



# REGIONAL DISTRICT of Fraser-Fort George

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## REPORT FOR CONSIDERATION

TO: Chair and Directors

FROM: Melanie Perrin, Senior Manager of Public Safety Services

DATE: June 12, 2024

SUBJECT: Request for Proposal PS-24-01 Computer Aided Dispatch  
SUMMARY: Purpose: Consider Award of Contract

File No.: 106.4

Attachments: Backgrounder  
Previous Reports: Item #11.3.4, January 2024

### RECOMMENDATION(S):

1. THAT the report dated June 12, 2024 regarding "Request for Proposal PS-24-01 Computer Aided Dispatch" be received for information.
2. THAT the Computer Aided Dispatch System for Public Safety be awarded to Intergraph ULC (Hexagon) in the amount of \$1,487,807.00 (excluding taxes).
3. THAT the capital budget for the 9-1-1 Emergency Response Service (Budget 2503) for the purchase of the Computer Aided Dispatch System be amended from \$1,200,000.00 to \$1,592,000.00.

ENTITLEMENT	HOW VOTE COUNTED
All 1 Director/1 vote	Majority
All Weighted	Majority
All Weighted	Majority

### ISSUE(S):

At its January 2024 meeting, the Board approved entering a competitive bid process for the replacement of the Computer Aided Dispatch (CAD) system. The CAD system is the next piece of technology for the Primary and Alternate back-up fire dispatch facilities that is reaching the end of life and requires replacement. The current CAD system is nearing 20 years since its implementation back in 2006.

The Regional District's competitive bid process is now complete. Two bids were received in response to the call for proposals. Following a thorough review of the bids, Public Safety Administration recommends proceeding with awarding the contract for procurement to Intergraph ULC (Hexagon).

The Board is being asked to consider authorizing the award of the Computer Aided Dispatch (CAD) System PS-24-01 to Intergraph ULC (Hexagon) in the amount of \$1,487,807.00 (excluding taxes).

### RELEVANT POLICIES:

1. Policy RD-03-09: Procurement of Goods and Services
  - to establish a consistent approach for the procurement of goods and services which ensures best value is obtained when spending public funds
2. Regional District of Fraser-Fort George Delegation Bylaw No. 3276, 2022
  - requires contracts over \$100,000 in value to be considered for approval by the Board

**STRATEGIC ALIGNMENT:**

- ☐ Climate Action
 ☐ Economic Health
 ☐ Indigenous Relations
 ☒ Strong Communities
- ☐ None – Statutory or Routine Business

**SERVICE RELEVANCE:**

The Regional District of Fraser-Fort George 9-1-1 Emergency Response Service was established in 1990 to provide three functions:

- Primary Public Safety Answering Point 9-1-1 Call-Answer service which allows for individuals to reach emergency services (police, fire, ambulance) by dialling 9-1-1
- Secondary Public Safety Answering Service Point for Fire Dispatch call-answer services (FOCC fire dispatch) which receives fire/rescue emergency calls, dispatches fire/rescue services and supports the responding fire/rescue agency during incident response
- Radio Communication for all fire departments within the RDFFG region which includes radio system supply and maintenance, communication tower network maintenance and operation and maintenance of support systems

The service is a region wide service with all member municipalities and electoral areas participating. Service delivery to other local governments is a fee-for-service arrangement based on term service contracts.

Contracts with the Cariboo, Bulkley-Nechako and Kitimat-Stikine Regional Districts include FOCC fire dispatch and E Comm 9-1-1 call-answer services. The contract with the Central Kootenay Regional District is exclusive to FOCC fire dispatch services only.

The 9-1-1 Emergency Response Service further supports the operation of two centralized fire dispatch facilities located within the City of Prince George. It supports a reciprocal agreement for the provision of fire dispatch back-up service with North Island 9-1-1 Corporation.

**FINANCIAL CONSIDERATION(S):**

In 2023 Public Safety Administration had estimated the cost for the replacement of the CAD System to be approximately \$1.2 million dollars. This amount was included in the 9-1-1 Emergency Response Service 2024 capital budget that was approved by the Board at its March 2024 meeting.

New CAD technology has emerged that provides higher functionality and improved futureproofing of the system for a longer serving CAD that will provide for a higher service delivery for the Regional Fire Dispatch service well into the future. The price for the new CAD has come in at \$1,487,807.00 (excluding taxes), \$1,591,953.49 including non-recoverable tax portion.

The cost to replace CAD is proposed to be funded with funds from the UBCM Next Generation 9-1-1 Grant Program, the 2024 Operating Budget, and reserve funds.

It is anticipated that there will be additional costs associated with the need for additional servers and licensing required to support the technology associated with the new CAD system. These needs are currently under review by Public Safety Administration.

**OTHER CONSIDERATION(S):**

The current CAD System, purchased in 2006, is reaching end of life and is no longer suitable as a leading software for fire dispatch purposes. The product vendor no longer supports development of the system, and therefore the CAD system needs to be replaced.

Public Safety Administration will be in attendance to provide the Board with an overview of the CAD project.

**DECISION OPTIONS:**

1. Approve recommendations.
  - contract for PS-24-01 Computer Aided Dispatch will be awarded in the amount of \$1,487,807.00 (excluding taxes); and
  - the budget amendment will be captured in the 2024-2028 Financial Plan Amendment Bylaw to be brought forward to the Board for approval

Other Options:

- a. Do not approve the award of PS-24-01
  - the replacement of the Computer Aided Dispatch System will be delayed
  - there is risk associated to not replacing a critical fire dispatch component that is reaching end of life.

**COMMENTS:**

The Request for Proposal PS-24-01 Computer Aided Dispatch System was released on Friday January 26, 2024, and closed on March 13, 2024.

Public Safety Administration spent a significant amount of time evaluating the proposals. Public Safety Administration along with Fire Operations Communication Centre staff participated in demonstrations of each of the two systems, conducted onsite visits to observe the software in use, and researched various Fire CAD options across Canada. The Intergraph ULC (Hexagon) CAD product is the leading Fire CAD vendor in Canada and is the only Fire CAD in Canada that is providing this level of new technology and functionality. The recommendation for award reflects the outcome of this evaluation process and is in alignment with the objectives of delivery of high service levels, business continuity best practices, and future-proof procurement planning.

It is recommended that Request for Proposal PS-24-01 be awarded to Intergraph ULC (Hexagon) in the amount of \$1,487,807.00 (excluding taxes).

Respectfully submitted,

“Melanie Perrin”

Melanie Perrin  
Senior Manager of Public Safety Services

MP:mz

## BACKGROUND

The Regional District issued a Request for Proposal (RFP) for procurement of a Computer Aided Dispatch System. Two submissions were received in response to the RFP call. Public Safety Administration reviewed and evaluated the proposal submissions. One of the bids was disqualified due to non-compliance with the RFP specifications and bid requirements..

The Intergraph ULC (Hexagon) software provides greater functionality within a modern software package that will provide leading edge future-proof functionality for the Regional District's Computer Aided Dispatch.

Public Safety Administration therefore recommends award of PS-24-01 to Intergraph ULC (Hexagon).

Results of the evaluation were as follows:

<b>Proponent</b>	<b>Bid Price for Computer Aided Dispatch System (excluding taxes)</b>
<b>Intergraph ULC (Hexagon)</b>	<b>1,487,807.00</b>