

Request for Proposal

RFP No. 2021-PPS-01 Fire Dispatch Services

May 7, 2021

Capital Regional District
Protective Services
625 Fisgard Street, Victoria BC V8W 2S8

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CAPITAL REGIONAL DISTRICT
REQUEST FOR PROPOSAL
Fire Dispatch Services
RFP NO. 2021-PPS-01

INSTRUCTIONS TO PROPONENTS

1.1 Invitation

The Capital Regional District (“CRD”) invites detailed proposals from consultants (the “Proponents”) in strict accordance with these Proposal Documents (CRD, RFP No. 2021- PPS-01). The proposals will be evaluated for the selection of a contractor with the intent to enter into a contract (the “Contract”) to provide the services described in Appendix “A”.

The Capital Regional District (CRD), hereinafter referred to as the "CRD", invites Proposals for Fire Dispatch Services.

The quantities are estimated annual amounts, initially for a five (5) year period with the option to extend the contract for two (2) additional one (1) year periods upon mutual agreement. The District reserves the right to award in whole or in part. Proponents may be awarded additional follow-on work without a further competition.

A Contract will not necessarily result from this Request for Proposal (“RFP”).

1.2 Closing Time and Date for Submission of Proposals

The CRD will accept either a hard copy or an electronic submission.

Hard copy

The CRD will accept three (3) copies of each proposal in accordance with the instructions contained herein, at the following specific physical location:

Attention Shawn Carby, Senior Manager
Protective Services

Address Capital Regional District
625 Fisgard Street
Victoria BC V8W 2S6

Electronic copy

Submit a PDF copy of your Technical Proposal and Financial Proposal (in two separate files), in accordance to the instructions contained herein, to the following email address:

Address: scarby@crd.bc.ca

Delays caused by any computer related issues will not be grounds for an extension of the Closing Time. Proposals received electronically with a time stamp after the Closing Time will not be considered.

On or before the following date and time (the “Closing Time”):

Time: **3:00 P.M. PST**

Date: **31 May 2021**

- The CRD reserves the right to extend the Closing Time at its sole discretion.
- Proposals must not be sent by fax.

1.3 Not a Tender

This is a Request for Proposal and not a tender call.

1.4 Proposal Documents

Each Proponent will ensure it provides its correct name, address, email address, telephone number to the CRD at the time the Proponent receives a set of Proposal Documents.

- Please use and reference the above RFP number on all correspondence.
- Proponents are advised to read and respond appropriately to all sections of the RFP.
- Incomplete proposals may be rejected at the sole discretion of the CRD.

1.5 Inquiries

All inquiries related to this RFP, including whether or not the Contract has been awarded, should be directed in writing to the person named below (the “CRD Representative”). Information obtained from any person or source other than the CRD Representative may not be relied upon.

Name: Shawn Carby
Address: 625 Fisgard St. Victoria BC V8W 2S6
Telephone: 250-360-3186
Email: scarby@crd.bc.ca

Inquiries should be made no less than seven (7) days prior to Closing Time. The CRD reserves the right not to respond to inquiries made less than seven (7) days prior to Closing Time. Inquiries and responses will be recorded and may be distributed to all Proponents at the discretion of the CRD.

Proponents finding discrepancies or omissions in the Contract or RFP, or having doubts as to the meaning or intent of any provision, should immediately notify the CRD Representative. If the CRD determines that an amendment is required to this RFP, the CRD Representative will issue a written addendum to the Proponents. No oral conversation will affect or modify the terms of this RFP or may be relied upon by any Proponent.

1.6 Information Meeting

Not applicable.

1.7 Addenda

If the CRD determines that an amendment is required to this RFP, the CRD will issue a written addendum and it will be posted to BC Bid and CRD websites. The addendum(s) will be incorporated into and become a part of this RFP. Failure to acknowledge and address all addenda in a Proposal may render the Proposal invalid. It is the sole responsibility of the Respondents to check BC Bid and the CRD websites for addendum(s) prior to submittal.

1.8 Late Proposals

Proposals received after the Closing Time will not be accepted or considered. Delays caused by any delivery, courier or mail service(s) will not be grounds for an extension of the Closing Time. Proposals received after the Closing Time will be returned unopened to the Proponent.

1.9 Amendments to Proposals

Proposals may be revised by written amendment, provided they are delivered to the location set out in section 1.2. An amendment must be signed by an authorized signatory of the Proponent in the same manner as provided by section CRD’s Right to Modify Terms and Negotiate

The CRD, at its sole discretion, reserves the right to modify the terms of the RFP at any time before the Closing Time. The CRD also reserves the right following the Closing Time, and in accordance with the terms of this RFP, to negotiate with one or more Preferred Proponents any modification or variation of the terms of the RFP, including any of the documents referred to in the definition of “Contract” herein or any modification or variation of the terms of any Proposal, including price, that the CRD considers to be in its best interests. For certainty and without limiting the foregoing, the CRD may, for the purpose of entering into a Contract with any Proponent, amend the description of the required work included in this RFP so that it accurately reflects the services to be provided by the Proponent.

1.10 Examination of Contract Documents and Site

Each Proponent will be deemed to have carefully examined and understood the requirements and limitations of the RFP, including all attached Appendices, the Contract and the Site (as applicable) prior to preparing and submitting a Proposal, with respect to any and all facts which may influence the decision to prepare and submit a Proposal.

PROPOSAL SUBMISSION FORM AND CONTENTS

2.1 Package

Each Proposal must be submitted using a two-envelope process or two document process. One envelope or document must contain the Proponent's price, fee schedule or cost of its Proposal. This envelope or document must be clearly marked "Financial Proposal" and the other envelope or document must contain the balance of the Proposal and be clearly marked "Technical Proposal". Proposals must be in a sealed package and marked on the outside with the Proponent's name, title of the Project and RFP number. Proposals that are sent via email must contain two different documents, one marked "Financial Proposal" and the other marker "Technical Proposal".

2.2 Form of Proposal

Proponents must submit their Proposal in accordance with the instructions set out in Appendix "B" – Form of Proposal.

2.3 Signature

The Proposal should be signed by a person authorized to sign on behalf of the Proponent and include the following:

- a) If the Proponent is a corporation then the full legal name of the corporation should be included, together with the names of the authorized signatories. The Proposal should be executed by all of the authorized signatories or by one or more of them provided that a copy of the corporate resolution authorizing those persons to execute the Proposal on behalf of the corporation is submitted.
- b) If the Proponent is a partnership or joint venture then the legal name of the partnership or joint venture and the name of each partner or joint venturer should be included and each partner or joint venturer should sign personally (or, if one or more person(s) having signing authority for the partnership or joint venture should provide evidence to the satisfaction of the CRD that the person(s) signing have signing authority for the partnership or joint venture). If a partner or joint venturer is a corporation then such corporation should sign as indicated in subsection (a) above.
- c) If the Proponent is an individual, including sole proprietorship, the name of the individual should be included.

EVALUATION AND SELECTION

3.1 Evaluation Team

The evaluation of Proposals will be undertaken on behalf of the CRD by the Evaluation Team. The Evaluation Team may consult with others including CRD staff members, third party consultants and references, as the Evaluation Team may in its discretion decide is required.

3.2 Evaluation Criteria

The Evaluation Team will compare and evaluate each Proposal to determine the Proponent's strength and ability to provide the Services in order to determine the Proposal which is most advantageous to the CRD, using the following general criteria:

- a) Understanding of issues specific to this assignment including proposed work methodology proposed level of effort, proposed work schedule and sequence of work.
- b) Experience and capability of firms and staff in similar assignments

- c) Past performance of firm and staff as determined from the CRD and references.
- d) Availability and commitment of resources including staff, office and technical support.
- e) Past performance of cost and scheduling control practice.
- f) Fee schedule and total cost of services (upset fee) to the CRD.

3.3 Litigation

In addition to any other provision of this RFP, the CRD may, in its absolute discretion, reject a Proposal if the Proponent, or any officer or director of the Proponent submitting the Proposal, is or has been engaged directly or indirectly in a legal action against the CRD, its elected or appointed officers, representatives or employees in relation to any matter.

In determining whether or not to reject a Proposal under this section, the CRD will consider whether the litigation is likely to affect the Proponent's ability to work with the CRD, its contractors and representatives and whether the CRD's experience with the Proponent indicates that there is a risk the CRD will incur increased staff and legal costs in the administration of the Contract if it is awarded to the Proponent.

3.4 Additional Information

The Evaluation Team may, at its discretion, request clarifications or additional information from any Proponent with respect to any Proposal. The Evaluation Team may consider such clarifications or additional information in evaluating a Proposal.

3.5 Interviews

The Evaluation Team may, at its discretion, invite some or all of the Proponents to appear before the Evaluation Team to provide clarifications of their Proposals. In such event, the Evaluation Team will be entitled to consider the answers received in evaluating Proposals.

3.6 Multiple Preferred Proposals

The CRD reserves the right and discretion to divide up the Services, either by scope, geographic area, or on any other basis as the CRD may decide, and to select one or more Preferred Proponents to enter into discussions and/or negotiations with the CRD for one or more Contracts to perform all or a portion or portions of the Services. In addition to any other provision of this RFP, Proposals may be evaluated on the basis of advantages and disadvantages to the CRD that might result or be achieved from the CRD dividing up the Services and entering into one or more Contracts with one or more Proponents.

3.7 Negotiation of Contract and Award

If the CRD selects one or more Preferred Proponents, then it may enter into a Contract with the Preferred Proponent(s), or enter into discussions with the Preferred Proponent(s) to attempt to negotiate the terms of the Contract(s), and such discussions may include but are not limited to negotiating amendments to the scope of Services and the Preferred Proponent's price(s).

If at any time the CRD reasonably forms the opinion that a mutually acceptable agreement is not likely to be reached within a reasonable time, the CRD may give the Preferred Proponent(s) written notice to terminate discussions, in which event the CRD may then either open discussions and/or negotiations with another Proponent or Proponents, or terminate the RFP and retain or obtain the Services in some other manner.

Proponents will be notified in writing when a Contract has been awarded.

GENERAL CONDITIONS

4.1 No CRD Obligation

This RFP does not commit the CRD in any way to select a Preferred Proponent, or to proceed to discussions or negotiations for a Contract, or to award any Contract, and the CRD reserves the complete right to at any time reject all Proposals, and to terminate this RFP process for any reason.

4.2 Proponents Expenses

Proponents are solely responsible for their own expenses in preparing, submitting Proposals, and for any meetings, negotiations or discussions with the CRD or its representatives and contractors relating to or arising from this RFP.

4.3 No Contract

By submitting a Proposal and participating in the process as outlined in this RFP, Proponents expressly agree that no contract of any kind is formed under, or arises from, this RFP, prior to the signing of a formal written Contract.

4.4 Conflict of Interest

A Proponent shall disclose in its Proposal any actual or potential conflicts of interest and existing business relationships it may have with the CRD, its elected or appointed officials or employees. The CRD may rely upon such disclosure.

4.5 Solicitation of CRD Staff, Board Members, Contractors

Proponents and their agents will not contact any member of the CRD Board, CRD staff or CRD contractors with respect to this RFP, other than the CRD Representative named in section 1.5, at any time prior to entering into a Contract or the cancellation of this RFP.

4.6 Disclaimers/Limitations of Liability

Neither acceptance of a Proposal nor execution of a Contract constitute approval of any activity or development contemplated in any Proposal that requires any approval, permit or license pursuant to any federal, provincial, regional or municipal statute, regulation or bylaw. It is the responsibility of the Proponent to obtain such approval, permit or license prior to commencement of the work under the anticipated Contract.

The CRD, its elected officials, appointed officers, employees, agents, contractors and volunteers expressly disclaim any and all liability for representations or warranties expressed, implied or contained in, or for omissions from this RFP package or any written or oral information transmitted or made available at any time to a Proponent by or on behalf of the CRD. Nothing in this RFP is intended to relieve a Proponent from forming its own opinions and conclusions in respect of this RFP.

The CRD, its elected officials, appointed officers, employees, agents, contractors and volunteers will not be liable to any Proponent for any claims, whether for costs, expenses, losses, damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by a Proponent in preparing and submitting a Proposal, or participating in negotiations for a Contract, or other activity related to or arising out of this RFP. By submitting a Proposal, each Proponent shall be deemed to have agreed that it has no right to make such claims.

4.7 Confidentiality

The RFP documents, or any portion thereof and any other confidential information to which a Proponent may have access as a result of this RFP process, may not be used by a Proponent for any purpose other than submission of Proposals.

By submitting a Proposal, every Proponent agrees not to divulge, release or otherwise use any information that has been given to it or acquired by it from the CRD on a confidential basis as a result of or during the course of the RFP process.

4.8 Ownership of Proposals and Freedom of Information

Each Proposal submitted, as well as any other documents received from a Proponent, become the property of the CRD, and as such are subject to the *Freedom of Information and Protection of Privacy Act* ("FOIPPA"). FOIPPA grants a general right of access to such records, but also includes grounds for refusing the disclosure of certain information.

Proponents are asked to specifically identify information contained in their Proposal that is submitted on a confidential basis. Subject to any requirement for access under FOIPPA, the CRD will hold in confidence any such information received from a Proponent. However, the CRD specifically reserves the right to distribute information about any Proposal internally to its

own directors, officers and employees, to its consultants and contractors where the distribution of that information is considered by the CRD to be necessary to its internal consultation process.

4.9 Time

The timing for the submission and receipt of Proposals and any amendments thereto shall be determined by reference to the CRD local area network time.

4.10 Acceptance of Terms

The submission of a Proposal constitutes the agreement of the Proponent that all the terms and conditions of this RFP are accepted by the Proponent and incorporated in its Proposal.

CONFIRMATION OF RECEIPT FORM

CAPITAL REGIONAL DISTRICT
REQUEST FOR PROPOSAL
Fire Dispatch Services
RFP No. 2021-PPS-01

RECEIPT CONFIRMATION FORM

Please complete this form and return it within five (5) working days from receipt to:

Shawn Carby, Senior Manager
Protective Services
Capital Regional District
625 Fisgard Street
Victoria, BC

Tel: (250) 360-3186 Email: scarby@crd.bc.ca

Failure to return this form may result in no further communication regarding this RFP.

COMPANY: _____

ADDRESS: _____

CONTACT PERSON: _____

CONTACT EMAIL: _____

CONTACT PERSON: _____

CONTACT EMAIL: _____

PHONE: _____

I have received a copy of the above-noted Request for Proposal, and (check one item):

- we will be submitting a proposal
- we will NOT be submitting a proposal

SIGNATURE: _____

TITLE: _____

DATE: _____

APPENDIX “A” – SCOPE OF SERVICES

INTRODUCTION

The Capital Regional District (CRD) is requesting proposals from existing qualified and experienced Fire Dispatch Centres to provide Fire Dispatch Services to CRD electoral area and select municipal fire departments geographically located within the Capital Regional District, Victoria, BC.

BACKGROUND

Capital Regional District Fire Protection and Emergency Dispatch (CRD)

The CRD provides fire protection services in the Electoral Areas in accordance with service establishment bylaws. Through a regional establishing bylaw the CRD also provides emergency fire dispatch services for the Juan de Fuca, Salt Spring Island, Southern Gulf Islands, and the municipalities of Metchosin, Sooke, Highlands and Langford.

Current Dispatch

The CRD funds fire dispatch services for 18 fire agencies out of the City of Langford Fire Hall #1 utilizing contracted City of Langford Fire Department facilities and staff. Back-up services for the fire dispatch are provided through the BCAS dispatch centre in Langford.

The CAD technology is FDM CAD complemented with FDM RMS.

Fire agency alerting is achieved through two - tone paging both facilitated and maintained through the Capital Region Emergency Services Telecommunications (CREST) Paging Network.

In addition, third party dispatch alerting applications are supplied with basic CAD and Mapping data through common email platforms.

The emergency radio system is operated through the CREST P25 700 MHz radio system.

In 2020 the Dispatch centre answered 1735 9-1-1 calls, and processed 5091 responses for the municipal and electoral area fire departments.

Current Equipment /Technology

1. FDM CAD (Computer Aided Dispatch) and BCAS (British Columbia Ambulance Service) Gateway Interface
2. FDM RMS (Records Management System)
3. Fire Department Alerting through the CREST Paging Network
4. CREST Radio hardware (portables, mobiles and digital vehicle repeaters)
5. GIS (Geographic Information System) mapping and updating capabilities
6. CAD to Mobile CAD, and Mobile CAD to CAD capability
7. CAD to RMS and RMS to CAD capability

Current Contractual Obligations

The Communication Centre, under contract with the Capital Regional District, provided E911 Fire Dispatch Service for the following 18 Fire Departments / Agencies:

1. Langford
2. Metchosin
3. Highlands
4. Jordan River and Port Renfrew* - Tsunami Siren only
5. Otter Point
6. Shirley
7. Port Renfrew
8. Willis Point
9. Saltspring Island
10. Mayne Island
11. Pender Islands
12. South Galiano
13. North Galiano
14. Sooke
15. East Sooke
16. Piers Island
17. Saturna Island
18. CRD Emergency Hazmat Team

Exceptions to this RFP

The City of Langford has elected to not participate in this RFP process and should not be considered in submitted proposals.

Scope of Services

Proposals should be tailored to provide fire dispatch services to one, some, or all of the 18 agencies listed above, with the exception of the City of Langford.

Service Delivery Requirements

The following are deemed to be requirements for the Fire Dispatch Service and the proponent should demonstrate how they meet each requirement:

Emergency Call Answering

1. The Fire Dispatch Service Provider shall be able to receive all emergency events for the Fire Department within the standards prescribed by NFPA (National Fire Protection Association) 1221, 2016 or newer editions, which at a minimum requires 95% of alarm lines answered within 15 seconds and 99% within 40 seconds.

Emergency Call Dispatching

2. The Fire Dispatch Service Provider shall be able to process all emergency events for the Fire Departments within the standards prescribed by NFPA (National Fire Protection Association) 1221, 2016 or newer editions, which for fire related events requires 90% of alarm processing to be completed within 64 seconds.
3. The Fire Dispatch Service Provider shall ensure that its CAD system includes an electronic interface with the B.C. Ambulance Service Dispatch Centre for the timely receipt and processing of all medical First Responder incidents including motor vehicle or other technical rescue incidents as directed by the Capital Regional District.

Next Generation 9-1-1

4. The Fire Dispatch Service Provider shall be able to demonstrate current, or planned, compliance with next generation 9-1-1 (NG9-1-1) or estimated date of compliance with next generation 9-1-1 related to proprietary CAD systems, and Telus E911 services.

Non-emergency call handling

5. The Fire Dispatch Service Provider should be able to process all non-emergency calls and prioritize them accordingly. Proposals should include opportunities, limitations, and associated cost factors related to answering and processing non-emergency calls

Fire agency radio

6. The Fire Dispatch Service provider shall be able to connect to the CREST P25 700Mhz radio network. The proposed Fire Dispatch Centre will provide details on the primary and secondary connection types for interface and connection to the CREST P25 700MHz radio network, including the security and reliability of those connections, and whether they are compliant with the intent of NFPA 1221 (2016) or newer.

Note: CREST will not permit any dispatch provider, not currently using a P25 dispatch console, to connect to the CREST system, until such time as the scheduled CREST network upgrade is completed. The estimated completion date is Q2 2022. This restriction is dictated by the equipment vendor (Motorola).

Fire agency alerting

7. The Fire Dispatch Service Provider shall be able to effectively alert all fire agencies through the CREST paging network, including provision of CAD generated emails, or other data files, intended to populate third party alerting applications. This alerting must include the timely and seamless activation of automatic aid agencies in support of the primary responding department. The Fire Dispatch Provider should be able to initiate pre-alerting where applicable.

If the proposed Fire Dispatch Centre is located outside of the CREST's geographic coverage area (Greater Victoria) provide details on the primary and secondary connection types for interface and connection to the CREST Paging Network, including the security and reliability of those connections, and whether they are compliant with the intent of NFPA 1221 (2016) or newer.

Third Party fire agency alerting and response applications

8. The Fire Dispatch Service Provider should be able to generate Simple Mail Transport Protocol (SMTP) emails from their Computer Aided Dispatch system to supply fire agency third party alerting and response applications such as, but not limited to, Active 9-1-1, lamResponding, Who's Responding, Rip and Run, etc. Provide an outline of the data that can be conveyed on any particular dispatch to 3rd party applications.

Incident support

9. The Fire Dispatch Service Provider shall be able to provide continuous monitoring of all emergency events including, but not limited to, benchmarking vehicle movements per NFPA 1221 (2016 or newer), on scene timers as requested by Incident Commanders, and automatic call out, or upon the request of an Incident Commander, mutual aid departments and agencies such as Police, BC Hydro, Fortis, and Emergency Management BC.

Voice logging

10. The Fire Dispatch Service Provider shall be able to record, store and upon request supply a fire department with recordings of 9-1-1 telephone and CREST radio traffic related to specific emergency events that a fire department is involved in. Clearly articulate what is being recorded

CAD to RMS data transfers

11. The Fire Dispatch Service Provider should be able to transfer CAD incident data upon completion of an incident to an RMS (Records Management System), and supply and support one or more of the following records management services to one, some or all of the of the participant agencies:
 - a. Shared Workspace Solutions; **or**
 - b. Individual fire department solutions; **or**
 - c. An indirect CAD to RMS file transfer protocol to a recipient site as designated and hosted by the CRD; each fire department will download CAD files on their own time to populate their own RMS solution.

Records Management Options for Fire Departments in British Columbia

12. The Fire Dispatch Provider shall include a written synopsis of the future vision of hosting and supporting fire department Records Management systems to address potential sunseting of existing RMS platforms, including but not limited to, Central Square "Fire Department Manager (FDM)".

Mobile Work Stations

13. The Fire Dispatch Service Provider should be able to supply, support, and send dispatch data information seamlessly to the Fire Department MDTs (Mobile Data Terminals); including ability to provide apparatus status reporting and all associated benchmarks – CAD to MDT and MDT to CAD time stamping of responding fire units and electronic status of units availability reporting to RMS.

Reporting

14. The Fire Dispatch Service Provider should be able to create and supply monthly reports for the Capital Regional District and the fire department agencies. This report shall also include call volume issues and identify any anomalies and/or trends that have affected the data. Annual reports will be through mutual agreement of an efficient and effective timeline, and no later than March 1st of the following year. The Fire Dispatch Service Provider shall also identify within their proposal how this data will be recorded and in what format or program it will be presented. Additionally, describe any potential for a self-accessed dashboard for reports.

Special Situations

15. The Fire Dispatch Provider should be willing and able to support the following:
 - a. Activate one or more Tsunami Sirens, based on alerts supplied by Emergency Management BC, or from authorized designated staff within the Capital Regional District, using existing technology, and, or as technology evolves, supplied and maintained by the Capital Regional District.
 - b. Activate secondary fire agency alerting systems such as local fire sirens, where applicable, in the event the CREST paging network does not solicit a response from a volunteer fire department;
 - c. Activate, dispatch and monitor the activities of the Capital Regional District Emergency Hazmat Team including notification of participant agencies, and monitoring and benchmarking vehicle movements of CRD Hazmat 1.
 - d. Planned or ad hoc adjustments to operational response logic changes as required within requested timelines.
 - e. Potential for additional agency support for participants such as bylaw, lone worker tracking, etc.

- f. Support configuration and uploading of fire preplans

Facilities and Staff

16. The Fire Dispatch Service Provider should be able to:
- a. Provide an organizational chart indicating personnel roles, responsibilities, accountabilities in the provision of Fire Dispatch Services.
 - b. Identify the rank and experience of any key individuals who would be involved in the provision of the Fire Dispatch Services.
 - c. Meet the relevant chapters of NFPA 1061 and 1561 standards as they relate to the technical competency and operations of a fire dispatch. Where the service provider does not meet the standard described by NFPA 1061 and NFPA 1561, they shall clearly identify the sections or points in their proposal that meet the standard and those that do not meet the minimum standards.
 - d. Provide information regarding the physical location of both the primary and secondary Communications Centres including the level of compliance with NFPA 1221 Chapter 4, 2019 edition, and specify which areas of NFPA 1221, Chapter 4 are not satisfied.
 - e. Provide a summary of physical and information security protocols for the proposed Fire Dispatch Centre
 - f. Provide the operational plan and capacity to demonstrate the ability to maintain dispatch service levels for the fire departments involved in this proposal during large scale events occurring in other dispatched jurisdictions
 - g. Describe the operational plan for accessing and transitioning to the secondary communications centre to ensure continuity of operations in the event the primary location is required to evacuate or otherwise becomes inoperable. Identify any impacts to expected service levels which may be reasonably expected as a result.
 - h. Provide timely notification of any maintenance, upgrades, breakdowns, or changes to dispatch equipment or protocols that will impact the proper dispatch and/or safety of fire department responders.
 - i. Maintain capacity to handle future extensions, new service areas and enhanced notification processes.
 - j. Describe the extent to which the dispatch service provider is compliant with NFPA 1221 and will specify which areas of NFPA 1221 are not satisfied by the service provider.

Fire Underwriters Survey

The Fire Dispatch Service Provider should be able to provide their latest Fire Underwriters Survey Assessment specific to Part 11; Fire Communications, including the following seven grading items identified as:

1. Communications Center
2. Means of Transmitting Alarm
3. Fire Department Telephone Service (Incoming from Public)
4. Means of Alarm Dispatch
5. Dispatch Service

6. Operations Radio
7. Miscellaneous Factors

The date of the last FUS grading and any supporting information related to improved grading should be included.

PROVIDER EXPECTATIONS

The Fire Dispatch Services offering prefers a Fire Dispatch Services Provider that is providing existing ongoing Fire Dispatch Services, with specialist knowledge and a proven record providing Fire Dispatch Services in British Columbia, preferably on Vancouver Island, to similar size organizations including municipal governments, as well as relevant experience and skills to offer a highly skilled transition and initial start date.

INNOVATION AND ADDED VALUE

The Proponent may offer and describe any value-added services, products or items not specifically asked for and details as to what the Proponent is prepared to supply as part of the Contract. Unless otherwise stated, it is understood that there will be no extra costs for these services, however if there are any additional costs pertaining hereto, the summary and explanation of those costs will be included in Fees and Costs. Items should include any software modules related to Fire training, inspections, pre-plan, operational analytics software programming and the implementation of any future planning for software or technological improvements related to the efficiency on delivery of fire suppression, prevention and community education programming.

TIMELINE

The CRD desires the dispatch service to be operational by January 1, 2022. Proponents should detail their anticipated implementation plan.

APPENDIX “B” – FORM OF PROPOSAL

REQUEST FOR PROPOSAL FIRE DISPATCH SERVICES **PROPOSAL SUBMISSION AND EVALUATION CRITERIA**

PROPOSAL SUBMISSION

All submissions and accompanying documents must be uploaded electronically at scarby@crd.bc.ca **no later than 1500 hours PST on May 31, 2021**. Your submission should be organized into the documents and file types listed below:

- **Cover Letter** (File type: PDF)
- **Proposal Submission** (File type: PDF) Your complete proposal submission highlighting the below evaluation criteria
- **Pricing Submission** (File type: Any)

EVALUATION CRITERIA

The following items should be included in proposal submissions and will be the basis for evaluation. Information should be provided sequentially as shown.

No assumptions should be made that information regarding the Proponent or its participants, their experience, expertise and performance on other projects is known, other than the documentation and responses submitted by the Proponent.

Cover Letter

0 points

Your proposal should include a Cover Letter containing the following information:

- Should contain company name, address, website, telephone number, email address and primary contact person.
- Signed by the person or persons authorized to sign on behalf of the company
- Should acknowledge any addendums issued for this Request for Proposal.

Executive Summary & Statement of Understanding of Services

10 points

Provide a summary of the key identifying points in your service proposal, which highlights the most significant aspects of your service and demonstrates the Proponent’s understanding of the scope and issues involved in providing Fire dispatch services.

Provide a statement of understanding of services clearly outlining the Proponent’s understanding of the Fire Dispatch Services requested by the Capital Regional District, with an emphasis on the most critical issues and how these issues will be effectively addressed.

Company Overview

In this section, provide details regarding your organization including:

1. A description of the organization including qualifications, years of experience in providing Fire Dispatch and call answering services, call transferring services, including operational and financial stability.

2. Physical location of the Fire Dispatch Centre including “back up” or emergency operations redundancy as it relates to the potential for service interruptions via power failure, earthquake, or any other risk factors.
3. Number of “on duty” staff at the Fire Dispatch Centre including an organizational matrix as applicable to the intent of the service provision.
4. If this Proposal involves a consortium or partnership, identify all participants, and provide information for each member. Also, clearly describe and delineate roles and responsibilities of each party and their relationship and responsibility to the single lead Proponent.

Fire Dispatch Experience & Capacity

Describe your organization’s experience and capacity addressing the following key areas:

1. The type of work the Proponent specializes in and the qualifications which demonstrate a level of expertise in operating, maintaining and managing a Fire Dispatch Centre.
2. The number of years the Proponent has been in operation, types of services provided, and typical call volumes.
3. Operational (equipment and personnel) capacity to support service requirements, including emergency operations failover.
4. Demonstrated understanding of dispatch standards, i.e., NFPA (National Fire Protection Association), NENA (National Emergency Number Association), APCO (Association of Public-Safety Communications Officials).
5. Demonstrated experience with transitioning of dispatch services as it relates to acquisition of new clients, installation, implementation and upgrading of new equipment, technology or procedures and software when integrating the new client within existing processes.
6. Compliance with CRTC (Canadian Radio-television and Telecommunications Commission) Regulations, NG9-1-1 (Next Generation 9-1-1) operations and NFPA (National Fire Protection Association) 1221.

References

Proponents should provide a minimum of three (3) client references for which they have delivered or are currently delivering Fire Dispatch Services similar in size, content, and complexity to those required by this RFP.

Include a brief description of each dispatch service contract, including approximate start and end dates, the value of the contract and the name(s), telephone number(s) and email address(es) of any individual(s) who may be contacted to comment on the services provided by the Proponent.

Functional Requirements

40 points

Describe how your dispatch centre meets or will meet the requirements and functionality listed in the Service Delivery Requirements above. Proponents will identify the standards to which they operate citing the applicable year of NFPA for Fire Dispatch.

Your responses should be organized in the following order:

1. Emergency Call Answering
2. Emergency Call Dispatching; include CAD vendor and version.
3. Next Generation 9-1-1
4. Non-emergency call handling
5. Fire agency radio
6. Fire agency alerting
7. Third Party fire agency alerting and response applications
8. Incident support
9. Voice logging
10. Records management; include vendor and version details for Shared Workspace/ CAD to RMS data transfer options
11. Records Management Options for Fire Departments in British Columbia
12. Mobile Work Stations
13. Reporting
14. Special Situations
15. Facilities and Staff

Implementation Strategy

10 points

Describe your implementation strategy and how your organization's current operations may be impacted should the Capital Regional District become a client, including:

Timeline for implementation / training / testing.

1. Proponent adjustments to accommodate the additional communication / dispatch requirements.
2. Additional staff requirements.
3. Training for fire department staff to accommodate any additions or upgrades to equipment, software and resources, and enhancements and additions to current dispatch facility and interface with the Capital Regional District's infrastructure.

Describe an implementation plan with key staffing, activities and timelines to meet the anticipated RFP schedule, including (but not limited to):

1. Details about the project manager and team to manage the implementation.
2. Details on key activities and dates from completion of a written agreement through to commencement of service and during the implementation term. This will be provided as a detailed Project Plan showing activities, critical path, and milestones; and
3. Details of any activities that must be carried out by the Capital Regional District.

Fee Proposal

40 points

Service Delivery Costs

Proponents will specify an all-encompassing fee proposal to execute the services requested. The fee schedule will detail, and separate services being requested, inclusive of the following:

1. Initial start-up and/or project management fees, if applicable.
2. Initial and/or annual capital equipment and/or software licencing costs including records management and mobile data terminal options
3. Annual service fees – provide fees based on 17 agencies per Schedule A:
 - a. an annual volume of approximately 1000 9-1-1 call answers per year,
 - b. 3800 emergency and non-emergency calls per year
 - c. and any adjustment factors for increased or decreased call volume on an annual basis applicable for the first 5 years of a service agreement.
 - d. and any adjustment factors for future increases, or decreased participation of the number of agencies.
4. Any other anticipated business, professional, or other fees; and
5. Any other **optional** services and applicable fees and escalation factors.

Transitional Costs and Service Implementation

Fees and/or costs should be clearly determined and described as “one time” with relation to transitional or implementation costs or associated fees, annual operating costs, licensing or separated operational costs including proposal increases, annual inflation or determined increases in operational calculations.

Schedule A

Fee Structures are to be provided in relation the following incident volume. Please include the fee process for increased or decreased call volume over the term of the agreement.

Municipal Departments	2020 Call Volumes	Increase 15% and adjusted	Cost per department for 2022
Sooke	861	1000	
Metchosin	441	500	
Highlands	134	150	
CRD Electoral Area and Agencies			
Salt Spring Island	885	1000	
Mayne Island	86	100	
Pender Islands	272	325	
South Galiano	97	125	
North Galiano	44	50	
Piers Island	6	10	
Saturna Island	27	30	
Port Renfrew	43	50	
Jordan River/Port Renfrew	Tsunami Siren	Tsunami Siren	
Shirley	88	100	
Otter Point	144	165	
East Sooke	147	170	
Willis Point	21	25	
CRD Hazmat Team	3	4	
Total	3299	3800	

Please clearly describe your organization’s considerations used in the proposed fee structure.