



# REGIONAL DISTRICT of Fraser-Fort George

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## REPORT FOR CONSIDERATION

TO: Chair and Directors File No.: 111.3.4

FROM: Melanie Perrin, Senior Manager of Public Safety Services

DATE: November 6, 2024

SUBJECT: Request for Proposal PS-24-01 Computer Aided Dispatch – Maintenance Agreement

SUMMARY: Purpose: Consider Award of Contract

Attachments: None

Previous Reports: Item No. 11.3.2, June 2024

### RECOMMENDATION(S):

1. THAT the report dated November 6, 2024 regarding “Request for Proposal PS-24-01 Computer Aided Dispatch – Maintenance Agreement” be received for information.
2. THAT the 5-Year Maintenance Agreement for the Computer Aided Dispatch System being provided by Intergraph Canada ULC, as per Request for Proposal PS-24-01 Supply and Installation of Computer Aided Dispatch System, be awarded to Intergraph Canada ULC in the amount of \$772,113.00 (excluding taxes).

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

### ISSUE(S):

At its January 2019 meeting, the Board approved the Fire Operations Communication Centre (FOCC) Primary and Alternate Site – Infrastructure Upgrade Implementation Strategy (IUI). Procurement of the new Computer Aided Dispatch System is a required component of the Primary and Alternate Site development plan. PS-24-01 requested proponents to also provide pricing on the Maintenance Agreement for the Computer Aided Dispatch System included in PS-24-01. The Computer Aided Dispatch System was awarded at the Board's June 2024 meeting, while Public Safety Administration continued to evaluate the proposals for the 1-Year and 5-Year Maintenance Agreements.

The evaluations of the Maintenance Agreement submissions have now been completed. Public Safety Administration recommends proceeding with awarding the contract for the 5-Year Maintenance Agreement.

The Board is being asked to consider authorizing the award of the 5-Year Maintenance Agreement for the Computer Aided Dispatch system, as per PS-24-01, to Intergraph Canada ULC in the amount of \$772,113.00 (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. Delegation Bylaw No. 3276, 2022
  - requires contracts over \$100,000 in value to be considered for approval by the Board

**STRATEGIC PRIORITIES ALIGNMENT:**

- |  |   |  |   |
|--|---|--|---|
| <input type="checkbox"/> Indigenous and Intergovernmental Partnerships | <input type="checkbox"/> Organizational Strength and Adaptability | <input checked="" type="checkbox"/> Quality Community Services | <input type="checkbox"/> Environmental Stewardship and Climate Action |
| <input type="checkbox"/> Awareness and Engagement                      | <input type="checkbox"/> 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):**

Funds have been included in the 5-year financial plan for this maintenance agreement. This maintenance agreement will replace the current maintenance agreement for the current CAD once new CAD is operational.

**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. A new software maintenance agreement is required with the purchase of a new computer aided dispatch system.

**DECISION OPTIONS:**

1. Approve recommendations.
  - contract for the 5-Year Maintenance Agreement for PS-24-01 Supply and Installation of Computer Aided Dispatch System will be awarded in the amount of \$772,113.00 (excluding taxes)

Other Options:

- a. Do not approve the award of the 5-Year Maintenance Agreement included in 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 an abundance 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, researched various Fire CAD options across Canada and reviewed the software maintenance and support agreements. 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 maintenance agreement provided by Intergraph Canada ULC is required in order to support the purchased CAD system. 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 5-Year Maintenance Agreement included in Request for Proposal PS-24-01 be awarded to Intergraph ULC (Hexagon) in the amount of \$772,113.00 (excluding taxes).

Respectfully submitted,

“Melanie Perrin”

Melanie Perrin  
Senior Manager of Public Safety Services

MP:mz