

REQUEST FOR INFORMATION FOR

911 Computer Aided Dispatch Software and Hardware For the Department of Justice and Public Safety

For the Government of Prince Edward Island, as represented by
the Minister of Justice and Public Safety, Hon. Jordan Brown

Request for Information:	5164
Date Issued:	November 13, 2018
Submission Deadline:	December 11, 2018

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PART 1 – INVITATION AND SUBMISSION INSTRUCTIONS

1.1 Invitation to Proponents

This Request for Information (the “RFI”) is an invitation by the Province Prince Edward Island (“the Province”) to prospective proponents to submit proposals for the provision of 911 Computer Aided Dispatch (CAD) Software and Hardware as further described in the **RFI Particulars (Appendix C.)**

The Department of Justice and Public Safety is seeking Proposals for the following requirements:

- Computer Aided Dispatch Software to be used for incoming 911 call handling/transferring
- Computer Aided Dispatch Software should also have the ability to provide dispatch services for local emergency services, such as EMS, Fire and Police.
- Hardware and network solution that will support up to 5 separate PSAP locations, which are currently all connected on a managed Wide Area Network with unique subnets for each site.

The Department of Justice and Public Safety provides the citizens of Prince Edward Island with rapid and accurate access to 911 emergency services on a 24/7 basis. Through a centralized 911 PSAP and 3 Secondary Dispatch Public Safety Answering Points (PSAPs) around the province, the 911 call-taking service receives and transfers calls to an emergency service provider, i.e. police, fire, ambulance or other required agencies.

The Department of Justice and Public Safety manages the ongoing operations of the service, including management of all records associated with the program, and civic addressing for unincorporated areas of the province.

1.2 RFI Contacts

For the purposes of this procurement process, the “RFI Contacts” shall be:

Patrick Kelly
911 Provincial Coordinator

Department of Justice & Public Safety
P.O. Box 911
Charlottetown, PE C1A 7L9
Email pjkelly@gov.pe.ca

Melanie Barlow
Procurement Officer

Office of the Comptroller
95 Rochford St
Charlottetown, PE C1A 7N8
Email mbarlow@gov.pe.ca

Proponents and their representatives are not permitted to contact any employees, officers, agents, elected or appointed officials or other representatives of the Province, other than the RFI Contacts or their designate, concerning this RFI. Failure to adhere to this rule may result in the disqualification of the proponent and the rejection of the proponent’s proposal. All questions related to the RFI should be submitted by email to Patrick Kelly.

1.3 RFI Timetable

Issue Date of RFI	13 November 2018
Deadline for Questions	23 November 2018
Deadline for Issuing Addenda	27 November 2018
Submission Deadline	11 December 2018, 2:00pm

The RFI timetable is tentative only, and may be changed by the Province at any time.

1.4 Submission of Proposals

1.4.1 Proposals to be submitted at the Prescribed Location

Proposals must be submitted at:

PROCUREMENT SERVICES

95 Rochford Street
2nd Floor South, Shaw Building,
Room 27, Charlottetown, PE, C1A 7N8

1.4.2 Proposals to be submitted on Time

Proposals must be submitted at the location set out above on or before the Submission Deadline as indicated in section 1.4. The Proponent is solely responsible for the delivery of its proposal to the exact location (including floor, if applicable) indicated in this RFI on or before the Submission Deadline. The Province does not accept any responsibility for proposals delivered to any other location by the Proponent or its delivery agents. Proposals submitted after the Submission Deadline will be rejected. The Province's time clock will be deemed to be correct.

1.4.3 Proposals to be submitted in Prescribed Format

In a sealed package, Proponents should submit their proposal containing **three** hard copies of their proposal and one (1) electronic copy saved as a Portable Document Format (PDF) on a USB flash drive, unless otherwise indicated. The file name on the electronic copy should include an abbreviated form of the proponent's name and RFI #. If there is a conflict or inconsistency between the hard copy and the electronic copy of the proposal, the hard copy of the proposal shall prevail. In the interest of environmental sustainability, please refrain from using binders, binding, plastic covers, or similar fastening or presentation materials when submitting the proposal. Similarly, unless specifically requested in this solicitation document, proponents should not submit product catalogues, swatches, or other marketing materials with their bid. Sealed packages should be prominently marked with:

- the RFI title and number (see RFI cover)
- the full legal name and return address of the proponent

The Province will not accept proposals submitted by **facsimile transfer, email, or any other electronic means**.

1.4.4 Amendment of Proposals Prior to Submission Deadline

Proponents may amend their proposals prior to the Submission Deadline by submitting the amendment in a sealed package prominently marked with the RFI title and number and the full legal name and return address of the proponent to the location set out in section 1.5.1 Any amendment must clearly indicate which part of the proposal the amendment is intended to amend or replace. Any amendments received after the Submission Deadline will not be accepted. Amendment must be signed by the person who signed the original proposal submission or by a person authorized to sign on his or her behalf.

1.4.5 Withdrawal of Proposals

Proponents may withdraw their proposals prior to the Submission Deadline. To withdraw a proposal, a notice of withdrawal must be received by the RFI Contact prior to the Submission Deadline and must be signed by an authorized representative of the proponent. The Province is under no obligation to return withdrawn proposals.

1.4.6 Proposals Irrevocable after Submission Deadline

Proposals shall be irrevocable for a period of **Ninety (90)** days from the Submission Deadline.

[End of Part 1]

PART 2 – TERMS AND CONDITIONS OF THE RFI PROCESS

2.1 General Information and Instructions

2.1.1 RFI Incorporated into Proposal

All of the provisions of this RFI are deemed to be accepted by each proponent and incorporated into each proponent's proposal. A proponent who submits conditions, options, variations or contingent statements inconsistent with the terms set out in this RFI as part of its proposal will be disqualified.

2.1.2 Proponents not to change terminology

Changes to the terminology of this RFI are prohibited

2.1.3 Proponents to Follow Instructions

Proponents should structure their proposals in accordance with the instructions in this RFI. Where information is requested in this RFI, any response made in a proposal should reference the applicable section numbers of this RFI.

2.1.4 Language

All proposals are to be in English, or both English and French. If there is a conflict or inconsistency between the English version and the French version of the proposal, the English version of the proposal shall prevail.

2.1.5 No Incorporation by Reference

The entire content of the proponent's proposal should be submitted in a fixed form, and the content of websites or other external documents referred to in the proponent's proposal but not attached will not be considered to form part of its proposal.

2.1.6 References and Past Performance

In the evaluation process, the Province may include information provided by the proponent's references and may also consider the proponent's past performance or conduct on previous contracts with the Province.

2.1.7 Information in RFI Only an Estimate

The Province makes no representation, warranty or guarantee as to the accuracy of the information contained in this RFI, received from the RFI contact or issued by way of addenda. Any quantities shown or data, or opinion contained in this RFI or provided by way of addenda are estimates only and are for the sole purpose of indicating to proponents the general scale and scope of the Proposed Deliverables. It is the proponent's responsibility to obtain all the information necessary to prepare a proposal in response to this RFI.

2.1.8 Proponents to Bear Their Own Costs

The proponent shall bear all costs associated with or incurred in the preparation and presentation of its proposal, including, if applicable, costs incurred for interviews, presentations or demonstrations.

2.1.9 Proposal to be retained by the Province

The Province will not return the proposal or any accompanying documentation submitted by a proponent.

2.1.10 No Guarantee of Volume of Work or Exclusivity of Contract

The Province makes no guarantee of the value or volume of work to be assigned to the successful proponent. The Province may contract with others for goods and services the same as, or similar, to the Proposed Deliverables or may obtain such goods and services from resources within the Province.

2.2 Business Registration

Proponents may be required to be registered to carry on business in accordance with applicable laws. For information on the business registration requirements of the Consumer, Corporate and Financial Services, Department of Justice and Public Safety, please consult:

<https://www.princeedwardisland.ca/en/topic/business-name-registration>

The status of a proponent's business registration does not preclude the submission of a proposal in response to this RFI. A proposal can be accepted for evaluation, regardless of (i) whether the company is registered, or (ii) whether its business registration is in good standing. However, if the proponent is selected as the successful proponent, that proponent must bring itself into compliance prior to the execution of the Agreement.

2.3 Communication after Issuance of RFI

2.3.1 Proponents to Review RFI

Proponents shall promptly examine all of the documents comprising this RFI, and report any errors, omissions, or ambiguities; and direct questions or seek additional information in writing by email to the RFI Contacts on or before the Deadline for Questions. No such communications are to be directed to anyone other than the RFI Contacts. The Province is under no obligation to provide additional information, and the Province will not be responsible for any information provided by or obtained from any source other than the RFI Contacts. It is the responsibility of the proponent to seek clarification from the RFI Contacts on any matter it considers to be unclear. The Province will not be responsible for any misunderstanding on the part of the proponent concerning this RFI or its process.

2.3.2 All New Information to Proponents by Way of Addenda

This RFI may be amended only by addendum in accordance with this section. If the Province, for any reason, determines that it is necessary to provide additional information relating to this RFI, such information will be communicated by addendum on the **Prince Edward Island Tendering Site**. Each addendum forms an integral part of this RFI and may contain important information, including significant changes to this RFI. Proponents are responsible for obtaining all addenda issued by the Province and will be deemed to have read all posted addenda.

2.3.3 Post-Deadline Addenda and Extension of Submission Deadline

If the Province determines that it is necessary to issue an addendum after the Deadline for Issuing Addenda, the Province may extend the Submission Deadline for a reasonable period of time.

2.3.4 Verify and Clarify

During the evaluation process, the Province may request further information from the proponent or third parties in order to verify or clarify the information provided in the proponent's proposal, including but not limited to clarification with respect to whether a proposal meets the mandatory technical

requirements set out in the RFI Particulars (Appendix C). The Province may revisit and re-evaluate the proponent's response or ranking on the basis of any such information.

2.4 Confidential Information

2.4.1 Confidential Information of the Province

All information provided by or obtained from the Province in any form in connection with this RFI either before or after the issuance of this RFI.

- (a) is the sole property of the Province and must be treated as confidential;
- (b) is not to be used for any purpose other than replying to this RFI;
- (c) must not be disclosed without prior written authorization from the Province; and
- (d) must be returned by the proponent to the Province immediately upon request of the Province

2.4.2 Confidential Information of Proponent

A proponent should identify any information in its proposal or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the Province. The confidentiality of such information will be maintained by the Province, except as otherwise required by law or by order of a court or tribunal. Proponents are advised that their proposals will, as necessary, be disclosed, on a confidential basis, to advisers retained by the Province to advise or assist with the RFI process, including the evaluation of proposals.

Proponents are also advised that all documents forming part of the RFI process, including all submitted proposals, are subject to the *Freedom of Information and Protection of Privacy Act* R.S.P.E.I. 1988, Cap. F-15.01 ("FOIPP"). A copy of FOIPP is available online at:

<https://www.princeedwardisland.ca/en/legislation/all/all/a>

2.4.3 Personal Information

The *Freedom of Information and Protection of Privacy Act* R.S.P.E.I. 1988, Cap. F-15.01 ("FOIPP") governs the collection, use and disclosure of personal information by the Province and its service providers. The successful proponent shall be required to comply with all requirements of FOIPP during the term of the Agreement. A copy of FOIPP is available online at:

<https://www.princeedwardisland.ca/en/legislation/all/all/a>

2.5 Reserved Rights, Limitation of Liability and Governing Law

2.5.1 Reserved Rights of the Province

The Province reserves the right to:

- (a) make public the names of any or all proponents;
- (b) request written clarification in relation to a proponent's proposal;
- (c) waive minor formalities that do not constitute Mandatory Submission requirements or Mandatory Technical requirements;
- (d) verify with any proponent or with a third party any information set out in a proposal;
- (e) check references other than those provided by any proponent;

- (f) disqualify any proponent whose proposal contains misrepresentations or any other inaccurate or misleading information;
- (g) disqualify any proponent or the proposal of any proponent who has engaged in conduct prohibited by this RFI;
- (h) amend this RFI process without liability at any time prior to the execution of a written agreement between the Province and a proponent. These changes are issued by way of addendum in the manner set out in this RFI;
- (i) cancel this RFI process without liability at any time prior to the execution of a written agreement between the Province and a proponent. A cancellation is communicated by way of addendum in the manner set out in this RFI. The Province may in its sole discretion issue a new RFI for the same or similar Proposed Deliverables; or
- (j) reject any or all proposals.

These reserved rights are in addition to any other express rights or any other rights that may be implied in the circumstances, or that the Province has at law.

2.5.2 Limitation of Liability

By submitting a proposal, each proponent agrees that:

- (a) neither the Province nor any of its employees, officers, agents, elected or appointed officials, advisors or representatives will be liable, under any circumstances, for any claim arising out of this proposal process including but not limited to costs of preparation of the proposal, loss of profits, loss of opportunity or for any other claim; and
- (b) the proponent waives any claim for any compensation of any kind whatsoever, including claims for costs of preparation of the proposal, loss of profit or loss of opportunity by reason of the Province's decision to not accept the proposal submitted by the proponent, to enter into an agreement with any other proponent or to cancel this proposal process, and the proponent shall be deemed to have agreed to waive such right or claim.

2.5.3 Governing Law and Interpretation

These terms and conditions of the RFI Process (Part 2):

- (a) are intended to be interpreted broadly and independently (with no particular provision intended to limit the scope of any other provision);
- (b) are non-exhaustive and shall not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations; and
- (c) are to be governed by and construed in accordance with the laws of the province of Prince Edward Island and the federal laws of Canada applicable therein.

[End of Part 2]

APPENDIX A – SUBMISSION FORM

A.1 Proponent Information

Please fill out the following form, naming one person to be the proponent’s contact for the RFI process and for any clarifications or communication that might be necessary.	
Full Legal Name of Proponent:	
Any Other Relevant Name under which Proponent Carries on Business:	
Street Address:	
City, Province/State:	
Postal Code:	
Phone Number:	
Fax Number (if any):	
Company Website (if any):	
Proponent Contact Name and Title:	
Proponent Contact Phone:	
Proponent Contact Fax (if any):	
Proponent Contact Email:	
HST / GST Registration Number (Leave blank if NOT applicable):	

A.2 Mandatory Forms

The proponent encloses as part of the proposal the mandatory forms set out below:

FORM	INITIAL TO ACKNOWLEDGE
Submission Form (Appendix A)	
Pricing Form (Appendix B)	

A.3 Addenda

The proponent is deemed to have read and taken into account all addenda issued by the Province.

Signature of Witness

Signature of Proponent Representative

Name of Witness

Name of Proponent Representative

Title of Proponent Representative

Date

I have the authority to bind the proponent.

APPENDIX B – SUBMISSION PRICING FORM

1. Instructions on How to Complete Submission Pricing Form

- (a) Rates shall be provided in Canadian funds, inclusive of all applicable duties and taxes except for HST, which must be itemized separately.
- (b) Rates quoted by the proponent shall be all-inclusive and shall include all labour and material costs, all travel and carriage costs, all insurance costs, all costs of delivery, all costs of installation and set-up, including any pre-delivery inspection charges, and all other overhead, including any applicable fees or other charges.

Pricing Form

Bidders should propose a financial model that clearly defines how they propose to be compensated for all of the required services.

Prepare a fixed price for your proposed services. Provide appropriate details to support these figures, including estimates of the work effort and a breakout of expected expenses.

B.1 Fixed Cost – Time and Materials for Initial Contract Period

Prepare the following table for inclusion in your proposal:

Cost Element	Cost (CDN)
Consulting, Research & Analysis	\$
Project Management - Report Preparation and Administrative Support	\$
Materials	\$
Travel & Projected Expenses (B.3)	\$
Other Expenses (B.4)	\$
Total	\$

B.2 Per Diem Rates

Prepare the following table for inclusion in your proposal. Identify the names of all persons who will contribute to the routine management and/or the performance of the required services, and their per diem rate. Per Diem rates are based on a **seven and half-hour work day**, and do **not** include taxes.

Name	Per Diem Rate	% time assigned to the project
	\$	\$
	\$	\$
	\$	\$

B.3 Travel and Project Expenses

Estimate the travel and living expenses associated with any proposed personnel who will need to travel to and from the primary work location, in order to perform the required work during the contract. Provide relevant details to support your estimates. These are to be included in your estimated costs.

B.4 Other Expenses

Estimate any other project expenses that may be incurred, once the proposed personnel are onsite at the primary work location. These types of expenses will require **prior approval** from the client organization after the contract begins and must comply with Prince Edward Island Government standards. Provide relevant details to support your estimates. These are to be included in your estimated costs.

APPENDIX C – RFI PARTICULARS

C.1 Proposed Deliverables

The contractor will provide a Computer Aided Dispatch (CAD) program that will integrate with the local PEI 911 service across 5 different PSAP's and have the ability to provide dispatch services for, but not limited to EMS, Police and Fire. The CAD system will need to meet the minimum requirements as outline in the PEI 911 CAD Requirements – Appendix E.

Below is a list of the required equipment for each CAD station. All hardware requirements and specifications will be determined by the CAD vendor as it relates to their specific installation. (If additional equipment is required by the vendor's specific product, please provide these details with an explanation of requirements.)

Required Equipment Quantity

Primary PSAP – 1 site

- 5 - CAD Stations with two monitors – To be used for active call taking/dispatching
- 2 – CAD Stations with two monitors - To be used for backup facility
- 1 - CAD Station for Training Purposes
- 1 - CAD Station for Supervisor (Optional)

Secondary PSAP – 3 separate Sites

- 5 - CAD Stations total with two monitors – To be used for active call taking/dispatching.

*Each site will have its own redundant switches, but may require a server(s) depending on the configuration of the vendor.

C.2 Material Disclosures

The contractor is expected to provide access to 24/7/365 technical support for software and hardware.

The contractor will be expected to participate, plan and implement Next Generation 911 technologies as they become available to the PSAP.

The contractor is expected to design and manage a solution that will expand across 4 geographically diverse PSAP's that are all connected by a privately managed Wide Area Network (WAN).

C.3 Mandatory Technical Requirements

- The contractor must be able to provide a software/hardware solution that will function as a cohesive unit across a geographically diverse WAN, with up to four separate local LANs. (Electronic data sharing amongst the sites will be a priority.)
- The contractor must be able to integrate with existing AVL systems being used by local EMS, Fire and Police.

- The Contractor must be able to integrate with the PICS2 system to be able to receive and display GPS coordinates from handheld radios as required.
- The contractor must be able to integrate CPIC, PROS and DVS as required for Police Dispatch
- The contractor must be able to integrate with PRO QA and Provincial Health Records System as required by EMS.
- The contractor will be required to work with the Province to ensure their product is NG911 compliant with the latest industry standards.

C.4 Required Criteria

The following is an overview of the categories and weighting for the rated criteria of the RFI:

- Executive Summary
- Understanding of Service Requirements
- Proposed Approach/Process and Project Plan
- Demonstrated Expertise
- Project References
- Proposed Resources, Resumes and References
- Next Generation 911

Executive Summary

Provide a **1-2 page summary** of your technical response, highlighting the key features of your proposal. It should allow the evaluation team to quickly gain an overall perspective of your proposal, prior to reviewing it in detail.

Understanding of Service Requirements

Provide a 1-2 page summary of your understanding of the RFI requirements defined in this RFI. This content should be expressed in your own words and not simply recite the requirements as defined in this RFI. Clearly demonstrate how the proposed CAD system meets all the technical requirements as defined in Appendix C and Appendix E.

Proposed Approach/Process and Project Plan

Describe the **approach and/or process** proposed to address the RFI requirements. Include any notable methodologies, tools and techniques, and their respective suitability to this project.

Also provide a **project plan** that reflects your proposed approach/process and demonstrates your ability to meet the milestones.

Demonstrated Expertise

Outline experience with comparable projects. Describe any similarities to or differences from this project.

Project References

Provide **three project references** for any work done by you in the past three years that is similar in nature to the requirements defined in this RFI. Select references that are similar to Government, and

provide a contact name, along with his/her phone number, fax number and email address. The reference information provided should identify the size of the projects conducted for the reference as well as demonstrate the extent of your previous experience, the reference's overall satisfaction with your services and the results achieved, including your adherence to interim and final deadlines.

Proposed Resources, Resumes and References

The Proponent should be able to demonstrate that its **proposed team as a whole** meets or exceeds the RFI requirements. Prepare the table below to identify **all** personnel who will be assigned to the project and contribute to (i) the **routine management** and/or (ii) the **performance** of the required services. As shown, provide each person's name, title, role on this project, experience in this role and his/her respective employment status.

Name	Title	Project Role	Role Experience (# months)	Employment Status (E = employee, C = contractor, P = partner)

The Province encourages innovation and competition in the Proponent community through arrangements such as partnerships and consortiums. If sub-contractors or partners of a Proponent are permitted for this project, they must be identified in your table. If so, describe the general range of services that the respective contractors (companies or individuals) provided and how this benefits your company. If no contractors or partners are identified, this will be interpreted to mean that only a Proponent's 'own resources' will be used.

Submit the individual **resumes** for each proposed resource. The resumes should be structured to emphasize their relevant qualifications and experience in successfully completed projects of a similar size and scope to that required by this RFI.

Each resume should include **at least two project references** where the proposed individual served in a similar role, including:

- Name of organization
- Name, title, telephone number and email of a contact for the organization
- Brief description of the scope, complexity, dates and duration of the project
- Role the proposed individual played in the referenced project

Next Generation 911

Provide a **1-2 page summary** of your companies' commitment to ensure your current version of CAD will be NG9-1-1 compliant in the future, as new technologies are developed. Provide a development and release schedule if applicable.