspection, including tracking against NFPA guidelines
- Inventory thresholds, alerts, and automated notifications.

Fire Prevention, Permits & Inspections

- Fire permit issuance and tracking.
- Inspection scheduling, workflows, and occupancy management.
- Fire prevention planning, including water sources, hazards, and pre-incident plans.
- Mobile inspection tools (field-based data capture, photos, geolocation).
- Inspection reporting customization

Data Management, Reporting & Analytics

- Easy data entry and customizable reporting.
- Built-in dashboards and analytics for incident, personnel, and asset performance.
- Compliance reporting with OFM standards.
- Customizable BI-style reporting and exportable datasets.
- Personal Information Protection and Electronic Documents Act (PIPEDA) complaint
- Transfer, import and implement of historical data

Communications & Alerts

- Firefighter communication tools (messaging, notifications).
- Mass alerting capabilities for staff availability and emergency callouts.

Technical Requirements

- Web/cloud-based (accessible anytime/anywhere).
- Mobile-friendly, with full iOS and Android support.
- Offline functionality with synchronization.
- Robust data security, encryption, role-based access, and disaster recovery.
- Ability for client configuration and customization.

Value-Added Capabilities

- Workflow automation for reports, alerts, and reminders.
- Support for photos, media attachments, and collaborative reporting.
- Scalable design to grow with departmental needs.
- Administrative modules to reduce workload on Fire Chief

3. Evaluation Criteria

Submissions will be reviewed with reference to:

- **Functional Alignment:** Coverage of the required features and advanced capabilities.

- **Ontario Compliance:** Support for Office of the Fire Marshal reporting and provincial fire service standards.
- **Training & Support:** Onboarding, customer service, documentation, and ongoing assistance.
- **Flexibility & Scalability:** Customization and ability to expand with evolving needs.
- **Cost Transparency:** Clear explanation of licensing, subscription, implementation, training, and support fees.
- **Integration & Data Migration:** Demonstrated ability to integrate with existing systems and migrate legacy data.
- **Security & Reliability:** Encryption, uptime guarantees, disaster recovery.
- **Vendor Experience:** Relevant deployments, especially within Canadian or Ontario municipalities.

4. Submission Requirements

Interested vendors are requested to provide:

1. Company profile and relevant RMS experience.
2. Overview of how the software meets the needs of Shuniah Fire Department
3. Compliance with Ontario fire service reporting and OFM requirements.
4. Implementation process, project timeline, training, and support.
5. Transparent fee structure (licensing, implementation, training, ongoing support).
6. References from comparable departments (preferably Canadian and Ontario).

5. Submission Instructions

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tenders@shuniah.org, and will be received by the Municipality, up to
 but no later than 2:00 pm on: **Friday, October 31st, 2025.**

7. Questions:

All questions regarding RFQ are to be in writing and emailed to:

Blair Arthur – Fire Chief firechief@shuniah.org

6. Disclaimer

This RFQ does not constitute a binding procurement or commitment by the Municipality of Shuniah.

The Municipality reserves the right to be the sole judge of the acceptability of any product/service offered and to purchase that to which, in its opinion, most closely meets the operating requirements of the Municipality.

The Municipality reserves the right to award different options, combinations of the options, as deemed necessary.

The Municipality reserves the right to reject any and all submissions in whole or in part; to waive technical defects, irregularities and omissions, if in doing so, the best interest of the Municipality will be served.

The Municipality reserves the right to terminate this request in whole or in part, without penalty or recourse, that which is deemed advantageous to the Municipality.

The Municipality reserves the right to terminate the contract without notice if due to non-performance and/or unsatisfactory service and/or unsatisfactory product performance.

The Municipality reserves the right to adjust the quantities or configuration upward or downward to meet its requirements and budget allotments, without penalty to the Municipality.