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May 14, 2021

File: 2021-PPS-001

TO ALL PROPONENTS:

Dear Sir/Madam:

Re: RFP 2021-PPS-001 – CRD Fire Dispatch

In accordance with the provision contained in the “Instructions to Proponents” for RFP No. 2021-PPS-001, Addendum No. 1 is hereby issued as a result of:

1. A request for information
2. A clarification statement from CREST
3. A correction regarding call volumes

Sincerely,

Shawn Carby
Senior Manager
Protective Services

Attachment: 1

A decorative graphic at the bottom of the page consisting of several overlapping, wavy lines in shades of teal and light blue, creating a sense of movement and depth.

1. Annual Call Volumes

Schedule A in the original document is replaced with the table titled “**2020 RECAPITULATION REPORT - RMS ALL JURISDICTIONS**” found on page 5 (the last page) of this addendum.

2. Service Delivery Requirements

#6 Fire Agency Radio and #7 Fire Agency Alerting

The following language is added:

“For RFP respondents considering using the interzone link between E-Comm and CREST to provide dispatch services, the respondent will need to confirm/validate that sufficient capacity exists on that link to handle the additional traffic generated by this service. That validation will require confirmation from Motorola”.

3. Special Situations

#15 (a) is amended as follows:

Activate fire department alerting systems, and as necessary manually activate CRD infrastructure systems such as Tsunami sirens, based on alerts supplied by Emergency Management BC.

The alerts are provided directly to local governments through local government databases

#15 (b) is amended as follows:

“Primary and Secondary alerting is enabled through the CREST Paging Network. In the event an alert sent to a volunteer fire department does not solicit a radio response by a fire department member the provider shall re-attempt alerting. The process for re-alerting will be a scripted escalating model supplied by the CRD. This will include a prescribed number of minutes to wait before re-alerting. The current practice is 3 minutes.

Request for Information

General Question:

- What is the total number of fire stations for each of the departments requiring the dispatch service?

Answer: There are a total of 20 fire stations with the following breakdown:

1. Metchosin 1
 2. Highlands 1
 3. Otter Point 1
 4. Shirley 1
 5. Port Renfrew 1
 6. Willis Point 1
- 

7. Saltspring Island 3
8. Mayne Island 1
9. Pender Islands 3
10. South Galiano 1
11. North Galiano 1
12. Sooke 2
13. East Sooke 1
14. Piers Island 1
15. Saturna Island 1

Service Delivery Requirements Questions:

Non-emergency call handling – point #5

- Is the non-emergency call handling 24x7x365, or only after-hours?
Answer: 24/7/365
- What is the anticipated call volume of non-emergency calls?
Answer: In 2020 there were 858 events categorized as non-emergency, with the majority related to open burning complaints.
- Are these included in the total call volumes provided in Schedule A?
Answer: Yes
- Define non-emergency call handling and provide examples of these call types and the actions required by the dispatch service provider.
Answer: Burning Complaints, notifying duty officers by CREST pager, or phone.
- Do non-emergency calls result in notification and/or dispatch of units or personnel?
Answer: Yes

CAD to RMS data transfers – point #11

- What is the RMS systems being used by each department?
Answer: Incident data is captured in the CRD hosted RMS
- Is the current RMS limited to the hosted CRD version of FDM or are there other software solutions?
Answer: There is other software in use but those systems are not interfaced with the CRD hosted RMS. There are proprietary products such as, but not limited to, Target Solutions, and FirePro 2.
- How many departments are using the CRD hosted RMS and what is the number of user licences?
Answer: Langford Fire Department maintains a pool of five licences, and three departments pay an annual fee to Langford to access that pool of licences.


Mobile Work Stations – point #13

- How many mobile workstations are used by each Department and what type of device are they using, including I-Pad or Android tablet devices?
Answer: Only one department utilizes five (5) mobile data terminals. They use a combination of Panasonic Toughbook CF33, and windows based tablets.

Special Situations – point # 15

- (#15.a) What are the means for activating the Tsunami Sirens at Port Renfrew and Jordan River?
Answer: The Jordan River and Port Renfrew systems activate automatically during seismic activity. The Port Renfrew system can also be activated manually by remote means. Currently, there is no ability to manually activate the Jordan River system.
 - What is the existing technology?
Answer: Ten digit dialing into a DTMF system. Operator follows scripted instructions
 - What is the demarcation point for the sirens (location and type)?
Answer: Telus landline, or mobile service provider
 - How frequently is the siren activated?
Answer: Currently tested two times annually but the frequency may be increased in the future for purposes of public education.
 - How are the alerts supplied by EMBC?
Answer: Email and telephone, the same system as any local government emergency program.
 - Do other departments require Tsunami notifications (i.e. paging when alerted by EMBC)?
Answer: Yes, through a risk based escalating model based on the type of tsunami alert issued by Emergency Management BC

 - (#15.b) What are the means for activating the secondary fire agency alerting systems?
Answer: Ten digit dial to Telephone to radio interconnect through the CREST paging network
 - What are the existing systems in place for secondary notification, how many devices are there, and using what technologies?
Answer: All technology for secondary paging is through the CREST Paging Network
 - Are the systems connected/activated with the CREST paging network?
Answer: Yes
 - Are the systems activated only for certain events?
Answer: See amended language for 15(b) above
 - How is “in the event the CREST paging network does not solicit a response from a volunteer fire department” defined and/or identified to the dispatch provider?
Answer: In the event there is no response to a primary page then after 3 minutes, or as otherwise prescribed, the dispatch provider is to initiate a 2nd page.

 - (#15.f) What is the file type for fire preplans, and where are they uploaded to?
Answer: PDF
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2020 RECAPITULATION REPORT - RMS ALL JURISDICTIONS

		LAN	SOO	SALT	MET	PEN	O/P	HIGH	E/S	S. GAL	MAYN	SHI	N. GAL	P/R	WP	SAT	PIERS	CRD	2020 TOTAL	
1	1	Aircraft - Crash	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
2	2	Alarm Bells - CO	24	5	5	0	0	0	0	0	1	0	0	0	0	0	0	0	0	35
	3	Alarm Bells - Commercial	155	14	26	7	10	0	1	1	0	2	1	0	0	1	0	0	0	218
	4	Alarm Bells - Intrusion	20	20	0	0	0	2	0	0	0	0	1	0	0	0	0	0	0	43
	5	Alarm Bells - Residential	73	40	19	19	4	0	6	9	3	1	9	0	0	1	1	0	0	185
3	6	Assistance - BCAS	34	49	17	11	24	2	5	3	8	4	3	7	5	3	4	1	0	180
	7	Assistance - Flooding	16	5	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	25
	8	Assistance - General Public	101	32	27	10	16	9	5	8	12	4	0	1	1	0	1	0	0	227
	9	Assistance - Misc Complaint	51	15	20	12	11	7	0	3	3	1	0	0	2	0	2	0	0	127
	10	Assistance - Public Works	249	23	4	29	2	4	4	5	1	1	3	0	0	1	0	0	0	326
	11	Assistance - RCMP	22	6	7	2	1	2	1	0	1	0	1	1	0	0	0	0	0	44
4	12	Beach Fire	0	2	7	36	3	2	0	1	2	1	1	0	0	0	0	0	0	55
5	13	Boat - Distress / Fire	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
6	14	Bomb Threat	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	15	Brush/Grass - Bark Mulch	29	3	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	35
	16	Brush/Grass - Fire	14	12	7	8	2	0	5	2	0	2	0	0	0	1	0	0	0	53
	17	Brush/Grass Smke Smell/Sightng	19	20	19	5	11	4	4	8	3	5	3	1	0	1	1	0	0	104
8	18	Community Event	139	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	142
9	19	False Alarm Bells - CO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	20	False Alarm Bells - Commercial	12	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	15
	21	False Alarm Bells - Residential	6	1	3	0	0	1	0	1	0	0	0	0	0	0	0	0	0	12
10	22	Fire - Misc Fire	16	8	5	4	0	1	0	0	0	0	0	1	0	1	0	0	0	36
11	23	HAZ MAT - Chlorine	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	24	HAZ MAT - Natural Gas	19	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	28
	25	HAZ MAT - Petroleum Spill/Fire	6	4	2	0	0	0	0	1	1	0	0	0	0	0	0	0	0	14
	26	HAZ MAT - Propane	2	3	5	0	0	1	0	1	0	0	0	0	1	0	0	0	0	13
	27	HAZMAT - Chem/Unknwn Spl/Leak	5	1	1	0	0	0	0	0	1	0	3	0	0	0	0	0	0	11
	28	HAZMAT - CRD TEAM																3	3	
12	28	Hydro - Fire	5	6	16	2	8	0	9	3	5	1	5	0	0	0	2	0	0	62
	29	Hydro - Lines Down	30	37	67	21	43	9	13	14	18	5	7	9	1	1	0	1	0	276
	30	Hydro - Tree on Lines	14	14	35	13	14	5	8	5	4	6	9	4	1	0	2	0	0	134
13	31	Medical - A	4	1	0	0	1	0	0	2	0	1	0	0	0	0	0	0	0	9
	32	Medical - B	2	4	0	6	3	4	2	0	4	0	0	4	0	0	0	0	0	29
	33	Medical - C	24	42	6	15	11	7	4	1	2	4	5	2	2	0	0	1	0	126
	34	Medical - D	430	223	134	66	39	19	12	12	11	13	10	11	7	7	4	1	0	999
	35	Medical - E	70	21	15	15	5	2	3	5	1	0	1	1	0	0	1	0	0	140
14	36	MVI	173	73	37	47	7	11	14	10	3	2	15	1	10	1	0	0	0	404
15	37	Open Burn - Camp Fire	43	15	14	9	9	1	0	2	6	4	2	0	1	0	2	0	0	108
	38	Open Burn - General	86	100	147	69	36	27	28	30	7	22	3	2	2	2	2	2	0	565
16	39	Railway - Derail / Fire	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
17	40	Rescue - Animal	4	1	1	0	0	0	2	1	0	0	0	0	0	0	0	0	0	9
	41	Rescue - Elevator	10	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	13
	42	Rescue - Rope/High/Confined	10	7	3	2	1	2	2	1	0	0	2	0	7	0	0	0	0	37
	43	Rescue - Search	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	2
	44	Rescue - Water/Ice/Drowning	3	0	5	2	0	1	0	0	0	0	0	0	0	0	0	0	0	11
18	45	Rubbish/Dumpster Fire	6	1	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	10
19	46	SFComm (Strctr Fire Comm)	13	4	2	6	3	6	0	4	0	0	0	0	0	0	1	0	0	39
	47	SFComm - Smoke/Smll in Strctr	5	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	7
	49	SFRes - Chimney	2	8	5	3	2	2	1	1	0	3	0	0	1	0	0	0	0	28
	50	SFRes - Mobile Home/Trailer	3	0	0	1	1	1	0	1	0	0	0	0	0	0	0	0	0	7
	51	SFRes - Smk/Smell in Strctre	8	4	1	5	1	4	0	6	0	0	0	0	0	0	0	0	0	29
	48	SFRes (Structure Fire Res)	27	8	7	7	1	7	1	6	0	2	1	0	0	1	2	0	0	70
20	52	Vehicle Fire	19	5	4	6	1	0	2	0	1	0	2	0	1	0	0	0	0	41
		TOTALS	2003	851	685	441	272	144	134	147	97	85	88	44	43	21	27	6	3	5091