



**Request for Proposal RFP 20-08  
Fire Dispatch Services**

**SEALED PROPOSALS** plainly marked "RFP ESD-20-08 Fire Dispatch Services" will be received in person or by mail until **2:00 p.m.**, local time, **Thursday, March 26, 2020.**

## 1.0 Introduction

The Town of South Bruce Peninsula is located in the County of Bruce covering an area of 744 square kilometers with a population of 8,416.

The Town of South Bruce Peninsula is requesting proposals for fire dispatching services.

A summary of the department is as follows:

	Number of Full Time Fire Fighters	Number of Volunteer Fire Fighters	Number of Stations
South Bruce Peninsula	1	56	2

The service population, service provider and call volumes are detailed as follows:

Municipality	Population	Service Provider	Call Volumes
South Bruce Peninsula	8,416	Bearcom (formally known as Spectrum)	2017 - 293 2018 - 279 2019 - 331
			Three Year Average: 301

At present, Fire Communications Service is being carried out by Bearcom located in Woodstock. The Town currently operates on an analog mobile radio system utilizing multiple tower sites with multiple repeaters. It is anticipated that linking into the radio system will be done via fiber optic IP link and/or by tower linking.

### RFP Schedule

Last Day for questions: March 19, 2020  
RFP Closing: March 26, 2020 at 2:00 p.m.  
RFP Award: April 7, 2020  
Start Date: October 13, 2020

## 2.0 Summary of the Requirements

The following section outlines the minimum requirements for the provision of Fire Dispatch Services:

- a) The services shall operate from one Primary Center and be in operation 24 hours per day, 365 days per year.
- b) The successful Proponent shall demonstrate that they have in place a fully redundant remote backup site capable of replacing the primary site in the event of a failure. A disaster recovery plan shall be in place for the purpose of re-establishing the primary site as soon as possible.
- c) The successful Proponent shall demonstrate that they will provide an adequate number of properly trained staff up to the NFPA 1061 standard to carry out the work of the contract.
- d) The successful Proponent shall use a Computer Aided Dispatch (CAD) system and appropriate mapping to support fire dispatching services.
- e) The successful Proponent shall offer a CAD that includes a Fire Department Records Management System (RMS) or a CAD that can be integrated into a Fire Department RMS that the Town may acquire.
- f) The successful Proponent shall ensure that all transmissions are to be recorded and retained and available for a minimum of seven (7) years.
- g) The successful Proponent shall provide a service implementation plan that demonstrates the appropriate steps that shall occur to prepare and initiate this service. All costs to implement this service are to be included in the pricing.
- h) The successful Proponent shall demonstrate that they are able to meet all requirements of the request for proposal and be able to be operational on the date of commencement of the contract as outlined in Section 3.0 of this document.
- i) The successful Proponent shall ensure that in the event of a labour dispute, a contingency staffing plan shall be in place.
- j) The successful Proponent shall be required to enter into a minimum of a 5-year contract for services with the option of an extension for a further 5-year term upon mutual agreement of rates and terms by both parties. Terms longer than 5 years may be considered based on pricing.
- k) The successful Proponent shall ensure that none of the dispatch work as outlined in this document may be subcontracted.
- l) The successful Proponent shall act as the Public Service Answering Bureau for the contracted fire service.
- m) The successful Proponent using, NFPA 1221 Standard for the Installation, Maintenance and Use of Emergency Services Communications Systems, 2013 edition, as a guide shall indicate which articles that the Proponent complies with, and any deviations. Reference may also be made to the Office of the Ontario Fire Marshal Public Safety Guidelines PFSG 04-64-12, PFSG 04-64A-12 and PFSG 04-65-03.
- n) The successful Proponent shall provide quarterly reports to all services under this contract.

- o) The successful Proponent shall note that additional work may include contacting support agencies during an emergency incident.
- p) The Town utilizes the County of Bruce's GIS mapping using Esri Software. The successful Proponent will be required to utilize this software for the use of Computer Aided Dispatch. The costs associated with the setup of mapping into the CAD will be assumed by the Proponent.
- q) The fire services will utilize "Who's Responding" software by Fluent IMS. The successful Proponent will be required to provide a text dispatch message via email to the Fluent server.
- r) The successful Proponent shall explain and demonstrate how their Computer Aided Dispatch (CAD) system can dispatch by level of risk per Ontario Regulation 378/18.

The Proposal shall include the following:

1. Schedule "A" Proposal Form and Schedule "B" Statement by Proponent
2. A written description of the services to be provided, demonstrating a clear understanding of the requirements of the contract.
3. A description of the primary site and back-up location.
4. A detailed description of the dispatch system, complete with a breakdown of equipment available at each site including make, model and date of installation.
5. A detailed description of the Computer Aided Dispatch (CAD) system including make, model and capabilities that are available to the municipality.
6. A description of back-up power source.
7. A general description of personnel assigned to dispatch complete with experience and training that is to be provided.
8. A copy of the Certificate of Insurance as required in Section 6.08 of this document.
9. A minimum of 3 references complete with names of contact persons for whom the service provider is providing a similar service.
10. An annual rate is to be provided for the term of the agreement.
11. The following plans shall be provided as part of a complete submission:
  - Disaster Recovery Plan
  - Contingency Staffing Plan
  - Service Implementation Plan
12. A breakdown of 2018 dispatched emergency calls as applicable;
  - Police related
  - Ambulance related
  - Fire related

### **3.0 Timing**

The fire dispatch center must be able to commence operations by October 13, 2020.

The term of the contract shall be for a minimum of **five (5)** years with the possibility of a **five (5)** year extension.

#### **4.0 Pricing and Extension of Services**

The successful proponent will be the provider of Fire Dispatch Services for the Town of South Bruce Peninsula.

The Proponent will provide prices in Schedule A (excluding taxes).

#### **5.0 Proposal Preparation**

##### **5.01 Proposal Format**

The following format and sequence **should** be followed in order to provide consistency in the Proponent's response and to ensure each proposal receives full consideration:

- a) Title Page, showing Request for Proposal number, Proponent's legal business name and address, Proponent's telephone number, and a contact person. All addendums received must be identified on this page.
- b) The second page will contain an executive summary of the services to be provided and contain a Statement of Cost of Services, as well as an introduction, signed by the person or persons authorized to sign on behalf of, and bind the Proponent to, statements made in the proposal.
- c) Table of contents including page numbers.
- d) A short (one or two page) summary of the key features of the proposal.
- e) Any relevant pictures.
- f) All information as required in Section 2.0 of this document and any additional information the Proponent wishes to address.
- g) Proposals must be legible and written, printed, or typed in ink. Any strike-throughs or corrections to Proposals must be initialed or otherwise acknowledged or explained by the Proponent.

##### **5.02 Alternative Solutions**

If alternative solutions are offered, please submit the information in the same format, as a separate proposal.

##### **5.03 Irrevocability of Proposals**

By submission of a clear and detailed written notice, the Proponent may amend or withdraw its proposal prior to the closing date and time. Upon closing time, all proposals become irrevocable for 180 days. By submission of a proposal, the Proponent agrees that should its proposal be deemed successful the Proponent would enter a Contract with the Town.

5.04 Changes to Proposal Wording

The Proponent will not change the wording of its proposal after closing and no words or comments will be added to the proposal unless requested by the Service Board for purposes of clarification.

5.05 Proponent Expenses

Proponents are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with the Town, if any. If the Town elects to reject all proposals, the Town will not be liable to any Proponent for any claims, whether for costs or damages incurred by the Proponent in preparing the proposal, loss of anticipated profit in connection with any final Contract, or any other matter whatsoever.

5.06 Pricing/Proposal Submission

Proposals must be firm for at least 180 days after the closing date.

Please submit one (1) original copy and two (2) duplicate copies plus one electronic copy on a USB drive. Proposals are to follow the two-envelope method ensuring that the technical and qualitative information shall be submitted in the first envelope and the pricing information is provided in the second envelope which is only opened if the proposal is qualified by obtaining a minimum technical score in the first envelope.

Sealed proposals will be received until **March 26, 2020 at 2:00 pm** in a sealed envelope clearly marked with the following:

**Fire Dispatch Services**  
RFP -20-08

**Town of South Bruce Peninsula**  
Attention: Normand Beauchamp, MBA, ECFO,  
CMMIII  
Director of Emergency Services/Fire Chief/CEMC  
315 George St, PO Box 310  
Warton ON, N0H 2T0

**The envelopes are to include the proponent's name and return mailing address and reference the request for proposal number.**

The proposal must include Schedule A and Schedule B as provided by the Town of South Bruce Peninsula. No changes may be made to proposals after they have been received. If more than one (1) proposal is submitted by a proponent, the only one considered and opened will be the envelope with the most recent time/date of receipt. Electronically transmitted proposals (i.e. fax or email) will not be considered.

Late or misdirected submissions cannot be accepted after closing time and will be returned unopened. No part of any submission will be accepted by facsimile or e-mail. The Town does not accept any liability or responsibility for inhibited or interrupted courier, mail, or other service, regardless of the postmark, weigh bill or other details. The time used will be the time on the time stamp clock located in at reception located at 315 George St, Warton, ON N0H 2T0

Adjustments by mail, fax or e-mail to a Proposal already submitted will not be considered unless requested by the Town for clarification purposes.

## **6.0 Additional Terms**

### **6.01 Acceptance of Proposals**

- a) This Request for Proposal should not be construed as an agreement to purchase services. The Town is not bound to accept the lowest priced or any proposal of those submitted. Proposals will be assessed using the evaluation criteria. The highest scoring Proponent may be selected to execute the contract. The Town will be under no obligation to receive further information, whether written or oral, from any Proponent.
- b) Proposals must be completed with due care. All Proposals must conform to the instructions in this Request for Proposal document Proposals that do not conform may be rejected by the Town as improper and may not be considered at all.

### **6.02 Definition of Contract**

Notice in writing to a Proponent of the acceptance of its proposal by the Town and the subsequent full execution of a written Contract will constitute a Contract for the goods or services, and no Proponent will acquire any legal or equitable rights or privileges relative to the goods or services until the occurrence of both such events.

### **6.03 Liability for Errors**

While the Town has used considerable efforts to ensure an accurate representation of information in this Request for Proposal, the information contained in this Request for Proposal is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the Town, nor is it necessarily comprehensive or exhaustive. Nothing in this Request for Proposal is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in this Request for Proposal.

### **6.04 Agreement with Terms**

By submitting a proposal, the Proponent agrees to all the terms and conditions of this Request for Proposal. Proponents who have obtained the Request for Proposal electronically must not alter any portion of the document, with the exception of adding the information requested. To do so will invalidate the proposal.

6.05 Modification of Terms

The Town reserves the right to modify the terms of the Request for Proposal at any time at its sole discretion.

6.06 Ownership of Proposals and Freedom of Information

All documents, including proposals, submitted to the Town become the property of the Town. Any personal information required in the Proposal is received under the authority of the *Municipal Freedom of Information and Protection of Privacy Act, 1989, RSO, 1990*. This information will be an integral component of the proposal submission.

The Proposal that is approved by Council will become part of the public record. As such, all information contained in them is available to the public, including personal information.

All Proposals submitted to the Town become the property of the Town and as such, are subject to the *Municipal Freedom of Information and Protection of Privacy Act*. Proponents may mark any part of their submission as confidential except for the total proposal price and the Proponent's name. The Town will use its best efforts not to disclose any information so marked but shall not be liable to a Proponent where information is disclosed by virtue of an order of the Privacy Commissioner, or otherwise, as required by law. Upon award, the Town may release the name of the Proponent whose Proposal has been accepted by Council and with whom the Town will be entering into an agreement, the name and telephone number of the contact person and the total proposal price.

Questions about collection of personal information and the *Municipal Freedom of Information and Protection of Privacy Act, 1989, R.S.O. 1990, Chapter M.56*, as amended, should be directed to:

**Town Clerk, Town of South Bruce Peninsula  
315 George St, PO Box 310  
Warton, ON N0H 2T0**

6.07 Confidentiality of Information

Information pertaining to the Town obtained by the Proponent as a result of participation in this project is confidential and must not be disclosed without written authorization from the Town.

6.08 Insurance and Indemnification

The successful Proponent shall indemnify, defend and save harmless the Town of South Bruce Peninsula from and against any liability, claims, damages, losses, expenses, actions and suits whatsoever, including injury or death of others or any employee of the Proponent caused by or arising out of performance act, or omission of any terms of the final contracts. This indemnification shall survive the termination or expiry of the contract.



The successful Proponent shall provide and maintain during the term of the contract, Commercial General Liability insurance which shall include coverage of Professional Liability/Errors and Omissions Insurance in a form acceptable to the Town and subject to limits of not less than \$5,000,000 inclusive per occurrence for bodily injury, death and damage to property including loss of use thereof.

It is understood and agreed that the coverage provided by the policy will not be changed or amended in any way nor cancelled until thirty (30) days after written notice of such change or cancellation shall have been given to all Additional Insured.

At the time of entering the contract, the successful Proponent shall provide evidence in the form of a Certificate of Insurance of the insurance coverage to the Town in respect to this Contract.

If the contract period extends beyond the term of the insurance policy, the successful Proponent shall provide to the Town a renewed insurance certificate thirty (30) days prior to the policy's expiry date.

#### 6.09 Laws of Ontario

Any Contract resulting from this Request for Proposal will be governed by and will be construed and interpreted in accordance with the laws of the Province of Ontario. The Respondent shall comply with the relevant federal, provincial and municipal statutes, regulations and by-laws pertaining to the work and its performance. You may be required to submit copies of the training to the Town if requested.

#### 6.11 Contract Award

Provided that at least one of the Proposals received meets the approval of the evaluation committee, a recommendation for award will be made based on the evaluation.

- a) The award of the contract is subject to the best value for the Town.
- b) On evaluation and approval, the Successful Proponent will be required to enter into a formal contract agreement.

#### 6.13 Terms of Payment

Payment can be expected within thirty (30) days of receipt of invoice.

#### 6.14 Inquiries

- a) The Town assumes no responsibilities for oral instructions or suggestions. Any clarification of this document or requests for additional information must be received by 4:00 PM, March 19, 2020, by e-mail to [normand.beauchamp@southbrucepeninsula.com](mailto:normand.beauchamp@southbrucepeninsula.com).
- b) No officer, agent or employee of the Town is authorized to alter orally any portion of this document. Any alterations required will be issued to all Proponents as a written addendum. Addendums shall be considered as an

integral part of the RFP documents. The Proponent shall list in its Proposal documents all the addendums that were considered when the Proposal was prepared. Although every effort will be made to ensure that the Proponents receive all the addendum, it is the responsibility of each Proponent to ensure all addenda issued have been received.

## 7.0 Evaluation

### 7.01 Inspection

Please note that the Town reserves the right to inspect some or all of the Proponent's primary centers as a part of the evaluation process. This site visit will form part of the final award evaluation. The Town will not be liable for any costs incurred by the proponent for such site visit.

### 7.02 Evaluation Process

All submitted proposals shall become the property of the Town. Evaluation criteria shall include but not be limited to:

- Completeness and thoroughness of proposal submitted in response to this RFP.
- Background in fire dispatching service and demonstrated ability and experience to provide quality services.
- Expertise and relevant experience of fire dispatchers.

<b>Evaluation Criteria</b>		<b>Weight Factor</b>
<b>1</b>	<b>Qualifications and Experience</b> Experience in fire dispatching service	10
<b>2</b>	<b>Type of Dispatching Service</b> Fire and/or police and/or ambulance dispatching services	15
<b>3</b>	<b>Computer Aided Dispatch System</b> Provision of RMS system, GIS or risk-based dispatch	35
<b>4</b>	<b>References</b>	5
<b>5</b>	<b>Personnel Providing Service</b> Services provided by professional fire dispatchers, firefighters and/or non-fire dispatchers	15
<b>6</b>	<b>Price</b> Proposals will be scored based on technical weighting	20
<b>Total</b>		<b>100</b>

The Town is under no obligation to proceed with the RFP. Should it decide to abandon the proposal, it may, at any time, invite further expressions of interest for the provision of fire dispatching services.

Proponents may be required to provide additional information prior to the award of a contract and could be requested to partake in an evaluation interview, pending a shortlisting process.

The Town of South Bruce Peninsula reserves the right, at its sole discretion, to enter negotiations with the Proponent or with any other Proponents concurrently. In no event will the Town be required to offer any modified terms to any Proponent prior to entering a contract, and the Town will not be liable to any Proponent as a result of such negotiations.

### **Contact**

Questions relating to this Request for Proposal shall be directed via e-mail only to:

Normand Beauchamp  
Director of Emergency Services/Fire Chief/CEMC  
Town of South Bruce Peninsula  
Email: [normand.beauchamp@southbrucepeninsula.com](mailto:normand.beauchamp@southbrucepeninsula.com)

**Schedule "A"**  
**Proposal Form**

Cost per year, Year 1: \$ \_\_\_\_\_

Cost per year, Year 2: \$ \_\_\_\_\_

Cost per year, Year 3: \$ \_\_\_\_\_

Cost per year, Year 4: \$ \_\_\_\_\_

Cost per year, Year 5: \$ \_\_\_\_\_

Optional

Cost per year, Year 6: \$ \_\_\_\_\_

Cost per year, Year 7: \$ \_\_\_\_\_

Cost per year, Year 8: \$ \_\_\_\_\_

Cost per year, Year 9: \$ \_\_\_\_\_

Cost per year, Year 10: \$ \_\_\_\_\_

\_\_\_\_\_  
Proponent Name  
(Please Print)

\_\_\_\_\_  
Signature of Authorized Person

\_\_\_\_\_  
Proponent Address

\_\_\_\_\_  
E-mail Address

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Fax

\_\_\_\_\_  
Date

\_\_\_\_\_  
Proponent's Initials

## Schedule "B"

### Statement by Proponent

Proposal Document Name: Fire Dispatching Services

Proposal Document Number: 20-08

Proponent Name: \_\_\_\_\_

Proponent Address: \_\_\_\_\_

\_\_\_\_\_

1. I/We have reviewed all terms and conditions of all forms included as part of this proposal package.
2. I/We have read and understand all terms and conditions of the forms included as part of this proposal package.
3. I/We understand that if our proposal is successful, all requirements of the successful proponent as outlined in this proposal document will be completed by the time and in the format required.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_, 2020.

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Signature of Authorized Person

\_\_\_\_\_  
Name (Please Print)