



/ Opportunities

Innovation & Technology / General Services

Charlotte Fire Records Management System

The Charlotte Fire Department (CFD) is seeking to replace its existing Records Management System (RMS), which has become outdated after over 20 years of service and is approaching its end-of-life. The current RMS is being phased out by the vendor, relies on legacy technology without support for iOS devices, and lacks a robust Disaster Recovery environment. Consequently, we are looking for a new RMS solution that will enhance operational efficiency, improve data accessibility, and ensure compliance with regulatory standards. The new RMS will revolutionize firefighters' workflows, improve operational outcomes, and provide critical decision-making data currently unavailable during on-scene operations. A key feature of the new system will be its ability to support mobility, empowering firefighters to make real-time decisions with immediate access to analytical data. Additionally, the new RMS must integrate seamlessly with existing systems, including Computer Aided Dispatch (CAD) and Workday, while ideally providing modules for Scheduling, Electronic Patient Care Reporting (ePCR), Inspections, Pre-Plans, and Incident Response. The system should also support customizable reporting and be adaptable for future integrations as the department evolves.

Details

Posting Number	2025-Q1(Jan-Mar)-IT-17008
Anticipated Posting Date	2025-02-13
Commodity Code(s):	91844, 95882

Requirements

Last Updated: 03/14/25

Estimated Total Value

The total project value is anticipated to be:

Contract Term

The term of the project is anticipated to be:

For Questions, Contact:

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City Contact

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