



REQUEST FOR INFORMATION

Title: Computer Aided Dispatch System

Reference No.: 1220-050-2023-007

(General Services)
Issue Date: October 27, 2023

1. INTRODUCTION

1.1 Purpose of this Request For Information

Through this request for information (the “RFI”), the City of Surrey (the “City”) is seeking responses from Respondents (the “Respondent”) who offer goods and/or services related to Public Safety Applications – specifically Computer Aided Dispatch (CAD) to address needs (refer to Schedule A – Business Statements for more detail). Our focus in this RFI is to consult the market and explore potential CAD solutions to address our requirements, including ideas and recommendations on strategy, scope and approach.

Interested parties are invited to respond to this RFI by submitting a response (the “Response”) to the City. Responses should include ideas, information and recommendations that could result in a clarification of requirements, cost-savings opportunities and the identification of potential problem areas with this initiative.

This RFI is intended to gather information that could assist the City in the development of a future procurement process, or processes (i.e., RFxs). In the event that sufficient information is received from this RFI, the City may, but is not obligated to, initiate a competitive procurement opportunity, or opportunities.

If a subsequent competitive procurement opportunity or opportunities are issued, the City is under no obligation to advise any Respondent responding to this RFI. Respondents are advised to monitor the City website and BC Bid website for any such opportunities, which will be open to all suppliers regardless of whether or not a response to this RFI has been submitted.

Respondents must not respond with any proprietary or confidential information as any information and/or recommendations in response to this RFI may be used by the City in determining the structure and content of any subsequent procurement opportunity, or opportunities. So please be careful not to send anything you might consider confidential.

The City reserves the right to invite additional responses from suppliers that did not respond to this RFI for any reason.

2. INSTRUCTIONS TO RESPONDENTS

2.1 Address for Delivery

A Response should be labelled with the Respondent’s name, RFI title and number. A Response should be submitted in the form as set out below.

The Respondent should submit a Response electronically in a single pdf file which must be delivered to the City by email at: purchasing@surrey.ca

PDF emailed Responses are preferred and the City will confirm receipt of emails. Note that the maximum file size the City can receive is 10Mb. If sending large email attachments, Respondent’s should phone [604-590-7274] to confirm receipt. A Respondent bears all risk that the City’s computer equipment functions properly so that the City receives the Response.

2.2 Date

The City would prefer to receive Responses on or before **November 30, 2023**.

2.3 Inquiries

All inquiries related to this RFI should be directed in writing to the person named below (the "City Representative"). Information obtained from any person or source other than the City Representative may not be relied upon.

Name: Sunny Kaila, Manager, Procurement Services

E-mail: purchasing@surrey.ca

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2.4 No City Obligation

This RFI is not a tender, request for proposals or a request for quotations and does not commit the City in any way to select a preferred Respondent or Respondents, or to proceed to negotiations for a Contract, or to award any Contract, and the City reserves the complete right to at any time reject all Responses, and to terminate this RFI process.

2.5 Respondent's Expenses

Respondents are solely responsible for their own expenses in preparing and submitting Responses, and for any meetings, negotiations or discussions with the City or its representatives and consultants, relating to or arising from the RFI. The City and its representatives, agents, consultants and advisors will not be liable to any Respondent for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the Respondent in preparing and submitting a Response, or any other activity related to or arising out of this RFI.

2.6 No Contract

By submitting a Response and participating in the process as outlined in this RFI, Respondents expressly agree that no contract of any kind is formed under or arises from this RFI.

2.7 Conflict of Interest

A Respondent should disclose in its Response any actual or potential conflicts of interest and existing business relationships it may have with the City, its elected or appointed officials or employees. The City may rely on such disclosure.

2.8 Confidentiality

All Responses become the property of the City and will not be returned to the Respondent. All Responses will be held in confidence by the City unless otherwise required by law. Respondents should be aware the City is a "public body" defined by and subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia.

3. RESPONSE FORM AND CONTENTS

3.1 Response Content

There is no Response form to fill out. Respondents should provide a concise and focused written response to the following items in the order listed:

- (a) a brief Respondent profile;
- (b) include a document that explains how Respondent's goods and/or services can be used to address the business statement(s) listed in Schedule A – Business Statements;
- (c) include ideas, information and recommendations that could result in clarification of requirements;
- (d) identification and discussion of potential problem areas with this initiative, including cost savings opportunities that the Respondent recommends the City consider when establishing its future business requirements;
- (e) relevance of solution – demonstrations of successful projects, case studies and best practices with other service organizations;
- (f) high level cost estimate(s), for budgeting purposes only;
- (g) any other information specific to the nature of this RFI and deemed important by the Respondent; and
- (h) any other information specific to the nature of this RFI and deemed important by the Respondent.

Respondents are specifically requested not to submit detailed price proposals (other than high-level cost estimates for budget purposes noted in item (f) above), or provide information about the experience or qualifications of their company or individuals in their company.

Respondents to this RFI consent to the City incorporating any submitted ideas, concepts, approaches, or strategies into any planning, design, procurement, or contractual activities related to any aspect of the project without any obligation, liability, or consideration on the part of the City.

This RFI will not be used to evaluate, rank or select suppliers, nor will it be used to pre-qualify or screen Respondents for a subsequent competitive procurement opportunity, if any.

3.2 Cost Estimates (High-Level)

Any cost estimates provided are for budgeting purposes only. Respondents will not be held to price estimates provided as part of the RFI should the City later decide to issue a competitive solicitation.

3.3 Additional Information

The City may, at its discretion, request clarifications or additional information from a Respondent with respect to any Response and the City may make such requests to only selected Respondents.

3.4 Interviews/Demonstration

The City may, at its discretion, invite some or all of the Respondents to appear before the City to provide clarifications and/or demonstrations of their Response. Note: The City reserves the right to arrange for a follow-up meeting with any Respondent whose initial presentation was sufficiently informative and indicative of more to be learned. If this provision is exercised, it is NOT to be interpreted as a short-list of preferred Respondents, rather as an opportunity for City staff to better understand a particular response.

We appreciate your time and your help with our information-gathering and we look forward to hearing from you.

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SCHEDULE A – BUSINESS STATEMENTS

1. OVERVIEW

The following business statement encapsulates the Computer Aided Dispatch (“CAD”) needs faced by the City, to which Responses to this RFI should be directed.

The City is requesting information for the potential acquisition of a CAD system. The CAD system is a key primary tool used by 9-1-1 call takers and fire dispatchers to manage every facet of an emergency and non emergency call. The CAD system is used to capture the name, phone number, and address/GPS location of the 9-1-1 caller. When a caller requires help from a Fire Department, the CAD system is used to display the location on a map/zone and allocate dispatch resources. Surrey Fire Services (“SFS”) dispatch centre receives approximately 115,000-120,000 calls annually with 20,000 incoming 9-1-1 calls. SFS provides fire dispatching services to 50 fire departments across British Columbia, with a mix of urban and rural clients which stretch from Vancouver Island to the Alberta border. SFS also provides after hours public works to 11 municipalities and after hours Bylaws to the City of Surrey. There are 5-7 staff working at any given time and work as both call takers and dispatchers.

2. FUNCTIONALITY

The Response should consider the following list of desired functionalities for a CAD system. This is, by no means, an exhaustive list, rather a representation of some of the current needs. Please consider these when preparing your Response.

The City is seeking demonstrations from Respondents showcasing the functionality below. The City would prefer in-person demonstrations but will accommodate online demonstrations as well.

9-1-1 Call Handling

- Ability to perform 9-1-1 Call Handling (i.e., NG911 Canada, E911)
- Ability to send multi-modal notifications through email, SMS, app, fax, and printer
- Ability to receive Emergency Health Service (BC Ambulance Services) calls through a TCP/IP based interface using XML
- Ability to use mobile data terminals on the fire trucks and in the hands of responders in the field
- Ability to dispatch for multiple jurisdictions (50 different departments) with the capability to have a different CAD logic for each client (i.e., flexible response logic), with options to sort/group/filter calls by jurisdiction

Emergency and Non-Emergency Call Processing

- Ability to differentiate between an emergency call vs non-emergency call
- Ability to differentiate between fire related incidents, after hours public work incidents and after hours bylaw incidents

Customization and Configuration

- Ability to collect custom data points
- Ability to allow custom integrations
- Ability to sort and filter by jurisdiction – multiple clients
- Ability for real time import and export of data – open system

Integrations

- Ability to integrate with BC Ambulance interfacing
- Provide if the solution has existing integrations with the following:
 - FDM Record Management System (“RMS”)
 - Any other fire records management system products or vendors
 - NICE (audio recording)
 - Komutel (call handling solution)
 - Able to consume Canadian NG9-1-1 call data or have an interface to NG9-1-1 call data through the call handling solution
 - Mapping Service (with offline mapping capabilities)

3. MINIMUM REQUIREMENTS

- Adherence to the Freedom of Information and Protection of Privacy Act (“FOIPPA”)
- Microsoft Windows compatible technology stack
- Ability to operate in isolation – solution must be capable of delivering core functionality even in the absence of internet connectivity due to occasional network outages or areas with no cellular coverage