

THE CITY OF LANGFORD
REQUEST FOR PROPOSAL
FIRE DISPATCH SERVICES
TERMS OF REFERENCE

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INTRODUCTION

The City of Langford is requesting proposals from existing qualified and experienced Fire Dispatch Centres to provide Fire Dispatch Services to the City of Langford Fire Department.

BACKGROUND

City of Langford Fire Department

The City of Langford is the urban core of the West Shore and the fastest growing municipality in the Capital Regional District (CRD). The City of Langford spans 41.46 km² and has a population of over 45,000. The City boasts 3 lakes, Goldstream Provincial Park, Mount Finlayson, large portions of Mill Hill, Mount Wells and Thetis Lake Regional Parks and numerous urban parks and recreation amenities. The Langford Fire Department has been serving the community since 1947. Langford Fire Rescue consists of 3 fire stations, using a composite staffing model, and proudly provides fire and rescue services, fire prevention and education and emergency management to the City of Langford.

Current Dispatch

The City of Langford Fire Department is currently a client of the CRD Regional Dispatch Centre to receive fire-related calls. The technology platform utilized by the CRD Dispatch Centre is FDM CAD (Computer Aided Dispatch) and transferred to FDM RMS (Records Management System) currently on premises in Langford. The hall alerting solution is achieved through a Radio Frequency (RF) system facilitated and maintained through Capital Region Emergency Services Telecommunications (CREST). Apparatus, which respond from the Fire Department's three stations, are equipped with Mobile Data Terminals (MDTs), and FDM Mobile CAD software. The emergency radio system is operated through the CREST P25 700 MHz radio system.

SCOPE OF SERVICE

Service Coverage

This service is within the City of Langford boundaries and may include neighbouring municipal jurisdictions that the City of Langford Fire Department may be operating in under a mutual aid, automatic aid or other inter-municipal agreement.

Current Equipment / Technology

- FDM CAD (Computer Aided Dispatch) and BCAS (BC Ambulance Service) Gateway Interface
- FDM RMS (Records Management System)
- Hall Alerting Solution through Radio Frequency (RF)
- Apparatus MDTs (Mobile Data Terminals) 11 mobile data terminals with FDM MCAD (Mobile Computer Aided Dispatch)
- Radio hardware (portables, mobiles and digital vehicle repeaters)
- GIS (Geographic Information System) mapping and updating capabilities
- CAD to RMS and RMS to CAD capability

Service Delivery Requirements

The following specifications are deemed to be requirements for the Fire Dispatch Service.

1. The Fire Dispatch Service Provider must have the ability to receive emergency information with full access to caller information from the CRD 911 authorized PSAP (Public Service Answering Point) agency, while populating a computer aided dispatch program and effectively paging out the incident via the CREST (Capital Region Emergency Services Telecommunications) radio system, as well as sending the information seamlessly to the Fire Department MDTs (Mobile Data Terminals) and transfer to RMS (Records management System). Proponents should provide the Fire Dispatch Centres' options for hosting CAD and RMS.

Note: The Fire Dispatch Service Provider will be responsible for obtaining all approvals and will be responsible for any costs associated to connecting to the P25 700Mhz CREST system.

2. The Fire Dispatch Service Provider must be able to receive and dispatch 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 required effected call handling within 64 seconds, 90% of the time. This time shall be calculated on a monthly basis and the Fire Dispatch Service Provider will be required to supply a monthly report to the City of Langford Fire Department to identify the actual call handling times for the previous month for all emergency incidents.
3. Maintain compliance with NFPA 1221 and, where not in compliance, will specify in the proposal which areas of NFPA 1221 are not satisfied by the service provider.
4. The Fire Dispatch Service Provider shall ensure that its CAD system includes an electronic interface with the BC Ambulance Service Dispatch Centre for the timely receipt and processing of incidents as directed by the City of Langford.
5. The Fire Dispatch Service Provider must describe the process for the timely receipt and processing of incidents between other Fire Dispatch Centres for auto-aid, mutual-aid and fire ground operations.
6. The Fire Dispatch Service Provider must also meet the relevant chapters of NFPA 1061 and 1561 standards as they related 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 the proposal that meet the standard and those that do not meet the minimum standards.

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7. The Fire Dispatch Service Provider shall supply monthly reports and an annual report to the City of Langford Fire Department that provides statistical data (call volumes and call types), turnout time, travel times, total response times, from the previous month and as a summary at year end. Annual reports shall be provided to the City of Langford Fire Department through mutual agreement of an efficient and effective timeline, but no later than March 1st of the following year. This report shall also include call volume issues and identify any anomalies and/or trends that have affected the data. The Fire Dispatch Service Provider shall also identify within their proposal how the data will be recorded and in what format or program it will be presented.
 8. The Fire Dispatch Service Provider shall, upon request by the Fire Department, provide ad hoc reports, incident information in the form of email, transcripts, or other written hard copy correspondence of incident records or other issues directly related to an incident to the Fire Chief or pre-approved designated employees.
 9. Proposed solution for recording all 911 telephone calls and radio communications on all radio channels. The Fire Dispatch Service Provider will identify how these files may be accessed by the City of Langford and in what format files are expected to be provided upon request. Alternatively, the Dispatch Provider will provide an overview of access options through an online platform to access this information.
 10. 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.
 11. The Fire Dispatch Service Provider must maintain compliance with Next Generation 911 (NG911) or, where not in compliance, proposal will provide estimated date of compliance with Next Generation 911.
 12. The Fire Dispatch Service Provider should provide Hall alerting solutions including options for integration into items such as remote lighting and door activation and traffic signal activation.
 13. The City is interested in interfacing with 3rd party software systems such as Operational Analytics Software. Proponents should describe the process of integration of available 3rd party software.
 14. 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 911, 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.
 15. Potential for additional agency support for participants such as bylaw, lone worker tracking, etc.
 16. Support configuration and uploading of fire preplans.
 17. Ability to provide apparatus status reporting and all associated benchmarks – CAD to MCAD / MCAD to CAD time stamping of responding fire units and electronic status of units' availability reporting to RMS.
 18. Adjustments to operational response logic changes as required within requested timelines.

19. Ability to access and transition to the secondary communication centre to ensure continuity of operations in the event the primary location is required to be evacuated or otherwise become inoperable. Identify any impacts to expected service levels which may be reasonably expected as a result.
20. Ability to maintain dispatch service levels for Langford Fire Department incidents during large scale events occurring in other dispatched jurisdictions.
21. 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.
22. Capacity to handle future extensions, new service areas and enhanced notification processes.
23. 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)”.

Fire Underwriters Survey

As per Fire Underwriters Survey (FUS) Communications Assessment, proponents are requested to provide information and grading related to the latest survey assessment specific to Part 11: Fire Communications. This grading shall include the seven grading items identified as:

- Communications Center
- Means of Transmitting Alarm
- Fire Department Telephone Service (Incoming from Public)
- Means of Alarm Dispatch
- Dispatch Service
- Operations Radio
- 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 will require a Provider that is providing existing ongoing Fire Dispatch Service, speciality knowledge and a proven record providing Fire Dispatch Services in Canada to similar sized 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, product or items not specifically asked for and details as to what the Proponent is prepared to supply as part of the 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 of delivery of fire suppression, prevention, and community education programming.

FUTURE WORK

The City reserves the right to engage the Contractor chosen from the RFP for future work related to this service.

CITY RESOURCES

The City of Langford will provide the successful proponent with the response logic and relevant dispatch information.

TIMELINE

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

THE CORPORATION OF THE CITY OF LANGFORD
REQUEST FOR PROPOSAL
FIRE DISPATCH SERVICES
PROPOSAL SUBMISSION AND EVALUATION CRITERIA

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PROPOSAL SUBMISSION

All submissions and accompanying documents must be uploaded electronically at kbell@langford.ca. 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: PDF)

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

30 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 City of Langford, 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;

- i. 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.
- ii. 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.
- iii. Number of “on duty” staff at the Fire Dispatch Centre including an organizational matrix as applicable to the intent of the service provision.
- iv. Present total “annual” call volume of the Fire Dispatch Centre based on the client servicing for the past five years.

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:

- i. 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.
- ii. The number of years the Proponent has been in operation, types of services provided, and typical call volumes.
- iii. Operational (equipment and personnel) capacity to support service requirements, including emergency operations failover.
- iv. Demonstrated understanding of dispatch standards, i.e., NFPA (National Fire Protection Association), NENA (National Emergency Number Association), APCO (Association of Public-Safety Communications Officials).
- v. 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.
- vi. 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 four (4) 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.

Fire Dispatch Personnel and Training

- Organizational Chart
 - ❖ Provide an organizational chart indicating personnel roles, responsibilities, accountabilities in the provision of Fire Dispatch Services.
 - ❖ Identify the rank and experience of any key individuals who would be involved in the provision of the Fire Dispatch Services.

Staff and Training

Proponents are requested to provide the following information regarding current and future personnel providing the service:

- i. Initial and ongoing training and performance evaluation process for personnel;
- ii. Certifications;
- iii. Job descriptions of dispatch personnel;
- iv. Description of staffing model used in the service; and
- v. Capacity of 'staff up' during major emergency events.

The CRD Regional Dispatch Centre currently employs 3 FTE (Full Time Equivalent), 1 Casual Dispatch Operator and 3 Relief Dispatch Operators whose terms and conditions of employment are established in the City's Collective Agreement with the International Association of Fire Fighters Local 2848. Proponents will provide information on their proposed approach to transfer or accommodation of CRD dispatch personnel, including issues related to successor rights and obligations established by the BC Labour Relations Code.

Fire Dispatch and Facility Equipment

15 points

Facility

Provide the information regarding your Fire Dispatch facility, including:

- i. Details on the location of the proposed Fire Dispatch Centre including access security, backup power sources, and redundancies within the telephone, radio, CAD (Computer Aided Dispatch), recording and HVAC (Heating, Ventilation, and Air Conditioning) systems.
- ii. Details on the back-up facility, including transition times and equipment limitations (if any) between the primary and back-up site.

- iii. Security solutions, access to and policy around protection of Dispatch data and records related to City of Langford operations.

Equipment

Provide the information regarding your Fire Dispatch and call answer equipment, including:

- i. The radio system to demonstrate the required capacity, functionality, interoperability, and compatibility;
- ii. The telephone system currently in use demonstrating the required capacity to notify “off duty” staff;
- iii. The alerting system;
- iv. The CAD (Computer Aided Dispatch) system;
- v. The recording and call logging system;
- vi. Mapping capabilities; and
- vii. Ability and process to communicate to other dispatch centres.

Methodology of Service Delivery

30 points

Proponents are requested to provide information relating to their current fire dispatch methodology and practices and how it would integrate with the City of Langford’s dispatch systems and requirements. The information will include, but not necessarily be limited to:

- i. Fire Department Operating Standards – NFPA 1221. Proponents will identify the standards to which they operate citing the applicable year of NFPA for Fire Dispatch.
- ii. Proponent Fire Dispatch Equipment / supporting Technology; CAD vendor and the version currently used by provider.
- iii. Details on any other Software/Programs such as the Records Management System (“RMS”) used in support of current fire dispatch operations as well as options for mobile workstations.
- iv. Information about how often the backup centre is used and tested.
- v. Disaster Recovery – business continuity plan, facilities, secondary servers, routing and frequency of plan testing.
- vi. Process for notification in cases of outages or equipment failure, and notification to the Fire Department.
- vii. Frequency of meeting with the Fire Chief or designate to review operations, protocols, issues and alternatives.
- viii. IT support model, designation of provider responsibilities and city responsibilities, change requests and system updates.

Functional Requirements

Describe how your dispatch centre meets or will meet the requirements and functionality listed in the Service Delivery Requirements above. Your responses should be organized in the same order as provided.

Implementation Strategy

Describe your implementation strategy and how your organization’s current operations may be impacted should the City of Langford become a client, including:

- i. Timeline for implementation / training / testing.
- ii. Proponent adjustments to accommodate the additional communication / dispatch requirements.
- iii. Additional staff requirements.
- iv. 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 City of Langford’s infrastructure.

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

- i. Details about the project manager and team to manage the implementation.
- ii. 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
- iii. Details of any activities that must be carried out by the City of Langford.

Fee Proposal

25 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:

- i. Initial start-up and/or project management fees, if applicable.
- ii. Initial and/or annual capital equipment and/or software licencing costs.
- iii. Annual service fees – provide fees based on an annual volume of 2,000 – 3,200 calls per year and any adjustment factors for increased or decreased call volume on an annual basis applicable for the first 5 years of a service agreement.
- iv. Any other anticipated fees; and
- v. Any other optional services and applicable fees and escalation factors

Transitional Costs and Service Implementation

All 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, licencing or separated operational costs including proposal increases, annual inflation or determined increases in operational calculations.

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.

Annual Incident Volume	Annual Cost
up to 2,300	
up to 2,600	
up to 2,900	
up to 3,200	

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

The Evaluation Committee may apply the evaluation criteria on a comparative basis, evaluating the proposals by comparing one proponent’s proposal to another proponent’s proposal. The Evaluation Committee will not be obligated to select the proposal that offers the lowest price or cost or any proposal at all.

The weighting listed above with the evaluation criteria indicate the relative weighting anticipated by the City and is shown to give general guidance to proponents in the preparation of proposals. The evaluation criteria will be applied to all proposals fairly and without bias to any proponent or proposal and the same criteria and weightings will be applied to all proposals. However, the Evaluation Committee is not obligated to apply the weightings strictly and is not obligated to select the proposal that receives the highest score.

The Evaluation Committee reserves the right to not complete a detailed evaluation of a proposal if the Evaluation Committee concludes, having undertaken a preliminary review of the proposal, that the proponent or proposal as compared to all the proposals is not in contention to be the selected proposal.