



Central Coast Regional District

REQUEST FOR PROPOSALS – 911 CALL SERVICE FOR THE CCRD

Background

The Central Coast Regional District (CCRD) is seeking proposals for the performance of a detailed service feasibility study to evaluate the implementation of a 911 service for the Central Coast Regional District. This Request for Proposals (RFP) outlines the required specifications, submission requirements, and evaluation process for proponents. Based on a review of responses to this RFP, the Central Coast Regional District intends to select a Proponent who would then be invited to enter into a contract for provision of the goods described in this RFP.

INSTRUCTIONS TO PROPONENTS

Only complete submissions will be accepted. Partial submissions will not be considered. Submissions may be revised by written amendment, delivered to the location set out for delivery of submissions, before the Closing Date.

Should the proponent consider additional services or materials appropriate, it should be recommended in their proposal. The Proponent is to cost these additional items separately. Submissions must be made prior to the specified closing date/time.

SUBMISSION DIRECTIONS

Proponents must submit their Proposal electronically in the following way:

- All submissions and enquiries regarding this RFP are to be directed in writing or by email, to the following e-mail address: dmalkinson@ccrd.ca
- The subject line of the email must include:
“Proposal Submission – RFP-CCRD 911 Service – [Proponent Name]”
- The Proposal shall include signed documents as required by this RFP submitted by a person authorized to legally bind the Proponent.

COMMUNICATIONS REGARDING THIS RFP

Enquiries from all Proponents regarding this RFP must be directed to:

Contact: Duncan Malkinson

Email: dmalkinson@ccrd.ca

Telephone: 250-782-0187

Information obtained from any other source regarding this RFP is not official and should not be relied upon.

GENERAL REQUIREMENTS OF THIS RFP

- a. The Central Coast Regional District will post an electronic copy of any and all written addendums on the Central Coast Regional District's website and on BC Bid if the Central Coast Regional District determines that an amendment is required to this RFP. Each addendum will be incorporated into and become part of the RFP. No amendment of any kind to the RFP is effective unless it is contained in a written addendum issued by the Central Coast Regional District.
- b. Proponents will be deemed to have carefully examined the RFP, including any and all attachments, Schedules and the Contract (as applicable) prior to preparing and submitting a Proposal with respect to any and all facts which may influence the Proposal.
- c. No proposal shall be altered, amended, or withdrawn AFTER the closing date and time of the RFP. Negligence on the part of the Proponent in preparing the Proposal confers no right for withdrawal of the Proposal after it has been opened.
- d. While the Central Coast Regional District has made considerable efforts to ensure an accurate representation of information in each respective RFP, the information contained in the RFP is supplied solely as a guideline for the Proponent and is not necessarily comprehensive or exhaustive. Nothing in a Central Coast Regional District RFP is intended to relieve the Proponent from forming their own opinions and conclusions in respect of the matters addressed in the RFP.
- e. The Proponent may withdraw their Proposal at any time PRIOR TO the Proposal Closing Time by submitting a written withdrawal letter to the Central Coast Regional District's Development Administration Department and the Proposal will be returned.
- f. All Proposals, including attachments and any documentation, submitted to and accepted by the Central Coast Regional District in response to this RFP become the property of the Central Coast Regional District.
- g. Payment for the work will be made within 30 days of satisfactory delivery of the works indicated in this RFP and the post award and receipt of an invoice.

FEASIBILITY STUDY - SPECIFICATIONS

Project:

The Central Coast Regional District (CCRD) is seeking proposals for the performance of a detailed service feasibility study to evaluate the implementation of a 911 service for the Central Coast Regional District. The successful proponent will analyze options and develop a recommendation for a 911 call answer service across the Central Coast Regional District. The objective is to develop a recommendation and implementation plan that will ensure the effective delivery of a 911 call answer service for the residents of the CCRD.

Central Coast Regional District Profile:

The Central Coast Regional District (CCRD) is a geographically expansive (24,492km²) and diffusely populated area (3,582 in 2021) in British Columbia that includes remote communities, islands, and mountainous areas. This presents salient challenges for 911 service delivery, as access to some areas can be limited by weather or inconsistent infrastructure. Currently, the region does not have a dedicated 911 service, leaving many residents reliant on fragmented emergency response systems that vary by community and area.

The CCRD administers services across several unincorporated communities, working closely with local volunteer fire departments, local health services, and the RCMP to coordinate emergency responses. Existing service gaps include the following challenges: limited addressing systems, inconsistent communication infrastructure, disparate service levels across the area and inconsistent emergency response times, particularly in remote and Indigenous communities. These challenges necessitate a detailed evaluation of how a potential 911 service could be configured and implemented across the region.

RCMP Security Requirements:

Since the Contractor will be expected to liaise with the RCMP to determine implementation requirements, the Contractor may be required by the RCMP to sign a non-disclosure agreement in connection with the performance of their duties.

The Contractor will not be permitted to take audio recordings or use any audio recording devices in connection with these duties. The presence of the Contractor must be announced prior to passing through any sensitive units within the building/detachment.

SCOPE OF WORK

A final report by providers will recommend a service delivery model that meets the following requirements:

Scope of Work:**1. Needs Assessment**

- a. Identify the current emergency communication systems in the CCRD for Fire Services, Emergency Services and Police Services.
- b. Evaluate the gaps and limitations in existing emergency response processes.

- c. Analyze and describe the geographic, demographic, service delivery and technological challenges unique to 911 implementation across the CCRD.

2. Stakeholder Engagement

- a. Consult with local emergency service providers, including police, fire, ambulance, local and CCRD officials; virtually and at least one in-person session.
- b. Seek input from residents and businesses on their expectations and concerns regarding 911 services.
- c. Engage with indigenous officials on the potential for service implementation within indigenous communities in the CCRD.

3. Regulatory and Industry Standards Review

- a. Review relevant provincial and federal regulations regarding 911 service delivery.
- b. Identify best practices and industry standards for rural and remote emergency communication systems.

4. Options Analysis

- a. Assess potential delivery models, including:
 - i. Contracting with established 911 service providers (e.g., ECOMM, Northern 911 or RCMP partnerships).
 - ii. Developing a standalone 911 call center for the CCRD.
 - iii. Collaborative models with neighboring regional districts.
 - iv. Technology-driven solutions, such as digital or satellite communication systems.
- b. Evaluate options based on criteria such as cost, efficiency, reliability, scalability, and legal considerations.

5. Infrastructure and Technology Requirements

- a. Identify technology, equipment, agreements, relationships, and infrastructure needed to implement 911 services across the CCRD.
- b. Assess potential upgrades or integration requirements for existing systems.

6. Cost Analysis

- a. Estimate initial implementation costs and ongoing operational costs for each service model.
- b. Explore funding opportunities, including grants and partnerships.

7. Implementation Plan and Recommendations

- a. Provide a detailed report with:

- i. Analysis of the pros and cons of each service delivery option.
- ii. A recommended course of action for the CCRD.
- iii. Options for inclusion of interested indigenous nations in a region-wide 911 service, and fee for service agreement approaches for cost sharing.
- iv. A phased implementation plan, including timelines, budget, operational considerations for relevant responding authorities and resource requirements.
- v. Consideration of and steps to include responding authorities beyond Police, Fire Service and Ambulance Services. This includes, but is not limited to: Poison Control, Coast Guard, Relevant Emergency Management BC Officials and Search and Rescue Officials.

8. Findings Report

- a. Present the final report to the CCRD Board of Directors.
- b. Include options for presenting findings to community stakeholders.

Deliverables:

1. Detailed report including needs assessment, options analysis with costing implications, an implementation plan with steps and timelines and final recommendations.
2. Presentations for the CCRD Board and stakeholders.

Timeline:

The feasibility study is expected to be completed within 5 months from the project commencement date, including all consultations, analysis, and report presentations.

Proposal Prices:

Proposal Prices must be in Canadian funds, taxes and delivery and other associated charges included as line items and tallied in the Total Price.

Proposals will not be opened publicly and shall be open for acceptance for at least 60 days after the closing date.

Proponent's Expenses:

- a. Proponents are solely responsible for their own expenses in preparing a Proposal. If the CCRD elects to reject all proposals, CCRD 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.
- b. Further to the preceding paragraph, the Proponent, by submitting a Proposal, agrees that it will not claim damages, for whatever reason, relating to the Contract or in respect to the competitive process, in excess of an amount equivalent to the reasonable costs incurred by the Proponent in

preparing its quotation and the Proponent, by submitting a proposal, waives any claim for loss of profits if no agreement is made with the Proponent.

Evaluation:

Proposals in compliance with all provisions of this RFP will be evaluated using the following criteria:

Criteria	Weight
Price	35%
Technical Capability	35%
References and past performance	30%
Total	100%

Proposals not in compliance with all provisions of this RFP will not be considered.

GENERAL CONDITIONS & REQUIREMENTS OF THIS RFP

- a. The Central Coast Regional District is not bound to select a preferred Proponent or accept any Proposal and reserves the right in its sole discretion to postpone or cancel this RFP at any time for any reason whatsoever in accordance with the Central Coast Regional District’s judgement of its best interest and to proceed with the Services in some other manner separate from this RFP process.
- b. This RFP does not commit the Central Coast Regional District, in any way, to select the preferred Proponent, or to proceed to negotiations for a contract, or to award any contract.
- c. The Central Coast Regional District reserves the right to:
 - i) Accept a Proposal which is not the lowest priced;
 - ii) Reject any proposal that exceeds budget authorizations;
 - iii) Reject any and all Proposals, including without limitation the lowest priced Proposal, even if the lowest priced Proposal conforms in all aspects with the RFP;
 - iv) Reject any Proposal at any time prior to execution of an Agreement;
 - v) Assess the ability of the Proponent to perform the contract and may reject any Proposal where, in the Central Coast Regional District’s sole estimation, the personnel and/or resources of the Proponent are insufficient;
 - vi) Amend or revise the RFP by Addenda up to the specified closing date and time;

- vii) Reduce the Scope of Services required within the RFP and negotiate the price to reflect such change after award of an Agreement; and
 - viii) Award an Agreement to the Proponent other than the one with the most points, if, in its sole determination, another Proposal is determined to be the Best Value to the Central Coast Regional District, taking into consideration the price and evaluation criteria of the RFP.
- d. Under no circumstances shall the Central Coast Regional District be obligated to award an Agreement solely on the basis of proposed price.
 - e. The Central Coast Regional District may accept or waive a minor and inconsequential irregularity, or where applicable to do so, the Central Coast Regional District may, as a condition of acceptance of the Proposal, request a Proponent to correct a minor or inconsequential irregularity with no change in the Proposal.
 - f. The determination of what is or is not a minor or inconsequential irregularity, the determination of whether to accept, waive, or require correction of an irregularity and the final determination of the validity, will be the sole discretion of the Central Coast Regional District.
 - g. By submitting a Proposal and participating in the process as outlined in this RFP, Proponents expressly agree that no contract of any kind, if formed under, or arises from this RFP, exists prior to the signing of a formal written Contract.
 - h. Proponents shall disclose in their Proposals any actual or potential Conflict of Interest and existing business relationships it may have with the Central Coast Regional District, its elected officials, appointed officials or employees.
 - i. Proponents and their agents will not contact any member of the Central Coast Regional District Board or District Staff with respect to this RFP, other than the District Representative named in this document or authorized by the Operations Department, at any time.
 - j. The Central Coast Regional District will retain all Proposals and they will not be returned to the Proponent except for any unopened Financial Proposals. Each Proposal should clearly identify any information that is considered to be confidential or proprietary information. The Central Coast Regional District is bound by the Freedom of Information and Protection of Privacy Act (British Columbia) and all documents submitted to the Central Coast Regional District will be subject to provisions of this legislation.
 - k. All of the information contained within the RFP, including supplementary information provided electronically, is for the exclusive use of the Consultant team for the RFP preparation purposes only and is not to be made publicly available in any manner. The Consultant team shall not discuss this project with any member of the public at any time, for any reason whatsoever, without the prior written approval of the Central Coast Regional District.

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- l. A service agreement will be required between the Central Coast Regional District and the successful proponent. By submitting a Proposal, a Proponent accepts that a contract may be concluded upon notification by the Central Coast Regional District with the Proponent. The Central Coast Regional District reserves the right to negotiate. If the parties, after having bargained in good faith, are unable to conclude a contract, the Central Coast Regional District and the Proponent will be released without penalty or further obligations other than any surviving obligations regarding confidentiality and the Central Coast Regional District may, at its discretion, contact the Proponent of the next best rated Proposal and attempt to conclude a contract with it, and so on until a contract is concluded.
 - m. This RFP and associated agreement shall be governed by the laws of the Province of British Columbia.
 - n. Time is of the essence for the Contract, if awarded.
 - o. The Contractor to the Contract (if awarded) will be designated and assumes the responsibility as the Prime Contractor per WorkSafe BC OH&S Regulations, Section 20.2 Notice of Project and 20.3 Coordination of Multiple-Employer Workplaces, Subsections (1) and (2). The Proponent should also understand the general duties of the Owner as defined in the Workers' Compensation Act, Section 119 General Duties of Owner. The Proponent should have the necessary qualification and be willing to accept the responsibilities as Prime Contractor for this Contract.
 - p. The successful Proponent shall:
 - i. Hold a valid WorkSafeBC registration number for the duration of the project.
 - ii. Produce a copy of a Worksafe BC registration number on or before commencement of the project.
 - iii. Comply with Occupational Health and Safety Regulations.
 - iv. In the event of a multiple employer workplace (i.e. Field work requiring survey, geotechnical investigation, traffic control etc.) be the designated prime contractor, and fulfil the prime contractor's responsibilities as defined in:
 - 1. WorkSafeBC Occupational Health and Safety Regulation, Notice of Project, Section 20.2, and Coordination of Multiple Employer Workplaces, Section 20.3; Workers Compensation Act (RSBC 1996), Coordination at multiple- employer workplaces, Section 118, Subsections (1) & (2); General Requirements; Section 3.10 Worksafe BC.

INSURANCE OBLIGATIONS OF PROPONENTS

Except as may be otherwise expressly approved by the Central Coast Regional District in writing, the Proponent will, without limiting its obligations or liabilities herein and at its own expense, provide and maintain the following insurances with insurers licensed in British Columbia and in forms and amounts acceptable to the Central Coast Regional District:

- a. Professional Liability Insurance with not less than \$2,000,000 coverage per occurrence insuring the consultant from liability resulting errors and omissions in the performance of professional services under the contract. The Central Coast Regional District must be named as an additional insured on this policy and the policy shall contain a cross-liability clause.
- b. The successful consultant must also provide the Central Coast Regional District with a certificate issued by the insurer(s) as evidence of the coverage required on or before commencement of the project.
- c. Each policy of insurance required under this agreement shall be maintained during the continuance of this agreement and shall not be capable of cancellation unless 30 days' notice is first given to the Central Coast Regional District.
- d. The successful consultant must ensure that every sub-consultant provides and maintains insurance substantially in accordance with the requirements of this agreement. The successful consultant shall be as fully responsible to the Central Coast Regional District for acts and omissions of sub-consultants and of persons employed directly or indirectly by them as for acts and omissions of persons directly employed by the consultant.

The foregoing insurance shall be primary and not require the sharing of any loss by any insurer of the Central Coast Regional District. The successful Proponent shall provide the Central Coast Regional District with evidence of all required insurance prior to the commencement of the Services. When requested by the Central Coast Regional District, the Proponent shall provide certified copies of required policies.

The successful Proponent agrees to indemnify, defend, and hold harmless the Central Coast Regional District, its officers, employees, and agents from and against any and all claims, demands, actions, losses, liabilities, costs, or expenses (including legal fees) arising out of or in connection with the performance, delivery, or failure to perform the obligations under the contract, except to the extent caused by the negligence or willful misconduct of the Central Coast Regional District.

DEADLINE FOR SUBMISSIONS

The closing date for proposals will be 3:00 p.m. PST, February 7th, 2025. Proponents are responsible for ensuring that digital delivery occurs within the deadline. Late proposals will not be accepted and will be returned to the proponent unopened.