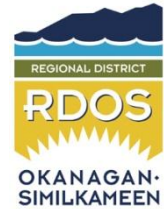


ADMINISTRATIVE REPORT



TO: Board of Directors
FROM: B. Newell, Chief Administrative Officer
DATE: July 21, 2011
RE: RDOS Fire Dispatch Service – Request For Proposals Award

Administrative Recommendation:

THAT the Regional Board award a five (5) year agreement to the City of Kelowna based upon their proposal; “Fire Dispatch Service”, dated July 5, 2011, for the five (5) year total of \$ 1,075,999;

AND THAT the RDOS Board authorize the Chair and Chief Administrative Officer to execute an agreement with the City of Kelowna for the “Fire Dispatch Service”.

History:

On November 4, 2010, the RDOS Board endorsed the following resolution:

THAT the Board receive the Emergency 911 Dispatch Service Delivery Review submitted by Planetworks Consulting Corp. in October 2010; and,

THAT the Board direct staff to implement recommendations outlined in the Emergency 9-1-1 Dispatch Service Delivery Review as follows:

- 1. Notify the City of Penticton that the Regional District will not re-new the Fire Dispatch Contract.*
- 2. Develop and immediately issue a Regional Fire Dispatch Service Request for Proposal.*
- 3. Maintain the current Emergency Call 9-1-1 Service with Central Okanagan Regional District (CORD) and Kelowna RCMP Dispatch.*
- 4. Implement a cost allocation model for Emergency 9-1-1 calls and Fire dispatch calls to ensure that the costs are correctly described and that the ratio of the total costs paid by the Regional District is equitable based on call volume percentage.*

The City of Penticton was advised of the resolution and the RFP terms of reference were developed in consultation with the Fire Chiefs throughout the District and presented to and supported by the Regional Joint Fire Chiefs Committee on April 16th, 2011. A Request for Proposals (RFP) for the delivery of a Regional Fire Dispatch Service was issued in June 2011 and closed July 6th. Four proposals were received from:

City of Kelowna, City of Penticton, City of Surrey Fire Service, Fraser Valley Regional District

The Emergency Call 9-1-1 Service Agreement with Central Okanagan Regional District has been extended for one year and the call volume percentage cost allocation model will be brought forward for discussion during the 2012 Budget process.

The 2011 budget for Fire Dispatch Services is \$555,000.00

Alternatives:

- 1. Refer the Fire Dispatch Service award back to Administration for further review.**

Analysis:

The evaluation team consisted of:

- Manager of Community Services
- Emergency Services Supervisor
- Engineering Technician
- District of Summerland Fire Chief; and,
- Planetworks Consulting Corp.

All four proponents are currently providing fire dispatch services. Each proponent employs qualified and regularly trained dispatchers on a 24/7 basis that can be easily expanded for major events.

The City of Penticton dispatchers have accumulated extensive local knowledge of the Region having been providing dispatch service for the Regional District since 1990. The 3 other proponents have identified that new technology, planned site visits and regular communication will provide for fast transition of area knowledge.

Kelowna, Surrey and Fraser Valley utilize state-of-the-art technology; Fire Department Manager (FDM) as their primary Computer Aided Dispatch (CAD) and Records Management System (RMS) software and Radio Over Internet Protocol (ROIP). *The City of Penticton uses older technology that is provided by the Regional District and would have to be replaced in 2012. This replacement of old technology would not provide the same scope of the newer technology used by other departments.

The FDM CAD/RMS would provide an opportunity for our departments to expand their technology at a much reduced cost and provide far greater operational functionality. ROIP technology was the delivery choice recommended to the RDOS by Omega Communications in 2009 for upgrading our current aging fire dispatch equipment. All 3 new proponents proposal would eliminate the need to upgrade the current fire dispatch equipment saving these capital costs.

ROIP technology would require some new upgrading of technology located in each fire hall, which all 3 new proponents provided details on. It is expected that the upgrades required would be accomplished with nominal costs.

While the 3 new proponents will require startup costs for their dispatch center associated with their proposed technology and delivery method, the current service provider will require additional future funds to upgrade aging equipment.

Summary of Annual Costs Provided for the Five (5) Year Agreement

RDOS Fire Dispatch Service	Penticton	Kelowna	Surrey	FVRD
Cost for 2012	\$ 523,000	\$ 200,900	\$ 252,000	\$ 225,500
Cost for 2013	\$ 523,000	\$ 205,923	\$ 258,300	\$ 237,000
Cost for 2014	\$ 523,000	\$ 211,071	\$ 264,758	\$ 249,000
Cost for 2015	\$ 523,000	\$ 216,348	\$ 271,376	\$ 261,500
Cost for 2016	\$ 523,000	\$ 221,757	\$ 278,161	\$ 300,500
Initial start up	\$ 100,000*	\$ 20,000	\$ 12,500	\$ 15,000
Overtime	\$ 150,000	All indicated no additional costs		
FIVE YEAR TOTAL	\$ 2,865,000	\$ 1,075,999	\$ 1,137,095	\$ 1,288,500

Rating Criteria

Criteria	Points
Qualifications of Firm & Team Members	5
Experience	10
References	10
Resources	5
Understanding of Scope	5
Methodology	5
Environmental Performance	5
Schedule	5
Project Team/ Effort	5
Clarity of Proposal	5
Price	<u>40</u>
Total	100

After a significant amount of discussion, the evaluation committee completed the scoring independently. The scores were tabulated and the consolidated scores are presented below.

Proponent	Delivery Method	Total Score
City of Kelowna	Kelowna Fire Department	95.8 %
City of Surrey	Surrey Fire Department	87.7 %
Fraser Valley Regional District	Regional District	85.4 %
City of Penticton	Penticton Fire Department	64.2 %

The evaluation committee is satisfied that all four proponents could fulfill the obligations of the contract, but based on the points, Kelowna provides the best service for the lowest price. The 5 year saving is estimated at \$1,789,000.00

Each new proponent provided an implementation schedule and the selection committee is comfortable that the service will be ready for December 31, 2011.

Respectfully submitted:

Dale Kronebusch

D. Kronebusch, Emergency Services Supervisor