



INTEROFFICE MEMORANDUM

TO: CAO JEFF GUSHUE
FROM: FIRE CHIEF JOHN VERRALL
SUBJECT: REVIEW OF DISPATCH TENDER SUBMISSIONS
DATE: 19TH OF DECMEBER, 2018
REFS: a) INSTALLATION AND SERVICES FOR FIRE SIGNAL RECEIVING CENTRES AND SYSTEMS
(CAN/ULC-S561-03)
b) NOVA SCOTIA FIRE DISPATCH MINIMUM STANDARDS (2017)

CAO

I've reviewed the tender submissions, from Digby EMC (Digby) and Valley Communications Incorporated (Valley), for the provision of a fire dispatch service covering the Yarmouth Fire Department. I've also visited both centers and met with the management of them. The following are points that deserve consideration:

- a) Both Digby and Valley meet almost all the requirements in reference "b" with the exception of the items noted in their submissions,
- b) The Digby centre is in a location that would allow for easier access in regard to face to face meetings,
- c) The cost of the service provided by the Valley centre is more than the Digby centre,
- d) Both centers have back up sites but Digby's is more established then Valley's,
- e) The Valley centre also incorporates Fire Alarm Monitoring (residential and commercial), Security Alarm Monitoring (residential and commercial), along with Fire and Police dispatching. Therefore I've reviewed reference "a" in order to get a better understanding of how an alarm monitoring centre could fit with an emergency dispatching centre. I believe that there could be negative impacts on the dispatching of emergencies if a dispatcher is concentrating her/his attention on alarms such as fire detection trouble alarms or intrusion alarms.

In light of my review I'm recommending that we recommend to council the use of the Digby dispatch service once our service discontinues. Please feel free to contact me if you have any questions.



Proposal for Fire Dispatch Service for The Town of
Yarmouth.

Submitted by Digby Dispatch.

Owned and Operated by the Municipality of the District
of Digby.

Date of submission: August 2nd, 2018 (by hand)

400 Main Street, Yarmouth, NS, B5A 1G2

Contact Person:

Bruce Snell, Dispatch Supervisor

(1-902) 308-0713

bsnell@municipality.digby.ns.ca

Contents:

- (1) Letter of intent
- (2) Proposal
- (3) Standard Dispatch Contract
- (4) Proposed Contract referencing "Section 4.0 Scope of Work/Deliverables"

Proposal Submission

(6.6.1) **Intent** - Digby Dispatch is owned and operated by the Municipality of the District of Digby. It is the sole partner in this bid. The dispatch center started operating in 1989. It is located at the Digby Annapolis Regional Airport also owned and operated by the Municipality of the District of Digby.

We have dispatched for The Islands Ambulance Service, Middleton Police, Annapolis Royal Police and of course fire departments. This experience has built up an in-depth knowledge of the Emergency Dispatch world. Due to the centralization of EHS and Police agencies we no longer carry out dispatch duties for them. Digby Dispatch is now purely for Fire Departments.

Digby Dispatch has a team of highly trained staff with excellent infrastructure dedicated to timely and accurate dispatch of Fire Departments. Once a fire department is dispatched we closely support them until they are back at their hall.

The format of this Proposal is designed to follow the Request for Proposal from The Town of Yarmouth.

This will allow the reader to match the answer to each and every requirement within the request.

The Dispatch Supervisor is available to answer any requests for information you may require. Please use the contact details below.

Sincerely

Bruce Snell

Dispatch Supervisor

Municipality of Digby

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<http://www.digbydistrict.ca/>

Digby Dispatch Proposal Submission

(6.6.2) **Services** - Digby Dispatch would provide: -

1. Fully recorded call taking. Using a Computer aided Dispatch (CAD) system and Voice logger.
2. Dispatching/Paging the correct assets to the correct location in a timely manner. This will include I am Responding, Fire Q and has its own texting/SMS paging system if required at minimal cost.
3. Assist the Department through the duration of the incident to include dispatching mutual aid. Bringing in other agencies (Police/EHS/Fire Marshal/NSPC/DNR/TIR).
4. Issue Ops Channels as required. Facilitate accessing Mutual aid talk groups.
5. Maintain records of all calls.
6. Provide details of the call to each department involved within 30mins. This will be by Fax, Email or both as required.
7. Pager checks daily. Pass on training messages to all responders as required. This can be done via radio, SMS, text or all systems. Our CAD system fully supports I am Responding, Fire Q and has its own texting/SMS paging system if required at minimal cost.

(6.6.3) **Facility** - Digby Dispatch is located at the Digby Annapolis Regional Airport at 1266 Bloomfield Rd, Hillgrove, Digby County, B0V 1A0. It is in a rural setting at a height of 499ft above sea level. It is a standalone structure far from any industrial hazards.

The backup facility is at the Town of Digby Public Works building at 68 Sydney Street, Digby, NS B0V 1A0. The building has full generator back up. The dispatch is located on the top floor. It is equipped with four dedicated live phones. A VHF Radio, TMR 2 radio and all ancillaries required. It is tested Monthly and all staff are trained on set up for emergencies. There is a full procedure in place for activation. The Computer aided Dispatch (CAD) system is also on a computer that is backed up on a ten-day cycle.

(6.6.4) **Communications** - Digby Dispatch operates two dedicated emergency phone lines (Make- RCA, Fitted - 2018. There are also two administration lines. There is a paging VHF radio system with two back up radios (Make – Motorola CM 300, Fitted 2016. Two desk top TMR 2 (Motorola XTL 1500, Fitted 2014, owned by the Province) radios are used in Dispatch. One for the Dispatch Frequency and one for Mutual Aid/Ops Channels. There is another TMR radio on standby as back up.

Digby Dispatch uses a CAD system (Make - FD same as at Yarmouth Dispatch, fitted - Jan 2013) with full integrated mapping. This is Orthos and NASCAF based. It is completely customizable for adding any information useful to Fire Departments. (Highlighted location of fire halls/Hydrants). Direct MSN/Email and Fax are interlinked. An MSAG data base program is used as back up. Two scanners are used to monitor other agencies and pager feedback.

All calls are recorded digitally on a Voice Logger system (Make - Total Recall, fitted - 2002). Both TMR and VHF radio systems are also recorded. The system has an immediate playback facility on the

computer monitor that the dispatcher uses. We are upgrading our system to a Total Recall Altus recorder with 12 channels, rack mount, with LAN software, HDD/DVD/CDR/USB in the near future.

Digby Dispatch is willing and able to modify our current structure (within reason) to meet the needs of any new agencies. Digby Dispatch has been in communication with Public Safety and Field Communications on allocation of extra TMR 2 radios as required. This request has been approved.

(6.6.5) **Power**- Digby Dispatch building has full automatic generator back up that has a weekly auto test run. 72 hours of fuel are held in the system with an MOU in place for priority service. The system is serviced by contract and maintained by dedicated maintenance staff. The Back up facility also has a generator that runs the entire building and is serviced and operated by the Town of Digby.

(6.6.6) **Personnel** - Digby dispatch has 5 full time dispatchers and 7 part time on call dispatchers. Normally one staff member is on duty. If deemed necessary two are put on duty for upcoming storms or a bad grass fire season. We have 7 part time on call members of staff that can be called in at short notice to fill any busy period. Each member is fully trained in fire dispatch with up to two Months training. Training is always ongoing with timely feedback on each call.

(6.6.7) **References** – Digby Dispatch is happy for you to contact any agency we dispatch. Three have been selected as requested in the RFP: -

Bear River Fire Department Chief – Darryl Jelfs – 902-247-0519

Digby Fire Department Chief – Rob Morgan – 902-247-0818

St. Bernard Fire Department Chief – Daniel Gaudet – 902-841-0413

(6.6.8) **Disaster** – The Municipality of the District of Digby is committed to providing dispatch services to the Municipal Fire Departments. Should a disaster occur the Dispatch would move to the back up facility and once the insurance has been cleared they would rebuild the dispatch center.

The Municipal Staff are not Unionized. If there is a dispute with a staff member is dealt with using the Municipal HR manual and the labour code.

(6.6.9) **Contract** – Standard Dispatch Contract see Annex A. Proposed contract dealing with Section 4.0 see Annex B

(6.6.10) **Financial Proposal** – Digby Dispatch has a stepped rate for fire dispatch.

Rates

The rates below are based on call volume and would be applied to individual fire departments on historical data: -

Call Volume	Annual Rate	Monthly Rate	Notes
10 to 25	\$2000	\$166.67	10 and below would be negotiable
25 to 60	\$3000	\$250	
60 to 100	\$4000	\$333.33	
100 to 150	\$5000	\$416.67	
150 to 200	\$6000	\$500	
200 to 400	\$7000	\$583.33	
400 and above	\$8000	\$666.67	

Rate changes - This rate will stand for one year of the contract being signed. It will go up annually at the normal inflation rate which is 2.3% at the moment. The rate will be in place for the five-year agreement.

Special Charges - SMS service if required will be billed as and when used to each individual Fire Department. They are on average \$8 per Month.

A set up cost of \$1000 will be required for Digby Dispatch to transfer services.

(6.6.11) **Additional** – Digby Dispatch has a complete set of Procedures (SOP's) covering every conceivable eventuality. This is from staff falling sick to catastrophic loss of the Dispatch center.

(a) All calls are quality controlled by the Dispatch supervisor giving timely feedback to each staff member as required.

(b) Being owned and operated by The Municipality of the District of Digby we are compliant with all aspects of the Labor laws, Municipal Acts and Health and Safety code.

(c) Digby Dispatch is very familiar with the Nova Scotia Fire Dispatch Minimum Standards www.fsans.ns.ca/standards.html Ref 08-04. The Dispatch Supervisor was a member of the standards committee. We are proud that Digby Dispatch is almost completely compliant. The only two areas that we are none compliant are: -

(i) Facilities A. 14) We do not have an automated fire alarm system. We are to code and do not need one.

(ii) General Requirements B. 3) Our back up facility is not operated on a 6 Month basis for a full shift. However, it is tested and all staff are trained on its opening and operation. A full written procedure is in place.

(d) Repairs - All repairs are carried out by our own Municipal IT technician. If there is an issue beyond his scope, we have on call a radio technician. Nova Communications is contacted to service our systems. All communication devices have a backup on site. We have a public works department that looks after all facilities maintenance.

(e)The mapping system is integrated into our CAD system. It has custom features for our dispatch that can be used with any Fire Department. There are specific layers: Orthos - a digital satellite view with more detail than google earth. NASCAF, Fire Department boundaries, highlighted location of halls. The name of the owner, type of property and PID system.

(f) The dispatch supervisor will attend two meetings a year at the Yarmouth Fire Department. This is to facilitate good communications and working relationship. If further meetings are required then Yarmouth Fire Department will be responsible for travel expenses. The Yarmouth Chief or representatives are always welcome to meet with the dispatch supervisor in Digby Dispatch at an agreed time.

(g) Digby Dispatch agrees to a site visit by any agency that would require to do so before any agreement is put into place. Furthermore, Digby Dispatch always encourages site visits from any agency it dispatches. This helps to broaden the understanding and operations carried out by Dispatch in support of the agency.

Bruce Snell
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Standard Contract

(Service Level Agreement)

This contract between Digby Dispatch of the first part (the service provider) and The Town of Yarmouth of the second part (the service purchaser), outlines the services to be provided by the service provider to the service purchaser and the agreed-upon fees to be paid by the service purchaser satisfactory delivery of the said service(s).

Definitions

The following definitions shall apply to terms used in this agreement:

Agreement: this agreement between the party of the first part and the party of the second part which may be amended from time to time in writing by mutual agreement of the parties and may include further Statements of Work attached hereto.

Automatic Alarm: an alarm which is automatically activated by intrusion, fire, or other cause in an alarmed building or property and sounds/displays at one or more remote locations.

Billing Invoice: An invoice issued by the party of the first part to the party of the second part in accordance with the schedule of payments agreed to in this agreement.

Business Day: the normal business day of the service provider shall be 24 hours/365 days/year.

Change Order Request: a written request from the service purchaser to amend the services provided by the service provider. A Change Order Request shall be duly issued by an authority of the party of the second part; the service provider shall respond to the Change Order Request in writing outlining an understanding of the changes requested, any implications to the provided service, and the cost (initial capital and recurring) implications to the party of the second part. No Change shall be initiated by the party of the first part until the party of the second part acknowledges the written response and duly authorizes it to proceed.

Client: the client(s) of the service provider are the emergency services provider agencies (generally fire or police services) operated by the service purchaser (typically a municipality or government department).

Effective Date: the date(s) upon which this agreement, and any attachment hereto shall come into effect.

Incident: an occurrence to which a client of the service provider is requested to attend; an incident shall be deemed to include the response of the client personnel, their activities at the incident scene, and their return to station and full-service preparedness.

Personal Information: the service provider, the service purchaser, and the client(s) are governed by prevailing legislation and regulation regarding the protection of privacy and identity of individuals. To wit, a client shall not request, and the service provider shall not provide any information in a radio broadcast which connects the name and address or any other private, personal information of any individual requesting emergency services.

Service Levels: means the service objectives and availability standards to be met by the service provider in the course of providing the service.

Service Response: means the documented response capability of the client agencies served by the service provider; to wit, each client must provide a timely list of response capabilities and jurisdiction such as ice/water rescue, vehicle extrication, high angle rescue; and the actual response to an incident upon request.

Service Specification

- 1) The service provider shall provide the services as outlined herein on a continuous basis from the commencement of this agreement until its scheduled conclusion unless an agreement to extend or replace the agreement is executed by both parties.
 - a. The service provider shall answer in-coming calls on line(s) maintained by the service provider or the service purchaser (as mutually agreed) within 15 seconds of the initial ring-tone 95% of the time and within 40 seconds of the initial ring-tone 99% of the time. Failure to answer incoming calls within these time frames shall be deemed to be a breach of service by the service provider.

- 2) Each client agency shall provide protocol details to be used by the service provider to activate the devices issued to its personnel; to the extent reasonably practicable, the client agency shall adopt the single standard protocol being used by the service provider. As well as the

notification protocol, each client agency shall provide alternate (back-up) agency information in the event it is unable to respond or an equipment malfunction prevents it from being notified.

- 3) The service provider shall act on the incoming request for a service response within 60 seconds 95% of the time. This means the activation of pagers, telephone calls, or other devices provided to their personnel by the client according to the protocol established by the client. Failure to activate the appropriate notification equipment within this timeframe shall be deemed to be a breach of the service by the service provider.
- 4) The client agency(s) shall use the Trunked Mobile Radio System (TMR2) to acknowledge receipt of a notification of a request to respond within three (3) minutes of the initial broadcast of the notification.
 - a. If the client agency has not acknowledged receipt of notification within three (3) minutes of the initial broadcast, the service provider shall rebroadcast the entire notification as if it were the initial broadcast.
 - b. If the client agency has not acknowledged receipt of notification of a request to respond after an additional three (3) minutes (six minutes from the initial broadcast) the service provider shall refer to the alternate (back-up) client agency designated by the primary client agency and attempt to notify this client agency as per its stated protocol.
 - c. After the alternate client agency has been notified, the service provider shall attempt one additional notification of the initial client agency.
 - d. The service provider shall have no further obligation to notify the initial client agency for this incident.
- 5) The client agency shall conduct all two-way radio communications with the service provider using the Trunked Mobile Radio System (TMR2) on the assigned dispatch talkgroup, unless not reasonably practicable. The service provider has no obligation to monitor any other means of two-way radio communication with the client agency.

- 6) The client shall not request, and the service provider shall not provide any information in a radio broadcast which connects the name and address or any other private, personal information of any individual requesting emergency services.

Service Fees and Penalties

The service provider shall issue an invoice to the service purchaser based on the following formula:

Call rate for each year of service.

In the event that the service provider is found to be in breach of contract with respect to any one incident, the service purchaser shall be authorized to withhold a portion of the rate equal to the percentage of incidents for which the service provider is in breach in any yearly period.

Emergency Evacuation of Primary Facility

The service provider shall have a written protocol for staff to follow in the event that the primary facility becomes uninhabitable, essential public utility service to the facility is disrupted, or essential equipment owned by or operated by (regardless of ownership) the service provider is disabled. The alternate facility that staff will migrate to will be fully redundant with facilities and equipment to receive incoming calls for service and to broadcast notifications to the client agencies with no necessity for the client agencies to change their operating procedures for receiving or acknowledging calls except for a brief (less than two hours) transition period.

Failure of the service provider to provide the above protocol, facilities and equipment and maintain same in a 'hot standby' status shall be deemed to be a breach of contract.

Terms of Service Level Agreement

This Service Level Agreement shall come into force and effect at 00:00 hrs on

_____ and will expire at 23:59 on _____
Date Date

unless otherwise terminated or extended by mutual agreement and exchange of written notification between the service provider and the service purchaser.

Proposed Contract

Referencing “Section 4.0 Scope of Work/Deliverables”

(Service Level Agreement)

This contract between Digby Dispatch of the first part (the service provider) and The Town of Yarmouth of the second part (the service purchaser), outlines the services to be provided by the service provider to the service purchaser and the agreed-upon fees to be paid by the service purchaser satisfactory delivery of the said service(s).

Definitions

The following definitions shall apply to terms used in this agreement:

Agreement: this agreement between the party of the first part and the party of the second part which may be amended from time to time in writing by mutual agreement of the parties and may include further Statements of Work attached hereto.

Section (4.0) Scope of work Deliverables: Items in the contract starting with (4. _) are references to Scope of work/Deliverables required in the RFP From the Town of Yarmouth.

Billing Invoice: An invoice issued by the party of the first part to the party of the second part in accordance with the schedule of payments agreed to in this agreement.

Service Provider: The service provider will be known as Digby Dispatch.

Client: the client The Town of Yarmouth Fire Department.

Effective Date: the date(s) upon which this agreement, and any attachment hereto shall come into effect.

(4.1) Business Day: the normal business day of the service provider shall be 24 hours/365 days/year.

Service Specification

(4.2) Back up: Digby Dispatch will maintain a fully operational back up facility and a disaster recovery plan.

(4.3) Standards: Digby Dispatch will comply with the FSANS dispatch standards with the exception of:

(i) Facilities A. 14) We do not have an automated fire alarm system. We are to code and do not need one.

(ii) General Requirements B. 3) Our back up facility is not operated on a 6 Month basis for a full shift. However, it is tested and all staff are trained on its opening and operation. A full written procedure is in place.

(4.4) Transmissions: Digby Dispatch will keep all recordings and documentation for calls relating to Yarmouth Fire Department for seven (7) years. They will be available upon request by the Yarmouth Fire Department Chief from the dispatch supervisor.

(4.5) Dispatching/Paging: Digby Dispatch will answer 95% of calls within 2 rings. All calls are time stamped when coming in and each page is time stamped. All pages are immediate once the information is received from the caller. The exception to this is: calls from commercial alarm companies. Alarm companies rarely know which fire department the call is for. The dispatcher must confirm the location on the CAD system to send the correct Fire Department to the correct location. This normally takes no more than 60 seconds if the address is correct.

Any change in paging protocols and/or immediate Mutual Aid agreements are to be in a written format signed by the Chiefs involved and the Dispatch Supervisor. Temporary changes due to breakdowns or exceptional circumstances can be done straight away but be followed up with a time frame for the duration of the change. Should any changes be made by Dispatch each department affected would be fully included in the process. Once again before the changes are made a written agreement will be signed by all parties

(4.6 – 4.9) Calls: Digby Dispatch will ensure that all tasks 1 through 6 are carried out for every call or pager check.

1. Fully recorded call taking.
2. Dispatching/Paging the correct assets to the correct location in a timely manner. This will include I am Responding, Fire Q and has its own texting/SMS paging system if required at minimal cost.
3. Assist the Department through the duration of the incident to include dispatching mutual aid. Bringing in other agencies (Police/EHS/Fire Marshal/NSPC/DNR/TIR).
4. Issue Ops Channels as required. Facilitate accessing Mutual aid talk groups.
5. Maintain records of all calls
6. Provide details of the call to each department involved within 30mins. This will be by Fax, Email or both as required.

7. Pager checks daily. Pass on training messages to all responders as required. This can be done via radio, SMS, text or all systems. Our CAD system fully supports I am Responding, Fire Q and has its own texting/SMS paging system if required at minimal cost.

(4.10) Implementation Plan: Statement of confidence - Digby Dispatch is confident that there will be a seamless transfer for any agency using DAPT and TMR communications.

The information required by Digby Dispatch would be: -

The shape mapping files from the Municipality/Town the agency belongs to. This can be done by Digby Dispatch with permission of the agency.

The contact details of all members of each agency. This would include: -

- i. A Cell number from each member and the phone company they use.
- ii. Home and work phone numbers of the key personnel (Chief and Deputy Chief).
- iii. DAPT numbers and Codes. Details of Fire Q, I am Responding or other notification systems in use by the agency.
- iv. Email addresses of any member of the individual agency who would like to receive the call sheet.
- v. Address, phone number and fax number of the fire hall.
- vi. Details of specific automatic mutual aid agreements the agency has.
- vii. The details of adjacent agencies.
- viii. The agency's equipment list.

(4.11) Operational: Time line for switching to Digby Dispatch: -

For this timeline the date the contract is signed by both the agency and Digby Dispatch will be called "Transition day" TD.

TD plus one week - all information should ideally be given to Digby Dispatch from the agency.

TD plus two weeks - CAD system and DAPT systems set up at Digby Dispatch. this is to include shape mapping files of the agency's area.

TD plus three weeks - all testing of paging and communications between Digby Dispatch should be completed.

TD plus four weeks - Handover and fully operational.

This timeline will only work if the information required by Digby Dispatch is received by the end of week one. Delay in receiving the information will push it back by the appropriate time. This timeline can be shortened at the agreement of Digby Dispatch and The Town of Yarmouth at any stage.

(4.12) Staffing plan: Digby dispatch has 5 full time dispatchers and 7 part time on call dispatchers. Normally one staff member is on duty. If deemed necessary two are put on duty for upcoming storms or a bad grass fire season. We have 7 part time on call members of staff that can be called in at short notice to fill any busy period.

Non-compliance: If there is ever an area of concern by an agency they may contact the Dispatch Supervisor directly by email or phone.

Should the agency wish to place a formal notice of non-compliance an email and or call followed by a letter would be required. All actions taken by the dispatch supervisor would be recorded and documented. The dispatch Supervisor would work directly with the agency until a satisfactory result is achieved.

Service Fees and Penalties

The service provider shall issue an invoice to the service purchaser based on the following formula:

Call rate for each year of service.

In the event that the service provider is found to be in breach of contract with respect to any one incident, the service purchaser shall be authorized to withhold a portion of the rate equal to the percentage of incidents for which the service provider is in breach in any yearly period.

Emergency Evacuation of Primary Facility

The service provider shall have a written protocol for staff to follow in the event that the primary facility becomes uninhabitable, essential public utility service to the facility is disrupted, or essential equipment owned by or operated by (regardless of ownership) the service provider is disabled. The alternate facility that staff will migrate to will be fully redundant with facilities and equipment to receive incoming calls for service and to broadcast notifications to the client agencies with no necessity for the client agencies to change their operating procedures for receiving or acknowledging calls except for a brief (less than two hours) transition period.

Failure of the service provider to provide the above protocol, facilities and equipment and maintain same in a 'hot standby' status shall be deemed to be a breach of contract.

Terms of Service Level Agreement

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_____ and will expire at 23:59 on _____
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unless otherwise terminated or extended by mutual agreement and exchange of written notification between the service provider and the service purchaser.

