



REGIONAL DISTRICT of Fraser-Fort George

REQUEST FOR PROPOSALS PS-24-01

**SUPPLY AND INSTALLATION
OF COMPUTER AIDED DISPATCH SYSTEM**

Regional District of Fraser-Fort George
155 George Street, Prince George BC V2L 1P8
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<http://www.rdffg.ca>



REQUEST FOR PROPOSALS – Supply and Installation of Computer Aided Dispatch

RFP NUMBER: PS-24-01

Issue Date: January 26, 2024

RFP DOCUMENTS

RFP documents may be obtained on, or after the Issue Date as follows:

- a) in a PDF (public document format) file format from the Regional District's website at www.rdffg.ca; or
- b) on the BC Bid website at www.bcbid.gov.bc.ca.

All subsequent information regarding this RFP, including amendments, addenda and answers to questions will also be available as above.

RFP SCHEDULE

- Issue Date: Friday, January 26, 2024
- Deadline for Inquiries: 4:00pm PST, Wednesday, February 14, 2024
- **RFP Closing: 2:00pm PST, Wednesday, February 28, 2024**
- Proposal Demonstrations and Site Visits: March 14 to April 25, 2024
- Award of Contract: Anticipated May 23, 2024

DELIVERY OF PROPOSALS AND CLOSING DATE

Proposals must be in English and must be submitted using one of the submission methods below. The submission must include a cover letter that identifies the RFP and the Proponent. The signature of an authorized representative of the Proponent that confirms the Proponent's intent to be bound must be included in Appendix F "Schedule of Prices".

The Regional District will accept Proposals submitted by email or direct delivery to the Regional District main office. All Proposals must be submitted to the Regional District's General Manager of Financial Services by 2:00 p.m. (local time) on February 28, 2024.

Proposals submitted by fax will **NOT** be accepted. Any Proposal received after the closing date and time will be considered disqualified and will be returned to the Proponent.

Submissions must be directly delivered to the Regional District in either:

- Email format with the Proposal attached to the email in a PDF, or equivalent, format and emailed to purchasing@rdffg.bc.ca. The subject line must read "PS-24-01 Supply and Installation of Computer Aided Dispatch". Maximum collective file size able to be received by the Regional District is 35 MB.
- In a sealed envelope, either hard copy format including three (3) complete Proposal copies **OR** electronic format submitted on a USB readable device with the Proposal in a PDF, with the following information written on the outside of the envelope containing the Proposal, as well as on the outside of the courier envelope (if sending by courier):
 1. Attention: General Manager of Financial Services
 2. Regional District of Fraser-Fort George
3rd Floor, 155 George Street
Prince George, BC V2L 1P8
 3. Request for Proposals
PS-24-01 Supply and Installation of Computer Aided Dispatch
 4. Responding Proponent's name and address

PROPONENTS MEETING

There will be no Proponent's meeting for this RFP.

Questions relating to this RFP must be emailed directly to the Project Manager:

bseitz@rdffg.bc.ca

Deadline for question submissions is 4:00 p.m. (local time) February 14, 2024.

Those questions that are determined to be of a common interest to all potential Proponents will be summarized and posted as Addendum(s) on the website.



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1.0 SUMMARY OF OPPORTUNITY

The Regional District of Fraser-Fort George (the “Regional District”) invites Proposals from qualified suppliers for the supply and installation of a new public safety Computer Aided Dispatch (CAD) system for the Regional District’s primary and backup fire dispatch centres, both located in Prince George, BC.

The Regional District’s 9-1-1 Emergency Response Service provides for emergency 9-1-1 call taking services, transfer of emergency calls to the appropriate downstream agency, and coordinated fire dispatch and communications services for fire/rescue agencies. Further, it supports a centralized fire dispatch facility located in the Fire Operations Communications Centre (FOCC), a secondary Public Safety Answering Point (PSAP) that answers and dispatches calls for 100 fire/rescue agencies, plus an additional 84 agencies as part of a reciprocal fire dispatch backup agreement. The FOCC dispatches volunteer, composite, and career fire/rescue agencies who respond within rural and municipal locations across a vast and diverse expanse of British Columbia. The FOCC receives, analyzes, and disseminates information pertaining to a wide array of emergency incidents such as fire events, alarm activations, road rescue, technical rescue, public assists, and more. Medical incident data is primarily received via a CAD-to-CAD interface with BC Emergency Health Services. The FOCC processed 32,699 calls in 2023.

The primary dispatch centre has six CAD workstations available and is staffed full-time with Telecommunicators performing combined Call Taker/Dispatcher functions. All workstations at the primary site are operationally ready to scale up during heavy call volume periods. The ‘hot’ backup dispatch centre has four CAD workstations, and though not regularly staffed, it is always operationally ready. Each site has a data centre and CAD is operating in a virtualized environment. The fire dispatch centres are connected by IP networks via fibre and microwave radio. We have the capacity to operate from both sites concurrently for a total of ten active workstations. Additionally, each site has one spare CAD computer, plus there are several CAD installations used by administrators concurrently in a non-dispatch capacity.

The Regional District currently uses Solacom’s Guardian 9-1-1 Call Handling Solution, InterTalk Radio Console, FDM CAD, FDM Mobile CAD, and FDM RMS. The current CAD system contains 127 stations and 946 apparatus for the 100 dispatched agencies. Currently 15 apparatus across two fire/rescue agencies are equipped with Mobile Data Computers, with the potential for expansion.

Proponents must supply software that meets the *NENA i3 Standard for Next Generation 9-1-1* (NG9-1-1).

The NENA i3 standard is evolving and Proponents are expected to comply with the necessary upgrade paths to remain compliant with current and future requirements. Proponents will detail how they will comply with this evolving standard in Appendix E “Proponent Qualifications and Capabilities”.

Proponents must supply software that meets relevant aspects of the current NFPA Standards 1061, 1221, and 1225 and further supports the capacity of the dispatch centre operations to meet those standards.

Proponents, for all or any part, must base their Proposal on furnishing everything including all labour, materials, tools, equipment and all necessary supplies and incidentals required to fulfill the requirements. The Proponent in their Proposal must state any deviation from these specifications. A Proponent that can implement as many features as possible with standard configuration is preferred. The Proponent must be competent and capable of performing the work and may be required to provide evidence of previous experience and financial responsibility before a contract is awarded.

Further details as to the scope of this opportunity and the requirements can be found in Appendix B, C, D and E of this RFP.

2.0 RFP PROCESS RULES

2.1 Definitions

“Addenda” means all additional information regarding this RFP including amendments to the RFP.

“ANI/ALI” – Automatic Number Identification and Automatic Location Information

“API” – Application Programming Interface

“BC Bid” means the BC Bid website located at www.bcbid.gov.bc.ca.

“Board” means the Board of the Regional District of Fraser-Fort George.

“CAD” – Computer Aided Dispatch

“Closing Location” includes the location or email address for submissions indicated on page two of this RFP, or BC Bid, as applicable.

“Closing Time” means the closing time and date for this RFP as set out on page two of this RFP.

“Contract” means the written agreement resulting from this Request for Proposal, if any, in accordance with this Request for Proposal.

“Contractor” means the successful Proponent to the RFP who enters into a Contract with the Regional District.

“IP” – Internet Protocol

“NENA” – National Emergency Number Association

“NG9-1-1” – Next Generation 9-1-1

“Project Manager” means the Regional District’s representative.

“Proponent” means the person submitting a Proposal.

“Proposal” means a submission in response to this Request for Proposals.

“PSAP Call Answer” means the person who answers the initial 911 calls and downstream the calls as appropriate. This person may only require limited capability to view, search, append, transfer, and/or downstream ANI/ALI data and related GIS data in the CAD environment.

“Regional District” means the Regional District of Fraser-Fort George.

“Request for Proposals” or “RFP” means the solicitation described in this document, including any attached or referenced appendices, schedules or exhibits and as may be modified in writing from time to time by the Regional District by Addenda.

“RMS” – Records Management System

“Telecommunicator” means a person designated by the agency as the ‘first of the first responders’ and whose primary responsibility is to receive, analyze, process, disseminate, and record all information pertaining to emergency and non-emergency calls for services provided by public safety agencies. In this document, if not otherwise specified, assume that the ‘telecommunicator’ is required to perform all tasks associated to the position including call answer, call taking, and dispatch.

“Telecommunicator Call Taker” means the person who is the initial point of contact in receiving call information and data from the PSAP, the call handling system, and/or via a CAD-to-CAD interface. The Call Taker is required to prioritize calls for service based on standard operating procedures. The Call Taker gathers information from the caller and/or data provided, analyzes the information, initiates the CAD call, completes the location/addressing, commits the CAD incident, and enters all relevant notes. This person requires access to all CAD functionalities with modified access to dispatch functions.

“Telecommunicator Dispatcher” means the person who receives created/initiated CAD incidents from the Call Taker and notifies and assigns the appropriate responding agencies via the radio and/or other alerting systems. The Dispatcher is also responsible for resource allocation, monitoring and updating apparatus status, adding appropriate benchmarks, managing timers, and recording all incident related activities throughout the life of the CAD incident. This person requires access to all CAD functionalities.

“must” means a requirement that must be met for the Proposal to receive consideration.

“should”, “may”, or “preference” means a requirement having a significant degree of importance to the objective of the request for Proposals, but which the Regional District would strongly prefer to be fulfilled, and which the Regional District may in its sole discretion elect to treat the failure to fulfill as a ground for rejection of a Proposal.

2.2 Acceptance of Terms and Conditions

Submitting a Proposal indicates acceptance of all the terms and conditions set out in the RFP, including those that follow and that are included in all appendices and any Addenda.

2.3 Submission of Proposal

Proposals must be submitted before Closing Time using one of the submission methods set out on page two of this RFP. Proposals must not be sent by fax. The Proponent is solely responsible for ensuring that, regardless of submission method selected, the Regional District receives a complete Proposal, including all attachments or enclosures and addendums, if any, before the Closing Time.

2.4 Errors, Omissions, Clarifications

It is the sole responsibility of the Proponent to ascertain that they have received a full set of the RFP documents. Upon submission of their Proposal, the Proponent will be deemed conclusively to have been in possession of a full set of the RFP documents.

Proponents finding discrepancies, errors, or omissions in this RFP, or requiring clarification on the meaning or intent of any part therein, should immediately request clarification from the Project Manager, by email to: bseitz@rdffg.bc.ca.

All requests for clarification or inquiries must be made by February 14, 2024, in order that addendum(s), if necessary, are issued in time for all Proponents to complete their Proposal submission and have it delivered to the Regional District office prior to the closing time on the submission date.

If the Regional District, in the Regional District’s sole discretion, determines that a clarification, addition, deletion, or revision of the RFP is required then the Regional District will issue an addendum and the addendum will be posted on the Regional District website and BC Bid.

It is the sole responsibility of the Proponent to check for addendums.

2.5 Late Proposals

Proposals will be marked with their receipt time at the Closing Location. Only complete Proposals received and marked before the Closing Time will be considered to have been received on time. Proposals received late will be marked late and not considered or evaluated. In case of a dispute, the Proposal receipt time as recorded by the Regional District at the Closing Location will prevail whether accurate or not.

2.6 Changes to Proposals

By submitting written notice, the Proponent may amend or withdraw its Proposal before the Closing Time. Proponents should use a consistent submission method for submitting Proposals and any amendments or withdrawals.

2.7 Conflict of Interest

When submitting a Proposal, the Proponent must complete, sign and include with their Proposal Appendix I "Conflict of Interest Disclosure Statement".

The Regional District may reject a Proposal based on an actual, potential or perceived conflict of interest.

The Regional District may reject any Proposal where:

- a) one or more of the directors, officers, principals, partners, senior management employees, shareholders or owners of the Proponent, is an officer, employee or director of the Regional District or a consultant involved in the procurement process, or is a member of the immediate family of an officer, employee or director of the Regional District or a contractor involved in the procurement process; or
- b) in the case of a Proposal submitted by a Proponent who is an individual person, where that individual is an officer, employee or director of the Regional District or a consultant involved in the procurement process or is a member of the immediate family of an officer, employee or director of the Regional District or a contractor involved in the procurement process.

(collectively, "Restricted Parties")

A Proponent who has any concerns regarding whether a current or prospective employee, advisor or member of that Proponent is, or may be, a Restricted Party, is encouraged to request an advance decision by submitting to the Project Manager, not less than ten working days prior to the Closing Time, by email, the following information:

- a) names and contact information of the Proponent and the person for which the advance opinion is requested;
- b) a description of the relationship that raises the possibility or perception of a conflict of interest or unfair advantage; and
- c) copies of any relevant documentation.

The Regional District may make an advance decision regarding whether the person is a Restricted Party, and whether the Regional District will reject a Proposal based on the information provided.

2.8 Subcontractors

All subcontractors, including affiliates of the Proponent, should be clearly identified in the Proposal in Appendix A "List of Subcontractors".

A Proponent may not subcontract to a firm or individual whose current or past corporate or other interests, may, in the Regional District's opinion, give rise to an actual, perceived or potential conflict of interest in connection with the services described in the RFP. This includes, but is not limited to, involvement by the firm or individual in the preparation of the RFP or a relationship with any employee, contractor or representative of the Regional District involved in preparation of the RFP, participating on the evaluation committee or in the administration of the Contract. If a Proponent is in doubt as to whether a proposed subcontractor might be in a conflict of interest, the Proponent should consult with the Project Manager prior to submitting a Proposal. By submitting a Proposal, the Proponent represents that it is not aware of any circumstances that would give rise to a conflict of interest that is actual, perceived or potential, in respect of the RFP.

2.9 Rejection of Proposal

The Regional District may, in its sole discretion, reject any and all Proposals, or accept the Proposal deemed most favourable in the interests of the Regional District. The lowest, or any Proposal, will not necessarily be awarded.

Proposals which contain qualifying conditions or otherwise fail to conform to the instructions contained in this RFP may be disqualified or rejected. The Regional District may, however, in its sole discretion, reject or retain for its consideration Proposals which are non-conforming because they do not contain the content or form required by the RFP, or for failure to comply with the process for submission set out in this RFP, whether or not such non-compliance is material.

The Regional District's intent is to enter into a Contract with the Proponent who has submitted the best offer. The Regional District reserves the right to accept any or none of the Proposals submitted and will evaluate Proposals based on the best value offered to the Regional District and not necessarily the lowest price, using the criteria specified in this RFP. The Regional District reserves the right in its sole unrestricted discretion to:

- a) accept any Proposal which the Regional District deems most advantageous to itself;
- b) reject any and/or all irregularities in a Proposal submitted;
- c) waive any defect or deficiency in a Proposal whether or not that defect or deficiency materially affects the Proposal and accept that Proposal.
- d) reject any and/or all Proposals for any reason, without discussion with the Proponent(s);
- e) accept a Proposal which is not the lowest Proposal; and
- f) cancel or reissue the RFP without any changes.

Without limiting any other provision of this RFP, the Regional District may, in its sole discretion, reject a Proposal submitted by a Proponent, if the Proponent or any officer or director of a corporate Proponent, is, or has been within a period of two years prior to the Closing Time, engaged either directly or indirectly through another corporation or legal entity in a legal proceeding initiated in any court against the Regional District in relation to any contract with, or works or services provided to the Regional District.

2.10 Liability for Errors

The Regional District will not be responsible for any costs incurred by Proponents as a result of the preparation or submission of a Proposal pertaining to this RFP. The accuracy and completeness of the Proposal is the Proponent's responsibility. If errors are discovered, they will be corrected by the Proponent at their expense.

Proponents acknowledge that the Regional District, in the preparation of the RFP supply of oral or written information to Proponents, review of Proposals or the carrying out the Regional District's responsibilities under this RFP, does not owe a duty of care to the Proponents.

2.11 Limitation of Liability

Each Proponent, by submitting a Proposal, irrevocably waives any claim, action, or proceeding against the Regional District including without limitation any judicial review or injunction application or against any of the Regional District's employees, advisors or representatives for damages, expenses or costs including costs of Proposal preparation, loss of profits, loss of opportunity or any consequential loss for any reason including: any actual or alleged unfairness on the part of the Regional District at any stage of the Request for Proposal process; if the Regional District does not award or execute a contract; or, if the Regional District is subsequently determined to have accepted a non-compliant Proposal or otherwise breached or fundamentally breached the terms of this Request for Proposals, with the exception of fraud on the Regional District's part.

2.12 Ownership of Proposals and Freedom of Information

Proposals will be received and held in confidence by the Regional District, subject to the provisions of the *Freedom of Information and Protection of Privacy Act* and this RFP. Each Proposal should clearly identify any information that is considered to be confidential or proprietary information.

All documents, including Proposals, submitted to the Regional District become the property of the Regional District.

As an exception to Proposals being received and held in confidence, Proponents are advised and acknowledge that any contract entered into as a result of this Proposal may be subject to Board approval, which may be discussed and voted on at a meeting of the Board that is open to the public. If Board approval is required, details of Proposals, including but not limited to proposed or negotiated fees, may be provided to the Board in a publicly available staff report, discussed at a Council meeting that is open to the public, and posted on a publicly available electronic agenda on the Regional District's website.

2.13 Security and Confidentiality

Proponents should be aware that the Regional District is a "public body" as defined in and subject to the provisions of the *Freedom of Information and Protection of Privacy Act* (the "Act"). In accordance with the Act, the Proponents will treat as confidential and will not, without prior written consent of the Regional District, publish, release, or disclose, or permit to be published, released, or disclosed, any information supplied to, obtained by, or which comes to the knowledge of the Proponents as a result of this RFP except insofar as such publication, release or disclosure is required by the laws of British Columbia. Priority will be given to Proponents that store data created, collected and/or manipulated under a Contract on secure servers located within Canada and that do not transport data outside of Canada. The Proponent will provide the Regional District, upon request, details describing their plan for meeting the data storage and security requirements, prior to entering into a Contract.

When the Contract ends, whether through expiry or termination, the contracted Proponent will provide all data to the Regional District in a method to be determined at the time of Contract end. The contracted Vendor will be required to delete all data from any computers, servers, portable devices or media under their control.

2.14 Obligation to Hold Prices

In order to receive consideration, Proponents are required to hold their Proposal open for acceptance for 90 days following the Closing Time.

3.0 **PROPOSAL FORMAT**

The following format and sequence should be followed in order to provide consistency in responses and to ensure each Proposal receives full and complete consideration. All pages should be consecutively numbered.

- a) Title page, including RFP number and title, Proponent's name and address, telephone number, email address, and contact representative
- b) One-page letter of introduction **SIGNED** by the authorized signatory of the Proponent
- c) Table of contents including page numbers
- d) A summary of the key features of the Proposal, including any suggested changes and reasons or justifications for the suggested changes
- e) Completed Appendix A, List of Subcontractors
- f) Completed Appendix B, Minimum Specifications
- g) Completed Appendix C, Program Implementation
- h) Completed Appendix D, Support and Maintenance
- i) Completed Appendix E, Proponent Qualifications and Capabilities, including three (3) references
- j) Completed and signed Appendix F, including an outline of the proposed payment schedule with sufficient detail so as to allow evaluation by the Regional District of when progress payments, if applicable, may become due Schedule of Prices (All Proponents should use this form)

- k) Completed Appendix G, License and Cost Model
- l) Completed and signed Appendix I, Conflict of Interest Disclosure Statement
- m) Workplan including start date, milestones, and project completion date
- n) All amendments and addenda, if any, issued for this RFP. Each amendment and addenda should be signed by the Proponent and included with the Proposal and will form part of the Proposal and Contract

4.0 PROPOSAL EVALUATION

4.1 Proposal Evaluation

All Proposals will be evaluated by the Regional District to assess the qualifications and capabilities of Proponents to meet the minimum standards specified in the RFP. Proposals will be assessed by a committee formed by the Regional District.

The Proposal evaluation through to Proponent selection will be based on the following process as deemed appropriate by the Regional District:

1. Initial proposal evaluation and scoring as per RFP criteria and Section 5.2 Evaluation Criteria by the Regional District.
2. Follow up question(s) from the Regional District to Proponent(s). (Optional at discretion of the Regional District.)
3. Demonstration(s) of selected Proponent(s), to be completed between March 14th and April 25th, 2024, by the Regional District. (Optional at discretion of the Regional District.)
4. Follow-up demonstrations of selected finalist(s). (Optional at discretion of the Regional District.)
5. Site visits of select finalist(s), to be completed between March 14th and April 25th, 2024. (Optional at discretion of the Regional District.)
6. Review initial scoring by the Regional District as per RFP criteria and Section 5.2 Evaluation Criteria.
7. Recommendations to Board.

4.2 Selected Proponent Negotiations

The Regional District, at its sole discretion, may enter into contract negotiations with a selected Proponent, or Proponents, based only on the evaluation of the written Proposal(s), and/or an evaluation of the combination of the written Proposals and/or detailed discussions.

The Regional District may enter into negotiations with any Proponent without requiring any other Proponents to make any presentations or require any other Proponents to enter into detailed discussions with the Regional District.

4.3 Termination of Negotiations and/or RFP Process

The Regional District may terminate contract negotiations with any Proponent and enter into contract negotiations with any other Proponent if, in the opinion of the Regional District at any time, the contract negotiations with the initially selected Proponent will not be satisfactorily completed in the best interests of the Regional District. The Regional District may, at its sole discretion, reject any or all Proposals at any time throughout the Proposal evaluation, Proponent selection, or contract negotiation process.

4.4 Compliance with RFP Requirements

All terms and conditions of this RFP are assumed to be accepted by the Proponent and incorporated in its Proposal.

All items in the Proposal that are **not** in full compliance, or that vary from the specific requirements, should be clearly identified in the Proposal as non-compliant and/or variant, and should include specific reference to the relevant section in the RFP and the precise nature of the variance or non-compliance. Non-compliance or variances with the specific RFP requirements will not necessarily result in rejection of a Proposal.

The acceptance or rejection of all non-compliant items, and/or variances to the RFP requirements, will be at the sole discretion of the Regional District, without any obligation by the Regional District to either request clarifications, enter into detailed discussions, or negotiations with the Proponent(s).

5.0 **SELECTION AND EVALUATION**

5.1 Selection Criteria

The following are the criteria and the percentage of the total score for each criterion that will be used by the Regional District to select a Proponent. The list of criteria is not in any particular order of priority. The Regional District, in its sole judgment, will base the selection of a successful Proponent on a combination of the criteria.

5.2 Evaluation Criteria

TITLE	
EVALUATION CRITERIA	WEIGHT
Proponent's Qualifications, Experience and References	20
Compliance with RFP Specifications	45
Proposed Fee	35
Total	100

6.0 **CONTRACT**

6.1 Form of Contract

The form of contract will be similar in form to Appendix H "Sample Contract", subject to negotiation between the Regional District and the Proponent and will include this RFP, Schedule of Prices, List of Subcontractors, all appendices, amendments and addenda, as well as the successful Proponent's submission.

6.2 Notification

The award of Contract is expected to be made not later than **Thursday, May 23rd, 2024**. All Proponents will be advised in writing of the final results of the RFP evaluation process.

The Regional District, in its sole judgment, may delay the award of Contract date as deemed appropriate by the Regional District.

7.0 **CONTRACT PRICE**

Appendix F "Schedule of Prices" must be completed, signed, and included in the Proposal submission. All prices for the work must be stated in Canadian dollars. Taxes must be shown as separate line items on the Schedule of Prices. Any applicable Federal or Provincial taxes, or levies, must be included in the Total Contract Price.



Appendix A

LIST OF SUBCONTRACTORS

The Proponent advises that they will be subcontracting the following parts of the work to the subcontractor(s) listed below. In the Proponent's opinion, the subcontractor(s) named are reliable and competent to perform that part of the work for which each is listed. Please indicate "not applicable" on this page if subcontractors are not required and include it with your Proposal. Following acceptance of the Proposal, the subcontractors named in the List of Subcontractors will not be changed nor will additional subcontractors be employed except with the written approval of the Regional District.

Subcontractor's Legal Name	Work to be Performed by Subcontractor

Appendix B

MINIMUM SPECIFICATIONS

If the specification is non-compliant on any of these specifications as outlined in Appendix B this must be indicated by checking the “non-compliant” column, and then the third column on this form MUST be completed detailing what the variation being supplied is and the reason for the variation. Non-compliance or variances with the Minimum Specifications will not necessarily result in rejection of a Proposal.

Where there is insufficient space in the columns provided to provide details, state section and page reference number where details can be found in the Proposal.

#	REQUIREMENT	Compliant	Non-Compliant	State the variation being supplied if line item is non-compliant
1.0	DOCUMENTATION			
1.1	The Proponent must provide the minimum specifications for the software for the: <ul style="list-style-type: none"> • servers, • workstation hardware, and • network. 			
1.2	The successful Proponent must provide user and system administrator software manuals. Please describe their format (e.g. PDF, online search-enabled, paper, etc.).			
1.3	The successful Proponent must provide user and system administrator training materials for the software.			
1.4	The successful Proponent must provide release notes for new software versions.			
1.5	The successful Proponent must provide the database schema and data dictionary for the software and update them as necessary.			
1.6	The successful Proponent must provide a system architecture schema and a network diagram.			



#	REQUIREMENT	Compliant	Non-Compliant	State the variation being supplied if line item is non-compliant
2.0	GENERAL REQUIREMENTS – SYSTEM			
2.1	The preference is that Proponents store data created, collected and/or manipulated under a Contract on secure servers located within Canada and do not transport data outside of Canada. The Proponent will provide the Regional District, upon request, details describing their plan for meeting the data storage and security requirements. By checking the “Compliant” column the Proponent is confirming that data storage is within Canada.			
2.2	The software must comply with the current version of the <i>NENA i3 Standard for Next Generation 9-1-1</i> and must be compliant with future versions.			
2.3	The software must meet relevant aspects of the current NFPA 1061, 1221, and 1225 standards and support the capacity of the dispatch centre operations to meet those standards.			
2.4	The software must be a commercial, off-the-shelf (COTS) product.			
2.5	The software must have the ability to handle multiple jurisdictions and agencies.			
2.6	The software must allow system administrators to add and remove agencies.			
2.7	The software must be hosted on-premises and must run without an active internet connection. The software must operate within the Regional District’s existing server and network infrastructure.			
2.8	The Proponent must provide a list of all system components, including any provided by a third-party.			
2.9	Desktop and server applications must be compatible with current and future releases of Microsoft Windows and Windows Server operating systems, respectively.			



#	REQUIREMENT	Compliant	Non-Compliant	State the variation being supplied if line item is non-compliant
2.10	The software must use a standard commercial relational database management system. Please describe what database systems are supported.			
2.11	The software must use a standard commercial relational database management system.			
2.12	The software solution must support modern servers with the ability to easily increase hardware capacity.			
2.13	<p>The system must be redundant. Please describe the solution's redundancy and failover process, including:</p> <ul style="list-style-type: none"> • what redundancy is offered, for both hardware and software, • serverless operation of CAD/temporary workstation-only operation, • geographical server redundancy, • the failover process for different scenarios such as a network outage, database server outage, power outage, etc., • impact to the telecommunicators during a failover scenario (e.g., is a failover seamless or will operations be interrupted), • if a failover requires intervention from support staff, and • the impact of returning to regular operations following an outage (e.g., service interruptions, missing data, reconciling data from disconnected databases, adding backdated incidents, etc.). 			
2.14	The software must support backups and data recovery.			
2.15	The software must be capable of handling twice the Regional District's current call volume at a minimum (32,699 calls in 2023). Please state the actual system capacity.			
2.16	The software must accommodate multiple time zones.			



#	REQUIREMENT	Compliant	Non-Compliant	State the variation being supplied if line item is non-compliant
2.17	The software must include separate testing and training environments.			
2.18	The software must support IPv4 and IPv6.			
2.19	The software must integrate accounts with Active Directory.			
2.20	The software must support Real-Time-Text communication with the caller, including the ability to attach the texts to a CAD incident.			
2.21	The preference is that the software supports multiple simultaneous ANI/ALI feeds. By checking the "Compliant" column the Proponent is confirming that the software is capable of this feature.			
3.0	USER INTERFACE			
3.1	The user interface must be intuitive and efficient to navigate.			
3.2	The user interface must have a flexible layout, with windows and child windows easily arranged and resized.			
3.3	Users must be able to customize and save their own window layouts in the software.			
3.4	Users must be able to minimize, dock, and undock windows and child windows in the software.			
3.5	Users must be able to hide, unhide, resize, and reorder columns within windows in the software.			
3.6	Users must be able to customize font size and colour in the software.			



#	REQUIREMENT	Compliant	Non-Compliant	State the variation being supplied if line item is non-compliant
3.7	Users must have the ability to fully navigate the software and input data and commands using any or all the following methods: <ul style="list-style-type: none"> • mouse (point and click), • keyboard commands and shortcuts, and • command line. 			
3.8	The software must have a visual indicator to users whether the system status is connected and operational or offline (i.e., system heartbeat).			
3.9	The software must have the ability to create custom reference materials (such as operating guides, procedures, contact lists, etc.), including the ability to upload documents which are accessible by the end user. Please list all compatible file formats (e.g., PDF, JPEG, etc.).			
3.10	The software must have a “Help” tool accessible from the software to assist with performing specific commands and tasks.			
3.11	The software must have the ability for telecommunicators to send messages between CAD workstations, including the ability to: <ul style="list-style-type: none"> • append the message to an incident, and • specify the priority of the message. 			
3.12	The software must have the ability to view multiple incidents concurrently (e.g., multiple incident windows that can be docked/undocked from the queue).			
3.13	The preference is that the software has the ability to take notes (i.e., notepad function) with the option to append the note to an incident. By checking the “Compliant” column the Proponent is confirming that the software is capable of this feature.			
3.14	The preference is that the software has the ability to view the new call screen without initiating an incident. By checking the “Compliant” column the Proponent is confirming that the software is capable of this feature.			



#	REQUIREMENT	Compliant	Non-Compliant	State the variation being supplied if line item is non-compliant
3.15	The software must have the ability for telecommunicators to work concurrently on an incident.			
3.16	The software must display the call start time.			
3.17	The preference is that the software displays the call elapsed time. By checking the "Compliant" column the Proponent is confirming that the software is capable of this feature.			
3.18	The software must have the ability for the primary/critical incident data to be displayed to the telecommunicators when a call is selected.			
3.19	The software must have the ability to prioritize calls in the queue using preset parameters controlled by system administrators.			
3.20	The software must have the ability to filter and sort the call queue ad hoc.			
3.21	<p>The software must have audible alerts that will sound for certain events such as:</p> <ul style="list-style-type: none"> • when an incident has been updated by another telecommunicator, • when an apparatus status has been changed, • when information has been received through a third-party interface, and • when a timer has fired or expired. 			



#	REQUIREMENT	Compliant	Non-Compliant	State the variation being supplied if line item is non-compliant
3.22	<p>The software must have visual alerts that will display for certain events such as:</p> <ul style="list-style-type: none"> • when an incident has been updated by another telecommunicator, • when an apparatus status has been changed, • when information has been received through a third-party interface, • when a timer has fired or expired. 			
4.0	INCIDENT MANAGEMENT			
4.1	<p>The software must have the ability to configure and assign specific telecommunicator roles such as PSAP Call Answer, Telecommunicator Call Taker, Telecommunicator Dispatcher, and Shift Supervisor.</p> <p>Each role must be configurable to allow varying levels of access to the CAD system and functionalities as required in the dispatch centre.</p> <p>It must be possible to assign multiple roles to one person. For example, one Telecommunicator may be required to perform the PSAP Call Answer, Telecommunicator Call Taker and Telecommunicator Dispatcher roles simultaneously.</p>			
4.2	<p>The software must be able to share incident data across all telecommunicator roles.</p>			
4.3	<p>The software must have the ability to create a back-dated incident.</p>			
4.4	<p>The software must provide geocoding based on spatial data. Please list all the spatial datasets used to identify locations (e.g., address points, street centrelines, etc.).</p>			



#	REQUIREMENT	Compliant	Non-Compliant	State the variation being supplied if line item is non-compliant
4.5	<p>The software must have flexible location search tools (i.e., multiple ways to find a location), such as:</p> <ul style="list-style-type: none"> • address, • intersection, • common place name, • coordinates (multiple formats), • map features, and • external sources (e.g., Google Maps). <p>Please describe how the search tools work, such as if they allow partial search terms or have an autocomplete/search suggestion feature.</p>			
4.6	<p>The software must have the ability to handle duplicate street names across different communities/jurisdictions. Please describe how these are presented to the telecommunicator.</p>			
4.7	<p>The software must have the ability to add and search street aliases.</p>			
4.8	<p>The software must have the ability to “force commit” a call without a verified location.</p>			
4.9	<p>The software must have the ability to accept or input location information in a variety of ways, including:</p> <ul style="list-style-type: none"> • ANI/ALI or NG9-1-1 data format, • intersection, • coordinates – multiple formats, • common place name, • directly from the map, and • through an interface with another dispatch agency. 			
4.10	<p>The software must have the ability for a common place name to be associated with an address so that when either the address or the common place name is selected, the associated data is displayed.</p>			



#	REQUIREMENT	Compliant	Non-Compliant	State the variation being supplied if line item is non-compliant
4.11	The software must have the ability to flag a location of interest and/or add an alert to an address so that when the address is selected, the alert is displayed.			
4.12	The software must have the ability to transfer ANI/ALI to another PSAP.			
4.13	The software must store all ANI/ALI records in a table whether a call is initiated or not.			
4.14	The software must have cross-streets or “bounded by” streets populated based on the incident location.			
4.15	The preference is that the software has the ability to identify the source of the call from a pick list of options. By checking the “Compliant” column the Proponent is confirming that the software is capable of this feature.			
4.16	The software must have the ability to alert to nearby incidents to identify possible duplicate calls.			
4.17	The software must have the ability to cancel calls and record the reason for the cancellation. Please describe if the call can be cancelled before and/or after it has been committed and an incident created.			
4.18	The preference is that the software has the ability to configure question prompts to assist a telecommunicator with selecting an incident type during a call. By checking the “Compliant” column the Proponent is confirming that the software is capable of this feature.			
4.19	The software must have the ability to see the history of incidents at a given location.			
4.20	The software must have the ability to search and view previous incidents.			



#	REQUIREMENT	Compliant	Non-Compliant	State the variation being supplied if line item is non-compliant
4.21	The software must have the ability to reopen closed incidents.			
4.22	The software must have the ability to add a cross-reference to a duplicate or related incidents.			
4.23	The software must have the ability to change incident types during a call, and a timestamp must be automatically logged.			
4.24	The software must have the ability to change locations during a call (including across jurisdictions), automatically log a timestamp, and re-centre the map on the new location.			
4.25	The software must have the ability to quickly log and timestamp significant events during a call (e.g., "Property Representative Notified", "360 Complete", etc.). Please describe this function.			
4.26	The software must have the ability to create custom apparatus-based and incident-based timers, both preset and ad hoc.			
4.27	The software must have the ability for telecommunicators to enter notes and comments, and includes: <ul style="list-style-type: none">• using an intentional keystroke to commit the notes to the call,• allowing the users to switch between screens while composing notes without losing text or requiring the notes to be committed,• the ability to copy text from and paste text into notes,• automatically timestamping, and• the ability to spell-check.			
4.28	The software must have the ability to flag or pin a note so it is always visible to the telecommunicator.			
4.29	The software must have the ability to flag a critical note for other telecommunicators and Mobile Data Computer users.			
4.30	The software must automatically timestamp key changes and events during the incident.			



#	REQUIREMENT	Compliant	Non-Compliant	State the variation being supplied if line item is non-compliant
4.31	The software must assign a unique incident number to each incident record.			
4.32	The preference is for telecommunicators to be able to enter roadblocks, road closures, and detour information. Please describe if that information would be used by Mobile Data Computers when calculating routes. By checking the “Compliant” column the Proponent is confirming that the software is capable of this feature.			
4.33	The software must have the ability to merge duplicate incidents.			
5.0	APPARATUS MANAGEMENT			
5.1	The software must have the ability to efficiently search for apparatus and view apparatus statuses. Please describe this function and how it uses tools such as: <ul style="list-style-type: none"> • user-defined sorting and filtering, and • searching by apparatus name. 			
5.2	The software must have the ability to easily attach an apparatus to a call.			
5.3	The software must have the ability to change the status of an apparatus (dispatched, on route, on scene, etc.), and a timestamp must be automatically logged. Please describe if the user can add a note to supplement the status change.			
5.4	The software must have the ability for a system administrator to customize apparatus statuses (e.g., on route, on scene, etc.).			
5.5	The software must have the ability to log and timestamp when an apparatus responds to multiple locations within the same incident (e.g., patient transfers between hospitals).			
5.6	The software must have the ability to move-up apparatus to different halls.			



#	REQUIREMENT	Compliant	Non-Compliant	State the variation being supplied if line item is non-compliant
5.7	The software must have the ability to redeploy responding apparatus to a different incident.			
5.8	The software must have the ability to substitute one apparatus with another temporarily (e.g., substitute a spare apparatus for an out-of-service apparatus). Please describe how the capabilities of the original apparatus transfer to the substitute apparatus.			
5.9	The software must have the ability to substitute one apparatus with another if the incorrect apparatus is attached to the call. Please describe how the timestamps are transferred and if the change is logged and timestamped.			
5.10	The software must have the ability for the telecommunicators to create apparatus ad hoc (e.g., to track an apparatus that has not been added to the system yet).			
5.11	The software must provide a visual cue to indicate if an incident needs to be actioned.			
5.12	The software must automatically refresh the apparatus recommendations when the incident type and/or location changes.			
5.13	The preference is that the software has the ability to distinguish between emergency and routine responses. By checking the "Compliant" column the Proponent is confirming that the software is capable of this feature.			
6.0	MAP FUNCTIONALITY & GIS			
6.1	The map must be administered using an industry-standard Geographic Information System.			
6.2	The software must have the ability for the Regional District to customize the map design, including but not limited to layers (order, visibility), symbology, and labelling.			



#	REQUIREMENT	Compliant	Non-Compliant	State the variation being supplied if line item is non-compliant
6.3	The software must support multiple spatial data formats (geodatabase, shapefile, image formats, etc.). Please list all compatible data formats, and state if formats such as tile layers are required.			
6.4	The software map must be responsive when loading and displaying large datasets, including labels.			
6.5	The software map must centre on the incident location when a call is received.			
6.6	The software map must show a different icon for new incidents versus in progress incidents that have responders attached.			
6.7	The software must include a measurement tool to measure distances and areas.			
6.8	The software must have the ability to query map feature attribute data.			
6.9	The software must allow the user to search for and zoom to a map feature, and this function must be available without creating a new call.			
6.10	The preference is that the map can display radio and/or apparatus locations, if apparatus are equipped with GPS units. By checking the "Compliant" column the Proponent is confirming that the software is capable of this feature.			
6.11	The preference is that the software displays maps from external sources (e.g., third-party map services). By checking the "Compliant" column the Proponent is confirming that the software is capable of this feature.			
6.12	The software must be able to import spatial data to update database tables (e.g., importing street names and ranges from street centreline data. Please describe the import process.			



#	REQUIREMENT	Compliant	Non-Compliant	State the variation being supplied if line item is non-compliant
7.0	RESPONSE DECISION MAKING			
7.1	The software must have the ability to designate agency response zones/areas.			
7.2	The software must recommend apparatus based on parameters like location and incident type. Please describe this process.			
7.3	The software must have the ability for a system administrator to create custom incident types.			
7.4	The preference is the software has the ability to configure apparatus recommendations based on the day of the week and time of day. By checking the “Compliant” column the Proponent is confirming that the software is capable of this feature.			
7.5	The software must have the ability to recommend multiple agencies for the same incident (automatic aid).			
7.6	The software must have the ability to configure hall staffing levels and apparatus cross-staffing and recommend apparatus accordingly.			
7.7	The software must have the ability to process “no response” calls (i.e., calls where there is no agency to respond). Please describe: <ul style="list-style-type: none"> • how agencies can be configured if they choose not to respond to certain incident types, • how a “no response” recommendation is presented to the telecommunicators, and • if a record is created for a no response call. 			
7.8	The preference is the software will provide nearest apparatus recommendations (if apparatus are equipped with GPS units). By checking the “Compliant” column the Proponent is confirming that the software is capable of this feature.			



#	REQUIREMENT	Compliant	Non-Compliant	State the variation being supplied if line item is non-compliant
7.9	The software must have the ability to override specific locations/properties with special and/or temporary recommendations.			
7.10	The software must have the ability to configure alarm levels.			
8.0	MOBILE DATA COMPUTER			
8.1	The software must have a user-friendly interface that can be used on a laptop or mobile device.			
8.2	The software must have the ability to customize the user interface.			
8.3	The software must have the ability to update an apparatus's status from the Mobile Data Computer (e.g., on route, on scene) and have it update in CAD and other Mobile Data Computers.			
8.4	The software must include two-way messaging between CAD and Mobile Data Computers. Please describe features such as audible or visible alerts signaling a new message, predefined (i.e., "canned") responses, etc.			
8.5	The software must have the ability to limit data access based on tenant/jurisdiction.			
8.6	The software must have the ability to display maps from external sources (e.g., third-party map services).			
8.7	The software must have the ability for critical information to be visible on one screen.			
8.8	The software must have the ability to see the current status of all apparatus.			



#	REQUIREMENT	Compliant	Non-Compliant	State the variation being supplied if line item is non-compliant
8.9	The preference is for the software to display if the apparatus are responding as emergency or routine. By checking the “Compliant” column the Proponent is confirming that the software is capable of this feature.			
8.10	The software must have the ability to view telecommunicator notes. The data must dynamically refresh to ensure new information is displayed.			
8.11	The preference is for the software to acknowledge a critical note sent from dispatch. By checking the “Compliant” column the Proponent is confirming that the software is capable of this feature.			
8.12	The software must include night mode.			
8.13	The software must include a separate training environment.			
8.14	The software must support Automatic Vehicle Location (AVL), and real-time apparatus locations must be visible in CAD and on all Mobile Data Computers.			
8.15	The preference is for the software to calculate the shortest route and provide driving directions. Please describe the spatial data requirements for this tool. By checking the “Compliant” column the Proponent is confirming that the software is capable of this feature.			
8.16	The software must have the ability to integrate with third-party applications (e.g., pre-incident plan software, records management system, etc.).			
8.17	The software must have the ability to switch between networks, e.g., cellular, satellite.			
9.0	SYSTEM ADMINISTRATION			
9.1	The software must include a separate interface for system administrators, and multiple administrators must be able to log in simultaneously.			



#	REQUIREMENT	Compliant	Non-Compliant	State the variation being supplied if line item is non-compliant
9.2	The preference is for system administrators to be able to access the system remotely (e.g., web user interface). By checking the “Compliant” column the Proponent is confirming that the software is capable of this feature.			
9.3	The preference is for system administrators to be able to monitor system status and performance from a dashboard. By checking the “Compliant” column the Proponent is confirming that the software is capable of this feature.			
9.4	The software must have the ability to view and query all data across all agencies.			
9.5	The software must have the ability to customize the layout of the user interface (e.g., adding and arranging fields) for both telecommunicators and system administrators.			
9.6	The software must have the ability to add custom columns. Please describe any limitations on the number of columns that can be added.			
9.7	The software must have the ability to manage and customize user roles and permissions.			
9.8	The software must have the ability to apply mass changes across multiple or all agencies (e.g., scripting, data import/export, etc.). Please describe this function.			
9.9	The software must log all actions and provide the ability to view system audit records.			
9.10	The software must have the ability to generate and export built-in reports.			



#	REQUIREMENT	Compliant	Non-Compliant	State the variation being supplied if line item is non-compliant
9.11	The software must have the ability to modify existing reports and create custom reports.			
9.12	The preference is for the software to report on telecommunicator performance statistics. By checking the "Compliant" column the Proponent is confirming that the software is capable of this feature.			
9.13	The software must have the ability to run database queries and create custom reports external to the CAD software using tools such as SQL Server Management Studio and SQL Server Reporting Services.			
9.14	The software must have the ability to configure audible and visual alerts.			
10.0	EXTERNAL & INTERNAL INTERFACES			
10.1	The software must have the ability to interface with FDM RMS. The software must interface with a future records management system chosen by the Regional District. Please list what interfaces exist and describe if there is the possibility of displaying data from the records management system in CAD, such as property information (i.e., is the interface one-way or two-way).			
10.2	The preference is that the Proponent also offers a fire records management system that interfaces with their CAD product. By checking the "Compliant" column the Proponent is confirming that the software is capable of this feature.			
10.3	The software must have the ability to send and resend incident notifications (i.e., rip & run) using multiple methods such as email, text, printing to a network printer, etc. Please list all methods and describe at what point during a call the notifications are triggered.			



#	REQUIREMENT	Compliant	Non-Compliant	State the variation being supplied if line item is non-compliant
10.4	The preference is the software will interface with alerting/paging systems, e.g., Locution, in-house. By checking the "Compliant" column the Proponent is confirming that the software is capable of this feature.			
10.5	The software must have the ability to interface with BC Emergency Health Services CAD for medical first responder calls.			
10.6	The software must have the ability to interface with Solacom Guardian Call Handling Solution.			
10.7	The preference is for the software to interface with a radio console. By checking the "Compliant" column the Proponent is confirming that the software is capable of this feature.			
10.8	The preference is for the software to interface with preplan software products. By checking the "Compliant" column the Proponent is confirming that the software is capable of this feature.			
10.9	The preference is for the software to support third party API integration. By checking the "Compliant" column the Proponent is confirming that the software is capable of this feature.			
10.10	The software must have the ability to interface with NICE incident and data recording system.			

Appendix C

PROGRAM IMPLEMENTATION

If the specification is non-compliant on any of these specifications as outlined in Appendix C this must be indicated by checking the “non-compliant” column, and then the third column on this form MUST be completed detailing what the variation being supplied is and the reason for the variation. Non-compliance or variances with Program Implementation will not necessarily result in rejection of a Proposal.

Where there is insufficient space in the columns provided to provide details, state section and page reference number where details can be found in the Proposal.

#	REQUIREMENT	Compliant	Non-Compliant	State the variation being supplied if line item is non-compliant
1.1	The Proponent must describe the professional services provided by the Proponent.			
1.2	The Proponent must provide a project plan that shows timeline, project phases, and major milestones.			
1.3	The Proponent must describe the major project tasks including those to be completed by the Proponent and those to be completed by the Regional District.			
1.4	The Proponent must describe the project change management process.			
1.5	The Proponent must provide a sample acceptance testing and cutover plan.			
1.6	The Proponent must describe the staff skills and time required from the Regional District to complete the project.			
1.7	The Proponent must define what hardware, software, and licensing is provided by the Proponent and what is provided by the Regional District.			
1.8	The Proponent must provide end user and system administrator training. Please describe the training options offered, including: <ul style="list-style-type: none"> • delivery format (on-site, webinar etc.), • a sample training plan, • recommended prerequisite knowledge, and • if refresher training is offered, either as part of the maintenance agreement or purchased separately. 			

Appendix D

SUPPORT AND MAINTENANCE

If the specification is non-compliant on any of these specifications as outlined in Appendix D this must be indicated by checking the “non-compliant” column, and then the third column on this form **MUST** be completed detailing what the variation being supplied is and the reason for the variation. Non-compliance or variances with Support and Maintenance will not necessarily result in rejection of a Proposal.

Where there is insufficient space in the columns provided to provide details, state section and page reference number where details can be found in the Proposal.

#	REQUIREMENT	Compliant	Non-Compliant	State the variation being supplied if line item is non-compliant
1.1	All proposed products must be supported by the Proponent as part of a maintenance agreement.			
1.2	The Proponent must provide a sample Service Level Agreement (SLA), including: <ul style="list-style-type: none"> • support hours, both during business hours and after-hours emergencies for a 24/7/365 dispatch centre, • ticket priority levels and response times, • ticket escalation, • access to a software ticketing system for tracking issues, and • the role Regional District would have in the support process (e.g., first line technical support, etc.). 			
1.3	The Proponent must describe what software licensing costs are included in the maintenance agreement, including for third party software, and the license renewal process, if applicable. Include the type of license (user-based, device based, concurrent, etc.).			
1.4	The Proponent must describe the process for submitting software enhancement requests for future releases, including potential additional expenses beyond the maintenance agreement.			



#	REQUIREMENT	Compliant	Non-Compliant	State the variation being supplied if line item is non-compliant
1.5	<p>There must be a clearly defined software upgrade process. Please describe:</p> <ul style="list-style-type: none">• if upgrades are performed by the Proponent or the Regional District,• the frequency of new releases,• how many previous versions of the software are supported, and• if upgrades are included in the maintenance agreement or if they are an additional cost.			
1.6	<p>The Proponent must describe the schedule and process for applying operating system updates and security patches and identify if these patches are applied by the Proponent or the Regional District.</p>			
1.7	<p>The Proponent must provide the process for testing updates, patches, and upgrades to operating systems, database systems, and CAD by the Proponent prior to rollout.</p>			



Appendix E

PROPONENT QUALIFICATIONS AND CAPABILITIES

Proponents must ensure their Proposal provides responses to the following questions.

	Question	Proponents Response
1.	How long has your company been in business and how long has your company been selling computer aided dispatch software for emergency services dispatch?	
2.	How many installations of this software are there in total? How many of them are running fire/dispatch specific CAD?	
3.	How many installations of this software are based in Canada?	
4.	How many support personnel are assigned to the software? Do support personnel also program/maintain the software or have other duties than support?	
5.	Where is your support centre located for the software? Do you have any support personnel in Canada?	



	Question	Proponents Response
6.	Do you have dedicated quality assurance staff for testing and documentation?	
7.	The NENA i3 standard is evolving and Proponents are expected to comply with the necessary upgrade paths and remain compliant with current and future requirements. The system must be upgradable to accommodate future IP-based media including Real-Time text, video, and photos as such media becomes accepted for use in public safety. This must be available with minimal costs and effort e.g. routine software upgrades and/or the addition of small components to the software. Such upgrades must not require complete replacement of major system components. Subsequent software upgrades will be backward compatible with the proposed solution. Detail how you will comply with this evolving standard.	

8. Please provide three (3) references, including contact information.

Reference 1:	
Reference 2:	
Reference 3:	



Appendix F

SCHEDULE OF PRICES

Price submitted below reflects the full cost, excluding taxes, for the supply and installation of a new public safety Computer Aided Dispatch system as specified in RFP PS-24-01 Appendix B "Minimum Specifications", Appendix C "Program Implementation", and Appendix D "Support and Maintenance". This price sheet must accompany the bid package submitted.

Contract Price for Appendix B and C (not including taxes)	\$ _____
GST	\$ _____
PST	\$ _____
Other (please specify)	\$ _____
TOTAL	\$ _____
Contract Price for Appendix D (not including taxes)	
Maintenance Agreement – 1 Year Term	\$ _____
Maintenance Agreement – 5 Year Term	\$ _____

For each of the "Maintenance Agreements" please provide package options, details and pricing:

Please outline the proposed payment schedule with sufficient detail to allow evaluation by the Regional District.

Authorized Signatory Signature

Name of Proponent

Name (Please Print)

Address

Title

City, Province, Postal Code

Phone Number

Email

Date



Appendix G

LICENSE MODEL AND COST

The Regional District has the capacity to operate from both the primary and back up sites concurrently for a total of ten active workstations. Additionally, each site has one spare CAD computer, plus there are several CAD installations used by administrators concurrently in a non-dispatch capacity. The Regional District has potential for growth in active workstations in the future. Please describe your licensing model and cost in the table below. This Licensing Model and Cost sheet must accompany the bid package submitted.

LICENSE MODEL	COST

Appendix H
SAMPLE CONTRACT

BETWEEN:

REGIONAL DISTRICT OF FRASER-FORT GEORGE

a local Government incorporated pursuant to *Local Government Act*
and having its business office located at:
155 George Street
Prince George, BC, V2L 1P8

(hereinafter called the "Regional District")

OF THE FIRST PART

AND

THE PROPONENT

a company duly incorporated under the laws of *Province*
and having its business office located at:
Street Address
City, Province, Postal Code

(hereinafter called the "Contractor")

OF THE SECOND PART

NOW, THEREFORE, in consideration of the mutual undertakings and subject to the terms set forth below and intending to be legally bound, the parties agree as follows:

1. **SCOPE OF SERVICES:** The Regional District requires Services as proposed by the Contractor in their Proposal in response to Request for Proposal PS-24-01 Supply and Installation of Computer Aided Dispatch that may include, but are not limited to, the following:

(To be finalized as per accepted Proposal)

A start date for the commencement of the outlined services will be mutually agreed upon by the Regional District and the Contractor.

2. **DELIVERABLES:** The Regional District will become the sole owner of the materials provided as a deliverable of the Contract. All documents related to the Contract shall be provided to the Regional District in hard copy and an electronic format. All drawings will be in an AutoCAD 2007 or higher format. All text documents will be in a Microsoft Word and PDF format. All table documents will be in a Microsoft Excel xlsx format.

When the Contract ends, whether through expiry or termination, the contracted Proponent will provide all data to the Regional District in a method to be determined at the time of Contract end. The contracted Vendor will be required to delete all data from any computers, servers, portable devices or media under their control.

3. **DURATION OF CONTRACT:** The duration of the Contract will be from 12:01a.m., on the execution of the Contract and will conclude upon completion of the project.

4. **TERM AND TERMINATION:** The term of this Contract shall commence on a date to be determined and shall continue in effect until terminated by either party as provided herein. Either party may terminate this Contract at any time, with or without cause, by providing not less than thirty (30) business days advance written notice to the other party. The Contractor or the Regional District may terminate this Contract immediately in writing if either party becomes insolvent, enters bankruptcy, receivership, or other like proceeding (voluntary or involuntary) or makes an assignment for the benefit of creditors.

5. **NOTICE OF DEFAULT:** If the Contractor is in default of the performance of any of its material obligations set out in this Contract, then the Regional District may, by written notice to the Contractor, require such default to be corrected. If within fifteen (15) days' receipt of such notice the default has not been corrected or reasonable steps, as determined by the Regional District in its sole discretion, have not been taken to correct the default, the Regional District without limiting any other right it may have, may immediately terminate this Contract.
- 5.1 The Regional District shall compensate the Contractor for all Services performed hereunder through the date of any termination and all-reasonable costs and expenses incurred by the Contractor in effecting the termination. All drawings, plans or other documents resulting from the Services, whether complete or in a draft form, produced by the Contractor prior to the termination of the Contract, will be provided to the Regional District within ten (10) business days of the termination date.
6. **SCHEDULE OF PRICES:** The Contractor will be compensated for its Services. See Schedule Below
(To be completed as per the accepted Proposal)
- 6.1 The Regional District shall pay to the Contractor, within thirty (30) days of receipt of an invoice from the Contractor, the amount owing for the Services performed to the date of the invoice. All invoices from the Contractor must reference **PS-24-01 Supply and Installation of Computer Aided Dispatch**.
- 6.2 Where the Regional District has established a milestone date for the performance or completion of certain of the Services, and the Contractor has not completed the Services in accordance with the milestone date, then the Regional District shall not be obligated to pay the Contractor under this section until the Contractor has completed the milestone event.
- 6.3 Where the Regional District is not satisfied with the Services provided by the Contractor, the Regional District may suspend payment in an amount sufficient to protect itself against loss on account of the failure to provide the Services or claims against the Regional District by other persons.
7. **STANDARD OF CARE:** The Contractor will perform the Services in a manner consistent with that level of care and skill ordinarily exercised by other members of the Contractor's profession currently practicing in the same locality under similar conditions. This includes ensuring that any Qualified Professionals have acquired sufficient knowledge of the work to be completed and are properly qualified to complete such work. All deliverables will include the seal, or equivalent, and signature of the Qualified Professional and include a disclosure statement that the individual(s) is qualified to undertake the Work.
8. **INDEPENDENT CONTRACTOR:** The Contractor shall be fully independent and shall not act as an agent or employee of the Regional District. The Contractor shall be solely responsible for its employees, and any subcontracts the Contractor lets, and for their compensation, benefits, contributions, and taxes, if any.
9. **INSURANCE:** The Contractor shall, without limiting its obligations or liabilities, and at its own expense, provide and maintain throughout the Contract term, the following insurances with insurers licensed in the Province of British Columbia, in forms acceptable to the Regional District. All required insurance (except automobile insurance on vehicles owned by the Contractor) shall be endorsed to show the Regional District as additional insured and provide the Regional District with thirty (30) days' advance written notice of cancellation or material change. The Contractor will provide the Regional District with evidence of the required insurance, in a form acceptable to the Regional District, upon notification of award and prior to the execution and delivery of this Contract:
- i. Commercial General Liability (CGL), written on an occurrence-based form, in an amount not less than \$3,000,000 inclusive per occurrence insuring against bodily injury and property damage and including liability assumed under the Contract. The Regional District is to be added as an additional insured. Such CGL coverage shall include the following liability extensions: Contingent Employers Liability, Cross Liability Cover, Broad Form Products & Completed Obligations, Personal Injury, Blanket Contractual, and Cross Liability.

Prior to execution of a Contract, the Contractor will supply a Certificate of Insurance demonstrating coverage requirements as listed above.



- ii. Where the Contractor requires the use of automobiles to undertake the work of the Contract, the Contractor will have the following:
 - a. Automobile Liability on all vehicles owned, operated, or licensed in the name of the Contractor in an amount not less than \$2,000,000 per occurrence.
 - b. Non-owned Automobile Liability insurance in an amount not less \$2,000,000 per occurrence.
- iii. Equipment insurance on all equipment owned or rented by the Contractor is to be insured to its full insurable value. The Contractor hereby agrees that the Regional District is not responsible for any costs for loss or repair of equipment used by the Contractor other than those costs already provided in the Schedule of Prices herein.

The Contractor shall ensure that all sub-contractors forming from this Contract meet and are bound by the insurance requirements outlined above.

10. **WORKSAFE:** The Contractor will ensure that all work performed in British Columbia by the Contractor is performed in compliance with the British Columbia WorkSafe BC regulations and guidelines under this Act. If the Contractor does not comply with this requirement, the Regional District may terminate this Contract for cause without prior notice to the Contractor.

The Contractor must be registered and in good standing at all times with WorkSafeBC, or an equivalent Provincial Authority, if required or permitted under the Act and shall maintain such good standing during the term of this contract and any subsequent extensions. It is the responsibility of the Contractor to determine their registration status. Prior to commencing the project, the Contractor will be required to supply a Clearance Letter that the Contractor is in good standing with WorkSafeBC, or an equivalent Provincial Authority. The Regional District may request a Clearance Letter at the conclusion of the Project demonstrating the Contractor has maintained its good standing through the Project period and payments are current.

When requested to do so by the Regional District, the Contractor will provide an Occupational Health & Safety Plan and any supporting procedures and records pertaining to the Work under the Contract.

11. **INDEMNITY:** The Contractor shall release, indemnify, defend and save harmless the Regional District, its officers, employees, servants and agents of and from all claims, costs, losses, damages, actions, classes of action, expenses and costs arising out of or relating to the Contractor's breach of this Contract or the negligent acts or omissions of the Contractor or its employees, contractors or agents.
12. **CHANGES:** The Regional District may order, in writing, changes within the general scope of the Services by altering, adding to, or deleting from the Services to be performed. Where a change to the Services causes an increase in the Contractor's cost to perform the Services or the amount of time required for the performance of the Services that is not offset by any decreases to costs or time, then the Regional District shall increase the amount of the service fee payable under the Schedule of Prices section of this Contract by an amount agreed upon by the Contractor or, where the parties are unable to agree, as settled in accordance with the Dispute Resolution section of this Contract.
13. **NOTICE:** Any notices related to this Contract shall be in writing and either mailed or delivered to the address on Page 1 of this Contract, or other such addresses that either the Regional District or the Contractor may substitute by written notice to the other party. Any such notice will be deemed to be received within seven (7) business days after the time of mailing, if mailed, and upon the date of delivery, if delivered. If normal mail service is interrupted by postal dispute or force majeure, notice will be hand delivered, not mailed.
14. **FORCE MAJEURE:** If either the Contractor or the Regional District are prevented from performing their obligations under the Contract, or where the Regional District's work in respect of which the Contractor is providing Services cannot be performed, because of an act of God, an act of a legislative, administrative or judicial entity, fire, flood, labour strike or lock-out, epidemic, unusually severe weather, or other similar cause outside of the control of the Parties (collectively "Force Majeure"), then the obligations of the Contractor and the Regional District under the Contract shall be suspended for so long as the conditions constituting Force Majeure continues.

The Party affected by Force Majeure shall provide the other Party with notice of the anticipated duration of the Force Majeure event, any actions being taken by the Party providing notice to avoid or minimize the effect of the Force Majeure event, and shall make reasonable efforts to remove or mitigate the effects of the condition constituting Force Majeure. Upon the termination of the Force Majeure event, the Regional District shall grant to the Contractor a time extension for performance of any milestone dates required as part of the Services as may be agreed with the Contractor or, if the Regional District and the Contractor are unable to reach agreement, as determined by the dispute resolution process under Section 18 of the Contract. Where, as a result of Force Majeure, there is a material increase in the Contractor's cost of or the time required for the performance of the Services that is not offset by a decrease in cost, then the Regional District shall increase the amount of the service fee payable to the Contractor under Section 6 of this Contract, as may be agreed by the Contractor or as determined under Section 18 of the Contract. If the event of Force Majeure results in a material increase in the cost of the work to be performed in respect of which the Contractor is providing the Services, then the Regional District may choose not to proceed with the completion of the work and may terminate this Contract. If the Regional District terminates this Contract following the termination of the Force Majeure event, then it shall compensate the Contractor in accordance with Section 5.1 of this Contract.

15. **INSTRUMENTS OF SERVICE:** All reports, drawings, plans, or other documents (or copies) furnished to the Contractor by the Regional District will be returned to the Regional District upon completion of the Services. The Contractor may retain one (1) copy of all such documents. All reports, drawings, plans, documents, software, source code, object code, field notes and work product (or copies thereof) in any form prepared or furnished by the Contractor under this Contract are instruments of service. The Contractor may retain one (1) copy of all documents produced for the Regional District under this Contract.
16. **REGIONAL DISTRICT'S RESPONSIBILITIES:** The Regional District agrees to, within reason, convey and discuss relevant materials, data, and information in possession of the Regional District with the Contractor.
 - 16.1 The Regional District shall release, indemnify, defend, and save the Contractor harmless from and against any liability, claim, judgment, demand, or cause of action arising out of or relating to: (i) the Regional District's breach of this Contract; (ii) the negligent acts or omissions of the Regional District or its employees, contractors, or agents.
17. **ASSIGNMENT AND SUBCONTRACTING:** This Contract does not create any right or benefit in anyone other than the Regional District and the Contractor and shall not be assigned by either party without the prior written approval of the other party.
18. **DISPUTE RESOLUTION:** If a claim, dispute, or controversy arises out of or relates to the interpretation, application, enforcement, or performance of Services under this Contract, the Contractor and the Regional District agree first to try in good faith to settle the dispute by negotiations between senior management of the Contractor and the Regional District. If such negotiations are unsuccessful, the Contractor and the Regional District agree to attempt to settle the dispute by arbitration if both parties agree. If the dispute cannot be settled through arbitration, the Contractor and the Regional District may agree to attempt to settle the dispute through good faith mediation. If the dispute cannot be resolved through mediation and unless otherwise mutually agreed, the dispute shall be settled by litigation in an appropriate court in the Province of British Columbia.
19. **WAIVER OF TERMS AND CONDITIONS:** The failure of either the Contractor or the Regional District in any one or more instances to enforce one or more of the terms or conditions of this Contract or to exercise any right or privilege in this Contract or the waiver by the Contractor or the Regional District of any breach of the terms or conditions of this Contract shall not be construed as thereafter waiving any such terms, conditions, rights, or privileges, and the same shall continue and remain in force and effect as if no such failure to enforce had occurred.
20. **SEVERABILITY:** Every term or condition of this Contract is severable from others. Notwithstanding any possible future finding by a duly constituted authority that a particular term or provision is invalid, void, or unenforceable, this Contract has been made with the clear intention that the validity and enforceability of the remaining parts, terms, and provisions shall not be affected thereby.
21. **GOVERNING LAWS:** This Contract shall be governed and construed in accordance with the laws of the Province of British Columbia.



22. ENTIRE CONTRACT: The terms and conditions set forth herein and **RFP PS-24-01** and the Contractor's Proposal submission constitute the entire understanding and agreement of the Contractor and the Regional District with respect to the Services and Work to be completed. All previous proposals, offers, and other communications relative to the provisions of these Services are hereby superseded. The Regional District and the Contractor agree to reference this Contract as governing terms and conditions. Any changes to the terms and conditions set forth herein will be mutually agreed to and will be included, in writing, in a Change of Work Order.

23. RELATIONSHIP: The legal relationship between the Contractor and the Regional District shall be that of an independent contractor and purchaser of Services, and, in particular and without limiting the generality of the foregoing, nothing in this Contract shall be construed so as to render the relationship between the Contractor and the Regional District to be that of employee and employer.

23.1 This Contract shall not prevent either party from entering into similar agreements for Services from or to others.

The Regional District and the Contractor have caused this Contract to be executed by their respective duly authorized representatives.

REGIONAL DISTRICT OF FRASER-FORT GEORGE

General Manager of Financial Services

Date

General Manager of Legislative and Corporate Services

Date

[CONTRACTOR NAME]

Signature

Signature

Name

Name

Title

Title

Date

Date



Appendix I

CONFLICT OF INTEREST DISCLOSURE STATEMENT

**PROCUREMENT PROCESS
PS-24-01 Supply and Installation of Computer Aided Dispatch**

Proponent Name: _____

The Proponent, including its officers, employees, and any person or other entity working on behalf of or in conjunction with, the Proponent on this Procurement Process:

- is free of any conflict of interest that could be perceived to improperly influence the outcome of this procurement process.
- has not, and will not, participate in any improper procurement practices that can provide the Proponent with an unfair competitive advantage including obtaining and using insider type information to prepare a solicitation offer or participating in big rigging.
- has an actual, perceived or potential conflict of interest regarding this procurement process as a result of:

State reason(s) for Conflict of Interest:

By signing below, I certify that all statements made on this form are true and correct to the best of my knowledge.

Print Name of Person Signing Disclosure

Signature of Person Making Disclosure

Date Signed