



Cypress County

INVITATION TO BID

ITBDISP-0001

911 CALL ANSWER AND DISPATCH SERVICES

3-YEAR TERM

CONTENTS

Instructions To Bidders 3

1 Scope of Quotation 3

2 Submission of Proposals..... 3

3 Acceptance and Withdrawals of Quotations 3

4 Guarantee..... 3

5 The Freedom of Information and Protection of Privacy Act 4

6 Proposal Evaluation Criteria 4

7 Law and Forum of Tender 4

Scope of Work: 5

Declarations: 6

Signatures: 6

Proposals must be clearly marked as to the content and received at the office of Public Works Services Department, Cypress County, no later than **2 p.m. MST on October 15, 2024**. Legible faxed or e-mailed quotations will be accepted.

Inquiries: Trevor Schmaltz
Shop and Purchasing Foreman
Phone: (402) 526-2888
Fax: (402) 526-8958
Email: trevor.schmaltz@cypress.ab.ca

INSTRUCTIONS TO BIDDERS

1 SCOPE OF QUOTATION

The purpose of this Invitation To Bid is for 911 Call Answering and Dispatch Services for the municipal boundaries of Cypress County.

2 SUBMISSION OF PROPOSALS

- 2.1 Quotations will be accepted by the Public Works Service Department until **2:00 PM MST** Time on **October 15, 2024**.

Cypress County
816 2nd Ave
Dunmore, AB T1B 0K3
Attention: Trevor Schmaltz

- 2.2 One (1) copy of the Quotation must be submitted.
- 2.3 It is the Bidder's sole responsibility to ensure that the quotations are received at the correct place and time. Any bid received after the stated closing time for receipt of bids will be disqualified.
- 2.4 All inquiries are to be directed to Trevor Schmaltz, Shop and Purchasing Foreman, Cypress County, phone (403) 526-2888, email trevor.schmaltz@cypress.ab.ca.

3 ACCEPTANCE AND WITHDRAWALS OF QUOTATIONS

- 3.1 Quotations must be signed by the person/persons submitting the quotation.
- 3.2 Quotations may be withdrawn at any time prior to the closing time by a request in writing to the Trevor Schmaltz at trevor.schmaltz@cypress.ab.ca.
- 3.3 Quotations shall not be withdrawn after the closing time. negligence or mistake on the part of the bidder in preparing the quotation confers no right for withdrawal of the bid after closing time.
- 3.4 Modifications in bids will only be considered when submitted in writing in a sealed envelope clearly marked with the request number, and providing such changes are received at the Cypress County office, prior to the scheduled closing time for receipt of bids.
- 3.5 Cypress County reserves the right at its sole option, to reject any and all quotations, or any or all portions of a quotation.
- 3.6 The lowest bid or any other quotation will not necessarily be accepted.
- 3.7 Cypress County reserves the right, in its sole discretion, to waive any irregularities in a quotation.

4 GUARANTEE

- 4.1 Prices are to be valid for a period of 30 days after the Quotation closing time to allow for evaluation of bids and award of the contract.
- 4.2 Prices should include any additional or anticipated implementation costs.

5 THE FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

5.1 All documents submitted to the County will be subject to the protection and disclosure provisions of Alberta’s Freedom of Information and Protection of Privacy Act (“FOIP”). FOIP allows persons a right of access to records in the County’s custody or control. It also prohibits the County from disclosing the proposer’s personal or business information where disclosure would be harmful to the proposer’s business interests or would be an unreasonable invasion of personal privacy as defined in sections 16 and 17 of FOIP. Proposers are encouraged to identify what portions of their submissions are confidential and what harm could reasonably be expected from its disclosure. However, the County cannot assure proposers that any portion of the proposer’s documents can be kept confidential under FOIP.

6 PROPOSAL EVALUATION CRITERIA

6.1 Each proposal will be evaluated on the basis of the criteria listed below and the County will have the sole and unfettered discretion to award up to the maximum number of points for each criteria as listed below. By submitting a proposal, the proposer acknowledges and agrees that the County has, and it is hereby entitled to exercise, the sole and unfettered discretion to award the points for the evaluation of the noted criteria.

6.2 By submitting its proposal, each proposer acknowledges and agrees that it waives any right to contest in any legal proceedings, the decision of the County to award points in respect of the criteria noted below. The criteria and the maximum number of points for each criteria are as follows:

1. Compatibility	40 points
2. Costs	30 points
3. Proposed Implementation Timeframe	10 points
4. Match of Requested Criteria	10 points
5. References and Relevant Experience	10 points
<u>Total Points</u>	<u>100 points</u>

7 LAW AND FORUM OF TENDER

7.1 The law to be applied in respect of the Quotation Documents and the Contract shall be the law of the Province of Alberta and all civil actions commenced in relation to the Quotation Documents or Contract shall be adjudicated by the Courts of the Province of Alberta and by submitting Quotes, proposers are taken to have agreed to attorn to the jurisdiction of the Courts of the said Province.

SCOPE OF WORK:

DEFINITION AND EXPECTATION OF SERVICE:

- 9-1-1 Call Answer and Dispatch Call Answer Service Recipient to receive ALL 9-1-1 calls originating within the Municipality and to dispatch and/or transfer all calls to the appropriate department for response.
- Availability to provide 9-1-1 Call Answer and Fire Dispatch services 365 days per year, twenty-four (24) hours per day, seven (7) days per week with respect to all 9-1-1 calls originating within the designated service area.
- Compatibility with the “IamResponding” service. “IamResponding” is the service utilized by Cypress County Emergency Services to alert and provide tracking of unit and personnel as well as to provide mapping of and to the incident.
- Inclusion of and provision for “TDD” Service. “TDD” Service is a service provided to hearing and speech impaired persons who have the special equipment required to connect to the system.
- Inclusion of and provision for Text to 911 for “DHH”, which means providing the required system interface to allow for Text to 911 sessions to be conducted with the deaf and hard of hearing community.
- To provide accountability checks for the Cypress County Community Peace Officer on a predetermined schedule.
- To provide and maintain proper records and to provide reports with respect to the provision of the services including:
 - Total calls received
 - GPS location of calls
 - Type of call received
 - Manner in which received calls have been processed
 - Measurement/compliance to the performance criteria
 - Any other information that the parties jointly determine

CRITERIA:

- Proof of being compliant with all FOIP, CRTC and NENA (North American Emergency Number Association) requirements and regulations.
- Description of system redundancies and/or back ups for both power and data storage of call records.
- Copies of all industry certifications
- Implementation requirements and costs associated.
- Timeframe for implementation.
- Billing terms.
- Costs for service.
- References.

****Go Live Date for System to be January 1, 2025****

DECLARATIONS:

We hereby acknowledge and declare that:

- (a) we agree to perform the Work in compliance with the required schedule stated in the Contract;
- (b) no person, firm or corporation other than the undersigned has any interest in the proposed Contract for which this quotation is made;
- (c) we hereby acknowledge and confirm that the County has the right to accept any quotations or to reject any or all quotations in accordance with the Instructions;
- (d) This quotation is open to acceptance for a period of sixty (60) days from the date of Closing.

SIGNATURES:

Signed, sealed and submitted for and on behalf of:

Company:

(Name)

(Street Address or Postal Box Number)

(City, Province & Postal Code)

Signature:

Name & Title:

(Please Print or Type)

Witness:

Dated at _____ **this** _____ **day of** _____, 20 _____