



PROCUREMENT SERVICES

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ADDENDUM No. 2

REQUEST FOR PROPOSALS No.:	1220-030-2024-038
TITLE:	Computer Aided Dispatch Replacement
ADDENDUM ISSUE DATE:	October 3, 2024
CLOSING DATE AND TIME:	ON OR BEFORE THE FOLLOWING DATE AND TIME (THE “CLOSING TIME”):
	TIME: 3:00 P.M. (LOCAL TIME)
	DATE: November 5, 2024

INFORMATION FOR PROPONENTS

Proponents are advised that Addendum No. 2 to 1220-030-2024-038 is hereby issued by the City. This addendum shall form part of the contract documents and is to be read, interpreted and coordinated with all other parts. The following information is provided to answer questions raised by Proponents for the above-named project, to the extent referenced and shall become a part thereof. No consideration will be allowed for extras due to the Proponents or any sub-contractor not being familiar with this addendum. This Addendum No. 2 contains five (5) pages.

QUESTIONS AND ANSWERS:

- Q1:** Will the City please provide the following information for Surrey Fire Service:
1. Number of Fire Personnel (FT Firefighters, PT Firefighters, POC Firefighters, Volunteer Firefighters)
 2. Number of Fire apparatus with MDC's installed
 3. Number of handheld devices
 - a. Within the handheld device functionality, does the City require AVL, Out of Service Units, Event History, or SOP capabilities?

A1: 1. There are approximately 500 fire personnel within the City of Surrey.

2. There are approximately 935 MDCs across the City and the municipalities we dispatch for. At this time it is not known exactly how many of that total are within the City of Surrey.
3. Zero.

Q2: On page 15 of the RFP, the City indicates that it dispatches for Surrey Fire Service and over 50 other communities. Will any of the agencies within these 50 other communities be included as part of this RFP?

1. If so, can the City provide the following for EACH agency it wishes to include in this response:
2. Number of Fire Personnel (FT Firefighters, PT Firefighters, POC Firefighters, Volunteer Firefighters)
3. Number of Fire apparatus with MDC's installed
4. Number of handheld devices
 - a. Within the handheld device functionality, does the agency require AVL, Out of Service Units, Event History, or SOP capabilities?

A2: 1. The City does not have information on each of the individual communities. We have provided approximate aggregate values below for all communities in total.
2. Approximately 2250 fire personnel in total +/- 350.
3. Approximately 935 MDCs in total.
4. Zero.

Q3: Regarding data conversion, what type of information needs to be converted?

1. CAD records
2. Personnel records
3. Administration records

A3: The need to convert records will be dependent on the CAD solution. Please note that this RFP is for the replacement of the CAD system, not the RMS.

Q4: Also, regarding data conversion, will the City please provide the following information?

1. Name of the current vendor
2. Type of Database Management System (DBMS)
3. Size of DBMS
4. Size of attachments

A4: 1.FDM
2.SQLServer2019
3. FDM Live database is approximately 86GB at the moment.
4. Not sure what they mean by attachments.

Q5: In section 2.1 of the RFP: The Proponent should submit the Proposal electronically in a single PDF file which must be delivered by email at: purchasing@surrey.ca (10 MB capacity), can the City provide a FTP site for upload instead?

Does the City require the Excel forms to be provided in their native format? Specifically Schedule_C-3-1_-_CAD_Solution_Requirements_Response and Schedule_C-5-1_Financial_Worksheet

A5: Proposals must be submitted via email attachment. If filesize is an issue, Proposals may be sent over multiple email attachments. Proposals containing multiple emails should be clearly "Part # of #" in the subject line.

Excel forms must be submitted in their native format.

Q6: In section 2.2 of the RFP, Information Meeting - will there be an Information Meeting scheduled for this RFP?

- A6:** No information meeting is scheduled at this time.
- Q7:** Please provide the number of call centres in use by Surrey Fire.
- A7:** Two locations: one primary and one backup.
- Q8:** Please provide the number of CAD workstations required (including all call centre sites, for all types of CAD positions including supervisory and training).
- A8:** Currently we have 10 CAD workstations at primary site, and 6 CAD workstations at Backup Site. We would want ability to expand at either location.
- Q9:** Please provide the number of CAD Mobile workstations (segregated by Windows (laptop) and Android/iOS devices).
- A9:** Refer to A1 and A2.
- Q10:** In the Functional Reqs tab - Please provide a technical contact, API information, and a use case for the APX Preplan application.
- A10:** The City will not be providing a technical contact, all inquiries are to be directed to the City Representative as noted in the RFP document. Inquiries will subsequently be directed internally to our technical experts as required.
- Our preferred type of API is REST API. APX Preplan was one example of an integration. Often our integrations are for import/export of data but they vary depending on the application.
- Q11:** For an On-premise solution does the City wish the vendor to provide the hardware?
- A11:** No but we would require specifications for building the solution (ie vCPU, RAM, etc).
- Q12:** In the C-3-1 CAD Solution Requirements Response matrix items 1001, 1011, and 1012 refer to the BCEHS CAD gateway. Documentation found online indicated that BCEHS has multiple CAD systems (RightCAD and PRC Alteris). To which CAD system (or both) is this requirement intended? (see item #14 in <https://www2.gov.bc.ca/assets/gov/british-columbians-our-governments/services-policies-for-government/information-management-technology/records-management/orcs/emergency-health-services.pdf>)
- A12:** The BCEHS interface utilizes an interface based on TCP/IP sockets and XML data.
- Q13:** Does the City wish to include Data Migration from the current CAD system to the new solution?
- A13:** The need to migrate records will be dependent on the CAD solution. Please note that the RFP is for the replacement of our CAD system – not our RMS.
- Q14:** Does the City wish to include a geographically redundant Disaster Recovery (DR) site?
- A14:** Yes. Please include options that are highly available and georedundant.
- Q15:** Is it mandatory for a foreign firm to open a local office to be eligible for the contract before awarding the contract?
- A15:** A local office is not mandatory.
- Q16:** What is the time frame to get local registration / business license once the contract is awarded?

A16: If the Proponent is not setting up a local office, they will need to apply for a "Consulting" business license online. This can be turned around in a couple of business days. The City cannot speak to any other registration requirements.

Q17: Is there a specific process that foreign firms should follow to ensure they comply with local tax regulations, particularly regarding the withholding of tax?

A17: Please reach out to Canada Revenue Agency for any tax related inquiries.

Q18: Are there any additional compliance requirements beyond the withholding tax and business license?

A18: The City can only speak to business license requirements. All other compliance inquiries will need to be directed to the appropriate government agency.

Q19: Referring to Functional Requirements 1000: Can you provide documentation and more information about API and the level of integration with "IamResponding" and "Who's Responding"?

A19: IamResponding has a GitHub repository for its API. Who's Responding has ios/Android/windows applications as well as email and TV alerting. For more information, please contact the vendors directly.

Q20: Referring to Functional Requirements 1001: Can you provide documentation and more information about API and the level of integration with BC Ambulance?

A20: We require a direct interface between the CAD solution and the BC Ambulance CAD System. If the interface is not already existing, the vendor would need to work directly with BC Ambulance.

Q21: Referring to Functional Requirements 1002:

1. Can you provide documentation and more information about API and the level of integration with FDM RMS?
2. Are you expecting two-way interfacing for FDM?
3. Should the interface with FDM be for Surrey Fire only or across all municipalities?
4. Does the City require integration with each of the 50 municipalities, or are the systems combined in one location?

A21: 1. The FDM RMS is expected to be the Record Management System that will be used. The FDM RMS has an XML reader. For more details, please contact FDM directly.
2. Yes, property information would need to be pulled from the FDM RMS.
3. The interface for FDM RMS will be for Surrey Fire and the municipalities that it dispatches for.
4. One location.

Q22: Referring to Functional Requirements 1003: Can you provide documentation and more information about API and the level of integration with Deccan LiveMUM?

A22: This is the predictive response logic software used by SFS - LiveMum (Live Move-Up Module) is a real-time, dynamic, software application that provides coverage monitoring, alerting and move-up recommendations for apparatus. On their webpage, Deccan LiveMUM lists integration with CentralSquare, Hexagon, Motorola, Tyler Technologies, Northrup Grumman, Versaterm, and FDM. They also indicate that they interface with other homegrown CAD systems. For additional details on its API, please contact Deccan LiveMUM directly.

Q23: Referring to Functional Requirements 1004: Can you provide documentation and more information about API and the level of integration with NICE?

- A23:** The desired integration is the ability to link the call recording from NICE with the incident record in the CAD system. For more details on the NICE interface, please contact NICE directly.
- Q24:** Referring to Functional Requirements 1005: Can you provide documentation and more information about API and the level of integration with Rapid SOS?
- A24:** Rapid SOS is a web application that is reverse engineering handset location information of 911 callers using features within the cellular phones. For API details, please contact Rapid SOS directly.
- Q25:** Referring to Functional Requirements 1009: Can you provide documentation and more information about API and the level of integration with preplan software products?
- A25:** For API details, please contact third party PrePlan software vendors directly.
- Q26:** Referring to Functional Requirements 1010: The requirement is very broad. Do you have any specific APIs in mind?
- A26:** City of Surrey prefers REST API's. Please provide details of the solution's ability to integrate with third party software.
- Q27:** Referring to Functional Requirements 1011: Can you specify the requirement?
- A27:** Some CAD's are able to communicate to other CAD systems. We are also looking for an ability to communicate to the BC Ambulance's CAD system. Specifically, the ability to share text.
- Q28:** Referring to Functional Requirements 1081: Would ProQA Fire Priority Dispatch System comply with this requirement?
- A28:** Yes, ProQA would satisfy this requirement.

All Addenda will become part of the Contract Documents.

- END OF ADDENDUM -