



PROCUREMENT SERVICES

CITY OF SURREY, SURREY CITY HALL
13450 – 104 Avenue, Surrey, B.C., V3T 1V8
Tel: 604-590-7274
E-mail: purchasing@surrey.ca

ADDENDUM No. 1

REQUEST FOR INFORMATION No.:	1220-050-2023-007
TITLE:	Computer Aided Dispatch System
ADDENDUM ISSUE DATE:	November 10, 2023
DATE:	PREFER TO RECEIVE SUBMISSION ON OR BEFORE NOVEMBER 30 th , 2023.

INFORMATION FOR RESPONDENTS

Respondents are advised that Addendum No. 1 to 1220-050-2023-007 is hereby issued by the City. This addendum shall form part of the contract documents and is to be read, interpreted and coordinated with all other parts. The following information is provided to answer questions raised by Respondents for the above-named project, to the extent referenced and shall become a part thereof. No consideration will be allowed for extras due to the Respondents or any sub-contractor not being familiar with this addendum. This Addendum No. 1 contains two (2) pages.

QUESTIONS AND ANSWERS:

- Q1.** What is the total number of firefighters (both career and volunteer) for all agencies dispatched by the City.
- A1.** **The following link shows all of our client departments: <https://www.surrey.ca/about-surrey/emergency-services/surrey-fire-service/about-the-surrey-fire-service/surrey-fire-regional-dispatch>. We do not have a total number of firefighters available as this data is not provided to us; however, an unverified estimate would be 2,250 +/- 350 firefighters.**
- Q2.** What is the total number of fire apparatus dispatched by the City at all agencies? Of the total, how many currently have or with a new CAD, will require in-apparatus mobile data terminals?
- A2.** **We have 935 units programmed in CAD. Of that, we have approximately 100 units licensed for mobile data terminal use; however, this may expand.**
- Q3.** Are there separate functions in your communication center? E.g., are some positions strictly call taking, are others strictly dispatching?
- A3.** **Most of our positions are dual call taker/dispatcher capable. We do have overflow positions that are call taker only positions.**

- Q4.** For mobile solutions, how many concurrent users (maximum users logged in at any given time) do you envision for:
- a. iOS/Android phone/tablet-based users
 - b. Windows-based in-vehicle laptop users

A4. We are only using Windows based in-vehicle laptops and tablets with the potential for 100 concurrent users; however, this number could expand in the future.

If iOS/Android options were available, that may be of interest to some users. Currently, we have none.

- Q5.** Do you want an analytics system for your CAD?

A5. We are willing to review any options available. We do have a Business Intelligence (BI) tool in use and any new CAD system will need to provide the ability for our BI tool to have open access to the CAD database.

- Q6.** Are you interested in person level tracking functionality? Is your radio system capable of sending GPS data from handsets? If yes, what type of radio system is it (Motorola, Harris, etc.)?

A6. We use Motorola radios that may have the ability to use GPS, but we are not currently using it. We would be interested to know what GPS functionality is available in a CAD system.

- Q7.** How many environments do you envision needing? Production, development, training, disaster recovery, etc.

A7. The four environments mentioned above are of interest for us to consider.

- Q8.** Should you want a training environment, how many concurrent users do you envision for:
- a. Dispatch
 - b. Mobiles

A8. Dispatch – 10 / Mobiles 10

- Q9.** Are you using a Fire Station alerting solution? Which one(s)?

A9. We have a custom station alerting solution that ties into our rip-n-run printer service. However, we are interested in the ability to add other 3rd party solutions for station alerting.

- Q10.** Do you need a viewer function for senior staff?

A10. Yes, we need a viewer option. We currently have a viewer solution in place through 3rd party CAD-to-CAD software.

All Addenda will become part of the Contract Documents.

- END OF ADDENDUM -