

REQUEST FOR PROPOSALS

RFP Number: 18-16 **911/ Emergency and Fire Dispatch /
After Hours Answering Service**

Closing Date & Time: July 26, 2018 - 2:00 pm



1. BACKGROUND

The Municipality of the County of Kings is a rural municipality in western Nova Scotia, incorporating the upper half of the Annapolis Valley and stretching from Kingston in the west to Hants Border in the east. The Municipality also provides services to the seven villages located within its geographic boundaries.

The Municipality of the County of Kings has a population of 47,404 (Statistics Canada 2016 Census) and is the third largest municipal unit in Nova Scotia. Kings County has significant agricultural and ecological resources to protect as we encourage new residential, agricultural, industrial and commercial development. The Municipality is proud to be the "Land of Orchards, Vineyards and Tides", Nova Scotia's richest agricultural region. Its administration is currently concentrated in the municipal complex located at 87 Cornwallis Street, Kentville.

As part of its obligation to the public the Municipal Council has adopted the process of reviewing professional services in accordance with our Procurement Policy. As part of this process the Municipality will be accepting requests for proposals (RFP) for its 911/Emergency and Fire Dispatch/After Hours Answering Service. The main purpose of this RFP is to obtain the most comprehensive coverage in the most cost effective manner for the Municipality for the timely response to emergency and fire calls, as this is critical to preserving life and property. Emergency and Fire Dispatch services are one component to providing a timely response. The Municipality of the County of Kings contracts 911/Emergency and Fire Dispatch services on behalf of the thirteen (13) fire departments operating in the Municipality of the County of Kings.

Municipality of the County of Kings Fire Departments

Aylesford	Kingston
Berwick	New Minas
Canning	Port Williams
Greenwich	Springfield
Halls Harbour	Waterville & District
Hantsport	Wolfville
Kentville	

The Bidder submitting the successful RFP will be appointed as the Municipality's broker for a five-year period provided the Municipality is satisfied with the performance and service of the broker and the premiums.

An outline of the expected facility and level of service may be found in Appendix C.

2. REQUIREMENTS

The following is an overview of **minimum** requirements only. Bidders are required to submit a full methodology of their proposed service delivery plan.

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Nature of Contract

The Bidder shall provide an 911/Emergency and Fire Dispatch for the thirteen (13) fire departments serving the Municipality twenty-four (24) hours per day for each and every day of the year, including Sundays and Statutory Holidays and shall keep full and complete records of in-coming and out-going dispatch communications. In particular, the proponent will answer and dispatch all fire and emergency calls in an efficient and professional manner. The annual emergency call volume for the thirteen (13) fire departments operating in the Municipality is estimated at 1650 calls per year or 4.52 calls per day.

Dispatch communications to emergency response units shall be provided quickly, clearly and effectively, including relaying all appropriate information to the emergency response unit to maximize the effectiveness of the emergency response.

The proponent will comply with the standards and guidelines regarding emergency dispatch which may be set by the Province of Nova Scotia. The proponent will also follow the requirements of Dispatch Services for Kings Fire and Emergency Services as set out in Appendix C.

The proponent will, where appropriate, unless otherwise agreed, use any technology, equipment, software, computer hardware that may be provided by the Municipality to the proponent for such purposes and shall follow such additional practices and procedures, in respect of telephone answering, emergency dispatch and record keeping as may be requested by the Municipality from time to time, such as timely notification (real time) to the Municipality of major fires so building and/or fire inspectors can investigate if required, in a timely manner.

The Bidder will also provide the proposed location of the facility, any buildings and property layout, which is currently zoned properly under the relevant Municipal Land Use Bylaw for the use and the building meets the Municipal Building Bylaw and the Municipal Fire Inspectors requirements.

Personnel

If you are the successful Bidder, you will be an independent contractor. The Bidder shall pay and be fully responsible for all salaries, wages and costs associated with the provision of the terms of the contract.

Communications

The Bidder, will answer the phone lines for the Municipality, when forwarded, and will contact the Municipality as per agreed upon Standard Operating Procedures (SOP) for Engineering and Public Works calls (i.e. water, sewer and road issues).

The Bidder agrees to have all calls from Municipal Animal Control phone number (902-679-DOGS) received directly, when forwarded by the Municipality (i.e. evenings, weekends and holidays). The Bidder agrees that it will work with the Animal Control contractor/Municipality of Standard Operating Procedures (SOP) on calls. Only calls of an Emergency nature are to be immediately sent to Animal Control. All others will be sent as at 8:30 am on the next business day.

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Insurance and Indemnification

The Bidder shall obtain and maintain, for the entire duration of the contract, insurance coverage on any Bidder's vehicle(s) which are used to carry out the terms of the contract, in the amount of one million dollars (\$1,000,000) minimum.

The Bidder shall also obtain and maintain commercial general liability insurance against claims for personal injury, death and property damage and this coverage shall be a minimum of two million dollars (\$2,000,000) for each occurrence and shall include the Municipality of the County of Kings as an Additional Named Insured with respect to liability arising from operations performed under this contract.

The successful Bidder shall indemnify and save harmless the Municipality of and from all fines, suits, claims, demands, and actions of any kind or nature to which the Municipality shall or may become liable for or suffer by reason of any negligent, unlawful or wrongful act on the part of the successful Bidder or any of its employees or agents.

Termination of Contract

If:

- (a) the Bidder shall fail or neglect to do or perform or observe any of the terms, conditions or covenants contained in the contract for a period of ten (10) days or more after the Municipality has notified the Bidder in writing of the Bidders default hereunder and the Bidder fails to correct such default within the ten (10) day period; or
- (b) the Bidder shall be declared to be bankrupt or insolvent according to law; or
- (c) the Bidder makes any assignment of its property for the benefit of its creditors;

then, in any of the said cases or events, the Municipality may, at its option, immediately or at any time thereafter without demand or notice, terminate this agreement without prejudice to any other remedy which may be available to the Municipality.

Notwithstanding any of the foregoing, or any other right and privilege of cancellation or termination accruing to either of the parties thereto, either party to this agreement shall have the right to terminate this agreement, with or without reason, by serving notice on the other party by registered mail, return receipt requested of such intent to terminate this agreement at least ninety (90) days prior to any such proposed termination date such termination to be without recourse except for any sums owing to either party at the date of termination.

3. TERMS AND CONDITIONS

***Note: General Terms and Conditions are found in Appendix A.*

4. FORM OF AGREEMENT

The successful bidder shall be required to sign the Form of Agreement contained in Appendix B upon Notice to Proceed.

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5. QUALIFICATIONS AND QUOTATIONS

Due to the specialized nature of the work, it is essential that a Bidder of demonstrated capability be chosen. Therefore, the Municipality requires the submission of qualifications and references in conjunction with bid submissions. Bidders must demonstrate an experience base and proficiency specific to this type of project.

To determine the acceptability of a Bidder, the Municipality requires the following information be provided in the submissions:

Nature of Contract

The Bidder shall provide a 911/Emergency and Fire Dispatch for the thirteen (13) fire departments serving the Municipality twenty-four (24) hours per day for each and every day of the year, including Sundays and Statutory Holidays and shall keep full and complete records of in-coming and out-going dispatch communications. In particular, the proponent will answer and dispatch all fire and emergency calls in an efficient and professional manner. The annual emergency call volume for the thirteen (13) fire departments operating in the Municipality is estimated at 1667 calls per year or 4.56 calls per day.

Dispatch communications to emergency response units shall be provided quickly, clearly and effectively, including relaying all appropriate information to the emergency response unit to maximize the effectiveness of the emergency response.

The proponent will comply with the standards and guidelines regarding emergency dispatch which may be set by the Province of Nova Scotia. The proponent will also follow the requirements of Dispatch Services for Kings Fire and Emergency Services as set out in Appendix C.

The proponent will, where appropriate, unless otherwise agreed, use any technology, equipment, software, computer hardware that may be provided by the Municipality to the proponent for such purposes and shall follow such additional practices and procedures, in respect of telephone answering, emergency dispatch and record keeping as may be requested by the Municipality from time to time, such as timely notification to the Municipality of major fires so building and/or fire inspectors can investigate if required, in a timely manner.

The Bidder will also provide the proposed location of the facility, any buildings and property layout, which is currently zoned properly under the Municipal Land Use Bylaw for the use and the building meets the Municipal Building Bylaw and the Municipal Fire Inspectors requirements.

Personnel

If you are the successful Bidder, you will be an independent contractor. The Bidder shall pay and be fully responsible for all salaries, wages and costs associated with the provision of the terms of the contract.

Contact Price

The bidder will include a detailed calculation on total costs annually to the Municipality for all the services being delivered for each of the next five (5) years. The bidder will also agree that the Municipality will pay this monthly when invoiced, along with a monthly activity report. This report will

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detail calls for Emergencies with dispatched services listed, after hour call log and how SOP's were followed.

6. EVALUATION PROCESS

All proposals will be evaluated for completeness and suitability for the requirements. Bidders will be contacted, if necessary, to clarify any major items in question. Based on the analysis of the Proposals, a ranking of Bidders will be established. Proposals will be ranked on their ability to meet the present and future needs of the Municipality and ranked on the basis as set out in this document. A short-list of Bidders maybe created and interviews may be required. A successful Bidder will be selected and will be recommended to the Municipal Council of the Municipality of the County of Kings.

Bids will be evaluated and scored by Municipal Staff and a recommendation provided to Municipal Council.

The evaluation of submittals from eligible bidders will be a two-step process:

Step #1 is a technical evaluation for the Methodology, Vender Qualifications and Vendor Experience criteria as listed in the RFP document. The technical evaluation will be conducted by Municipal staff. This will count for 60 points out of 100.

Step #2 is the evaluation of the proposed fee for the work and will count for the remaining 40 points out of 100. The proposal with the lowest cost will receive 40 points, and all other proposals will be ranked on a linear relationship such that a proposal at twice the cost would receive half the points.

Additional conditions for the evaluation process are presented in the General Terms and Conditions provided in Appendix A of this RFP.

7. SUBMISSIONS

All bids shall be provided on company letterhead. Any bids represent an irrevocable offer and shall be valid for a period of 60 days following the closing date for submissions. All bids must be received before 2:00 PM local time July 26, 2018. Three hard copies of proposals (and one electronic pdf version on memory stick or dvd- no emails) containing the information noted in this RFP are to be submitted as follows:

Submit in a sealed opaque envelope plainly marked "**Contract No. 18-16: 911/ Emergency and Fire Dispatch /After Hour Answering Services.**"

If delivered by mail, address to:

Community Development
Municipality of the County of Kings
PO Box 100, 87 Cornwallis Street,
Kentville, NS B4N 3W3

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If delivered by hand, deliver to:

The Financial Services reception area at the Municipal Offices; 87 Cornwallis Street, Kentville,
Nova Scotia for deposit in the tender box until the RFP closing.

8. TIMELINE

This Request for Proposal process will be governed by the following timetable of events. Although the Municipality will attempt to meet all dates, it specifically reserves the right to modify any date(s) at its sole discretion by notifying all Bidders in writing at the addresses noted in the Proposals submitted to the Municipality.

Item	Date
Availability of RFP	June 28, 2018
Proposal Submission	July 26, 2018
Submission Evaluations	August 2018
Preferred Bidder Recommendation to Council	September 4, 2018

9. CONTACT INFORMATION

For questions concerning specifications, work requirements or application, contact:

Terry Brown

Manager of Building and Enforcement Services

Municipality of the County of Kings

87 Cornwallis Street, P.O. Box 100

Kentville NS, B4N 3W3

Phone: (902) 690-6140

Fax: (902) 679-0911

Appendix A — RFP General Terms and Conditions

The following is the general terms and conditions for the Request for Proposals (RFP) except as modified by addenda issued by the Municipality of the County of Kings (Municipality) prior to the RFP closing date.

1. NOTICES

- 1.1 By submitting a response to the RFP, the Bidder represents and warrants that such bid is genuine and not false and collusive or made in the interest or in behalf of any person therein named, and that the Bidder has not, directly or indirectly, induced or solicited any other bidder to put in a false bid, or any other person, firm or corporation to refrain from bidding, and that the Bidder has not in any manner sought by collusion to secure to the Bidder an advantage over any other bidder.
- 1.2 If at any time it shall be found that the person, firm or corporation to whom a contract has been awarded has in presenting any bid or bids, colluded with any other party or parties, then the contract so awarded shall be liable to the Municipality for all loss or damage which the Municipality may suffer thereby; and the Municipality may advertise for a new contract and for said labour, supplies, materials, equipment or service. Unauthorized conditions, limitations or provisions attached to an RFP may cause its rejection.
- 1.3 The Bidder, by submitting a bid, shall represent and warrant that he / she has sufficiently informed themselves in all matters affecting the performance of the work or the furnishing of the labour, supplies, materials, equipment, or service called for in the quotation documents; that he/she has checked their bid for errors and omissions; that the amounts stated in his/her bid are correct.
- 1.4 The Bidder shall confirm in their submission that the Bidder agrees to abide by the terms and conditions outlined in the RFP. Submissions which do not have this confirmation will not be considered.

2. CLARIFICATION AND ADDENDA

- i. All questions concerning this RFP shall be directed to the following: **Terry Brown, Manager of Building and Enforcement Services (690-6140)**. Any attempt by the Proponent or any of its employees, agents, contractors, or representatives to contact members of Municipal Council or Municipal staff not identified in this clause may lead to disqualification.
- ii. Notify the Manager of Building and Enforcement Services not less than 4 working days before RFP Closing of omissions, errors or ambiguities found in RFP terms of reference. If the Manager considers that correction, explanation or interpretation is necessary; a written addendum will be posted on the Municipality's procurement website — <http://www.county.kings.ns.ca/business/tenders.aspx> — no later than 48 hours before RFP Closing. **The Municipality will not maintain a RFP takers' list; prospective bidders shall be responsible to review the website for any addenda that have been issued.**
- iii. All addenda will form part of the RFP terms of reference.
- iv. Any changes to this RFP shall be stated in writing by Addenda. Verbal statements made by Municipal staff or their representatives shall not be binding.
- v. Confirm in Proposal that all addenda have been received.

3. PRIVILEGE

- 3.1 The Municipality reserves the right to suspend or cancel any RFP at any time for any reason without penalty.
- 3.2 The Municipality reserves the right to reject any and all bids or accept any bid or part thereof and may award all or a portion of the work to one or more bidders.
- 3.3 The Municipality reserves the right to accept other than the lowest fee offered.
- 3.4 The Municipality reserves the right to award a contract on the basis of the initial offers received, without discussions or requests for best or final offers.
- 3.5 The Municipality reserves the right to waive any informalities, formalities, technicalities or to reject any or all RFPs based on the Bidder's lack of proven experience, performance on similar projects or the suitability of proceeding with the execution of the work.
- 3.6 In the event that a number of suppliers submits bids in substantially the same amount or score, the Municipality may, at its discretion, call upon those bidders to submit further bids.
- 3.7 The Municipality reserves the right to inspect any products supplied as a result of this quotation, either during or after manufacture and delivery, and shall be the sole judge as to whether product supplied meets specifications.
- 3.8 The Municipality reserves the right to reject any bidder if after an investigation of the evidence submitted by the Bidder fails to satisfy the Municipality that the Bidder is properly qualified to carry out the obligations of the contract and to complete the work contemplated therein.
- 3.9 No term or condition shall be implied, based upon any industry or trade practice or custom, any practice or policy of the Municipality or otherwise, which are inconsistent with the provisions contained herein.

4. CONFIDENTIALITY

- 4.1 RFP documents (including all attachments and appendices) may not be used for any purpose other than the submission of a proposal.
- 4.2 By submitting a proposal, the Bidder agrees to public disclosure of its contents subject to the provisions of the *Municipal Government Act* relating to Freedom of Information and Protection of Privacy. Anything in the submission that the Bidder considers to be "personal information" or "confidential information" of a proprietary nature should be marked confidential and will be subject to appropriate consideration of the *Municipal Government Act* as noted above.
- 4.3 The work described in any RFP is being conducted with public funds, and the fees and expenses proposed in the Bidder's submission will be made public.

5. LAW

- 5.1 The law applicable to the RFP and any subsequent agreements shall be the law in force in the Province of Nova Scotia.
- 5.2 In responding to the RFP, bidders warrant their compliance with all appropriate Municipal, Provincial and Federal regulations, laws and orders.
- 5.3 Respondents must agree to indemnify the Municipality and its employees if they fail to comply, and the Municipality reserves the right to cancel any agreement arising from the RFP if the proponent fails to comply with the above.

- 5.4 The successful bidder shall indemnify the Municipality, its officers and employees against and damage caused to the Municipality as a result of any negligence or unlawful acts of the successful bidder, its employees, agents or manufacturer of the products sold to the Municipality. Similarly, the successful bidder shall agree to indemnify the Municipality, its officers and employees against any claims or costs initiated by third parties as a result of any negligence or wrongful acts of the successful bidder, its employees, agents or manufacturer of the products sold to the Municipality.

6. SUBMISSION AND EVALUATION

- 6.1 Preparation:
All expenses incurred in the preparation and presentation of submissions of the response to the RFP is entirely the responsibility of the Bidder. This includes but is not limited to labour, materials and the cost of site visits if applicable.
- 6.2 Method of Submission:
Hard copy proposals will be the only form accepted. E-mail, facsimile, or telephone proposals will not be considered.
- 6.3 Completeness:
It is the Bidder's responsibility to ensure that their submission is complete and is delivered to the Municipality by the date and time indicated. **Proposals submitted after the above noted time will be returned unopened.**
- 6.4 Changes to Submissions:
Changes in a submission will only be considered if submitted **in writing** in a sealed envelope, and providing such change is received by the Community Development Section prior to the established closing date and time. E-mail and fax amendments or withdrawals shall **not** be accepted. Changes to a submission will not be accepted after the established closing date and time.
- 6.5 Evaluation Process:
The evaluation of submittals from eligible bidders will be a two-step process:
Step #1 is a technical evaluation for the Methodology, Vender Qualifications and Vendor Experience criteria as listed in the RFP document. The technical evaluation will be conducted by Municipal staff. This will count for 60 points out of 100.

Step #2 is the evaluation of the proposed fee for the work and will count for the remaining 40 points out of 100. The proposal with the lowest cost will receive 40 points, and all other proposals will be ranked on a linear relationship such that a proposal at twice the cost would receive half the points.

7. QUOTATIONS

Prices must be in Canadian funds, and shall include all handling, freight, duty, and any other charges, which are applicable at time quotation is awarded. It is the responsibility of the Bidder to find out from the appropriate authorities what rates and charges are applicable to this quotation.

8. PAYMENT

Reimbursement will be on a lump sum basis that may be invoiced on a percentage basis throughout the project. The Bidder is to submit a completed "Progress Claim"

form provided by the Municipality with the Bidder's invoice attached. Payment requests submitted without this documentation will not be accepted.

9. DATA AND DOCUMENTS

All data materials, and information collected and work products created (i.e. drawings, calculations, reports) either directly for, or in support of the work outlined in the RFP is the property of the Municipality. The Bidder shall not be permitted to publish or in any way use said information without the expression or final approval of the Municipality of the County of Kings.

Appendix B — Form of Agreement

FORM OF AGREEMENT
911/EMERGENCY AND FIRE DISPATCH /AFTER HOURS ANSWERING SERVICES

This Agreement made on the _____ day of _____ in the year _____.

BY AND BETWEEN

MUNICIPALITY OF THE COUNTY OF KINGS

(hereinafter called the "Client")

And

(hereinafter called the "Contractor")

The Client and the Contractor agree as follows:

1. We agree to be bound by and comply with the provisions included in this Form and the attached Terms of Reference for the 911/ Emergency and Fire Dispatch/After Hours Answering Services hereafter referred to as the "Contract Documents".
2. The Contractor shall perform the Work specified in the Contract Documents, for which the Agreement has been signed by the parties.
3. The Contract supersedes all prior negotiations, representations or agreements, either written or oral relating in any manner to the work.
4. The estimated Contract Price is \$_____ (Canadian Funds) excluding HST. This constitutes maximum amounts payable to the Contractor for its performance of the Services, and the Contractor shall not be entitled to any additional compensation for its performance as described in this Agreement.
5. Without limited the generality of the Section 4, the Contract Price may be modified if both parties agree in writing to amend the work outlined in the Contract Document, including the Contractor performing additional services at the request of the Client.
6. The Contractor is an independent contractor and not the servant, employee, partner or agent of the Municipality.
7. Notices in writing between the parties shall be considered to have been received by the addressee on the date of delivery if delivered to the individual, or to a member of the firm, or to an officer of the corporation for whom they are intended by hand, or by registered post; or if sent by regular post, to have been delivered within five (5) working days of the date of the mailing when addressed as follows:

.1 The Client at:

Municipality of the County of Kings
87 Cornwallis Street, Kentville, NS B4N 3W3
Fax: (902) 679-0911

.2 The Contractor at:

8. The aforesaid Contract Documents are to be read into and form part of the Agreement and the whole shall constitute the Contract between the parties and subject to law and the provisions of the Contract Documents shall enure to the benefit of and be binding upon the parties hereto, their respective heirs, legal representatives, successors and assigns.
9. No action or failure to act by the Client or Contractor shall constitute a waiver of any right or duty afforded any of them under the Contract, nor shall any such action or failure to act constitute an approval of or acquiescence in any breach thereunder, except as may be specifically agreed in writing.
10. Time shall be construed as being of the essence in this Contract.

IN WITNESS WHEREOF the parties hereto have executed this Agreement under their respective corporate seals and by the hands of their duly authorized representatives.

SIGNED, SEALED AND DELIVERED
In the Presence of:

OWNER (SEAL)

Name of Owner

Signature

Name and Title of person Signing

Signature

Name and Title of person Signing

CONTRACTOR (SEAL)

Name of Contractor

Signature

Name and Title of person Signing

Signature

Name and Title of person Signing

WITNESS

Signature

Name and Title of Person Signing

WITNESS

Signature

Name and Title of Person Signing

N.B. Where legal jurisdiction, local practice or Owner or Contractor requirements calls for (a) proof of authority to execute this document, attach such proof of authority in the form of a certified copy of a resolution naming the representative(s) authorized to sign the Agreement for and on behalf of the corporation or partnership, or (b) the affixing of a corporate seal, this Agreement should be property sealed.

Appendix C —Scope of Project/ Facility

SCOPE

This document sets forth specifications for the selection, installation, operation and maintenance of Public Safety Operation Points (PSAP) and/or Communication Centers (Comm Centers) used in the 911 emergency telephone system.

The facilities may include but are not limited to PSAP and telephone answering equipment, dispatching consoles, paging units and VHF and UHF two-way radio equipment and standby plant.

Facilities using alternative equipment and materials other than those detailed in this specification, when tested and certified shall be considered equivalent.

This standard does not preclude the use of systems, equipment, methods or procedures that are equivalent or superior to those approved in this document.

This standard shall be updated from time-to-time as the need arises.

MANAGEMENT

The Comm. Center is to be under the control of a responsible person (**Comm. Center Manager**).

The Comm. Center Manager shall be responsible for all matters associated with keeping the Comm. Center in operation.

FACILITIES

Buildings used for Comm. Centers are to meet the standards of the National Building Code for such a facility.

Comm. Centers shall not be located below grade, unless the structure has been specifically designed for such a location.

Buildings shall not be situated on known/mapped floodplains.

Comm. Centers shall be located in buildings approved by the local Fire Official.

Provisions shall be made for washroom and lunch area directly accessible to the operations room.

A complete, permanent, continuous grounding system is mandatory and must be approved by the local authority.

The Comm. Center shall be provided with fire extinguishers meeting the requirements of the local authority.

The Comm. Center, in its entirety, shall be provided with a monitored, automatic fire alarm.

Audible and visual evacuation signals shall not interfere with communication operators.

The Comm. Center shall be Equipped with Emergency lighting that shall immediately illuminate upon a power failure and this lighting system shall be capable of providing illumination sufficient to permit all necessary operations.

Under all conditions, two sources of power shall be provided for operations of the Comm. Center and related systems and equipment.

There shall be no degradation in the operation of the PSAP and/or Comm. Center regardless of the power source in use.

Standby power equipment shall meet the requirements of CAN/CSA 282-M89, *Standard for Emergency Power Equipment*. Engine driven standby generator and standby storage battery having a four (4) hour capacity. Batteries shall be of storage type.

Primary batteries (dry cells) shall not be used. All cells shall be adequately vented and shall be spill proof and equipped with explosion inhabiting caps.

All storage batteries shall be equipped with suitable automatic float or trickle chargers.

GENERATOR

A generator shall be installed or is existing on site, in an adequately ventilated area in a approved by the fire inspector.

Fuel for the generator shall be stored outside and no underground storage tanks are permitted.

Sufficient fuel must be stored to allow for twenty-four (24) hours continuous operation of the Comm. Center.

The unit shall be capable of supplying power to operate all equipment associated with the Comm. Center, and as a minimum the generator must be capable of powering all of the following:

- Comm. Center answering equipment.
- Communications dispatch equipment.

STAFFING

The Minimum qualifications that are acceptable for Call Takers/Dispatchers shall be a Province of Nova Scotia Grade XII General, or equivalent. These Call Takers/Dispatchers shall have a minimum of one (1) year of experience in emergency communications call answering and dispatch.

Call Takers/Dispatchers shall have successfully completed a 911 Call Takers training program. Further, the bidder agrees that Trainee Call Taker/Dispatchers must be supervised at all times by a senior Call Taker/Dispatcher and shall not be left alone in the Comm. Center, until deemed fully trained.

Call Takers/Dispatchers shall possess good oral and writing skills.

Call Takers/ Dispatchers shall be suited to the position, including being able to remain calm and take decisive action during emergencies.

Where such equipment is installed and used by Call Takers/Dispatchers they shall have a working knowledge of the Nova Scotia 9-1-1 Emergency Telephone Answering Equipment, Dispatch Equipment and the Standard Operating Procedures used in the operation of the Comm. Center.

Call Takers/Dispatchers shall be familiar with general fire department operations where the Comm. Center handles fire calls.

Call Takers/Dispatchers shall be familiar with general police department operations where the Comm. Center handles police calls.

Call takers/Dispatchers shall be familiar with general ambulance operations where the Comm. Center handles ambulance calls.

ANSWERING TIME REQUIREMENTS

All Emergency Calls shall be answered within 10 seconds, 90% of the time.

RECORDS

All emergency calls received regardless of the source, shall be recorded and tabulated to indicate the date, time and source of the call.

Details of Emergency calls received are to be sent to the Municipality on a Monthly basis.

All Emergency calls dispatched, are to be recorded and tabulated to indicate the date, time and agency (s) notified.

Details of Emergency calls dispatched are to be sent to the Municipality on a Monthly basis.

Dispatch of mobile units in response to emergency calls shall be recorded. Records shall indicate units responding to all emergencies, time of acknowledgement by unit(s), time of arrival of first unit at the scene and time back in service.

All Emergency Calls shall be answered and dispatched in the manner prescribed in the Nova Scotia *911 standard Operating Procedures*.

Complete and accurate records of all emergency police, fire, and ambulance test and alarm conditions shall be kept.

Performance statistics shall be completed and maintained.

Statistical analysis for performance measurements shall be done monthly and compiled over a one year period.

Complete and accurate records of all observations, circuit interruptions, fault reports and other anomalies shall be maintained.

Complete and accurate records of all training received by each employee. This includes operational training on existing and any new installations, procedures or methods.

As a minimum, the following information is to be recorded.

- Date and Time of Observation including all circuit interruptions, fault reports and other anomalies.
- Fault/Observation Noted
- Name of Call Taker/Dispatcher
- Note of any corrective or test(s) performed by Call Taker/Dispatcher
- Date and Time Fault/observations reported to maintenance/Repair Organization
- Date and Time Maintenance/Repair Organization arrived on site
- Date and Time of Repair Completed
- Work Performed
- Signature of Repair person

Records detailing the date of installation, location, model or type of equipment, shall be kept by the Manager and a copy shall be forwarded to the Kings County Mutual Aid

NUMBER OF CALL TAKERS/ DISPATCHERS

Numbers of Call Taker/Dispatchers shall be as follows (taken from previous version of NFPA 1211 and the information in the box below is the current standard):

- a) Where there are fewer than 600 emergency calls received per year, they shall be transmitted by a trained Call Taker/ Dispatcher always on duty.
- b) Where there are more than 600 and less than 2,500 emergency calls per year at least one (1) trained Call Taker/Dispatcher shall be on duty at all times.
- c) In those locations where there are greater than 2,500 emergency calls per year, there shall be at least two (2) trained Call Takers/Dispatchers on duty at all times or as warranted by actual traffic.

NFPA 1221 – 2002 Standard	
6.4.2	Ninety-five percent of alarms shall be answered within 15 seconds and 99 percent of alarms shall be answered within 40 seconds.
6.4.3	Ninety-five percent of emergency dispatching shall be completed within 60 seconds.

TYPICAL CALL TAKER AND DISPATCHER DUTIES

Records detailing the date and time, fuel, electrical coolant and exhaust system conditions and operating times of the Emergency Backup Power System testing shall also be recorded and maintained.

Where E9-1-1 ANI\ALI equipment is installed; Call Detail Records shall be obtained and securely maintained for a minimum 2-year period.

TIMING EQUIPMENT

The clock for the main record-keeping device in the communications center shall be synchronized weekly to Coordinated Universal Time (UTC).

All time-keeping equipment (computers, call answering and dispatch equipment, etc.) shall be maintained within ±5 seconds of the main recording device.

QUALITY ASSURANCE

A Quality Assurance (QA) program shall be established and maintained by the Comm. Center to ensure the consistency and effectiveness of alarm processing.

The purpose of the QA program is to review with the Comm. Center employees and fire departments personnel and to follow up on implemented procedures and to initiate measures intended to correct and meliorate service response time.

COMMERCIAL TELEPHONE SYSTEM

Separate telephone number directory listings for each emergency service provider shall be recorded on the inside of the white pages directory.

There shall be at least (1) unlisted telephone number located at the PSAP or Comm. Center.

The number of lines depends upon the population served by PSAP.

911 EMERGENCY TELEPHONE SYSTEMS

Separate number directory listings for each emergency service provider shall be recorded in the on-site documentation.

If the PSAP and Comm. Center are not located in the Common facility, there shall be at least two independent circuits, where possible, provided between the PSAP and each Comm. Center served by the PSAP.

Private alarms shall route through to separate number and shall not use the 911 Emergency Telephone System.

DISPATCHING SYSTEMS

The requirement is that the Standard Operating Procedures for Dispatching will:

- Comm. Center Staffing shall be on the basis of peak call-volume not average call-volume.
- Other work shall not interfere with the proper handling of Public Safety Agency calls.
- When the dispatch system is used for non-emergency communications by various agencies, the Dispatcher shall not action calls of a routine nature when the routine call may interfere with the proper handling of the emergency call.
- Public safety emergency communication shall take precedence over all other work or communication activities performed.

Unless emergency calls received are less than 600 per year, two (2) separate means of dispatch shall be provided.

A circuit terminating at a telephone instrument only is not considered as either of the two separate means of dispatch.

One dispatch method shall consist of one of the following:

- a. A supervised wire circuit
- b. A radio channel
- c. A microwave and/or radio link supervised carrier channel
- d. A polling or self-interrogating radio or microwave radio system.

The Comm. Center shall provide for the automatic recording of voice communications with time and date stamping.

An instant recorder shall be provided at each dispatch position.

COMPUTER AIDED DISPATCH

Emergency Service Dispatch using Computer Aided Dispatch (CAD) shall be configured such that the Automatic Location Information (ALI) and the Automatic Number Identification (ANI) shall conform to the provincial standards.

In addition to the CAD system a second manual backup system shall be provided and in any fully functioning state should failure of the CAD system occur.

DISPATCH CAPABILITIES

The presence of CAD system does not negate the need to meet the provision of a second dispatch method as detailed in Dispatch Methods, paragraph 2)

CAD systems shall be dedicated solely to Public Safety Organizations.

Where CAD systems are shared between agencies, a means shall be provided to automatically override communications in progress for the purpose for the purpose of dispatching priority traffic.

Any emergency which, in the judgment of the dispatcher, is life threatening shall take precedence over all other traffic.

All computer hardware located at the Communications Center shall have installed and operational, an on-line uninterruptible power supply (UPS)

The UPS shall be of sufficient capability to provide constant operating power for the computer equipment being used for a period of time sufficient to allow for the manual or automatic transfer of auxiliary AC power.

In no case shall the capacity of the UPS be less than four (4) hours.

Periodic testing of all assemblies and equipment shall be performed according to the following schedule and records kept showing such:

Power Testing

Emergency power sources:

Generator Operation: 60 minutes weekly

The following tests shall be performed during a simulated power failure:

- Batteries
- Lead Acid
 - Float Voltage Weekly Measure
 - Specific Gravity Monthly Discharge for
 - Two (2) Hours Yearly Clean and
 - Inspect Six Months
- Nickel Cadmium (NICAD)
 - Float Voltage Three (3) Months
- Float Voltage per cell Yearly Discharge for Two (2) Hours Yearly
- Clean and Inspect Six Months

Dispatch Equipment General Requirement

Tests and Inspections shall be made by the PSAP and/or Comm. Center personnel at intervals not less frequent than those specified according to the following schedule:

- Dispatch Circuit Instruments Daily
- Radio and Telephone Assemblies: Twice Daily
- Standby Power: Weekly

Supervision

Where supervisory alarm equipment is provided, it shall be used to indicate to the Dispatcher the electrical operation of the equipment.

Audible and visual means shall be provided whenever a fault in the equipment has been detected by the supervisory system.

Where supervisory equipment has been provided, the following equipment parameters shall be monitored as a minimum:

- a. Equipment Power Supply
- b. Transmitter failures

A switch for silencing the audible alarm shall be permitted so long as a visual signal remains fixed until the fault clears.

Once activated, the audible alarm must remain responsive to other emergency calls that may occur, regardless of the position of the switch.

The cadence of the audible alert shall be different from other signaling or alert tones.

Typical Call Taker and Dispatcher Duties Responsibilities

Receives Information -Emergencies

Monitors communication equipment and receives information;

- Calms excited callers
- Distinguishes nature of call: police, fire or medical
- Secures details
- Name
- Address
- Phone Number
- Writes information of forms provided

Receives Information –Non-Emergencies

Monitors business phone and other communications equipment; Receives information and secures details and writes details on scratch pad provided

Disseminates Information -Emergencies

Secures information from 911 terminal, Computer Aided Dispatch or running cards: responsible agency, mutual aid, street location, water source and special hazards.

Selects proper frequency on radio and activates encoder.

Informs agency of emergency: specifically, type, known conditions and address.

Disseminates Information –Non-Emergencies

Informs appropriate agency of trouble signals on alarm panel and conditions affecting their emergency operations.

Files information pertaining to dispatch and communications operations in designated location and manner.

Establishes, Revises and sorts Information for Files such as:

- i. Places filled taped from tape recorder in file indicating date and time of removal
- ii. Updates all Computer Aided Dispatch or running cards
- iii. Maintains phone log book for general information calls.

Carries out general duties: During shift change ensures that oncoming personnel are informed of policy changes, equipment status and present activities

Checks appropriate files when starting new shift for information added since last work period.

Familiarizes themselves with the location of schools, hospitals, institutions and any large complexes.

Maintains security; specifically, admits only authorized persons into work area.

Act as the link between persons with an emergency and those agencies who can best render assistance.

Provide assistance to agencies during emergency conditions.