



REGIONAL DISTRICT OF OKANAGAN-SIMILKAMEEN

REQUEST FOR PROPOSALS

Emergency Operations Centre Web-Based Implementation and Training

2021/2022

September 24, 2021

REGIONAL DISTRICT OF OKANAGAN-SIMILKAMEEN
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[Emergency Operation Centre Web-Based Implementation and Training
2021/2022]

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REGIONAL DISTRICT OF OKANAGAN-SIMILKAMEEN

REQUEST FOR PROPOSALS

Emergency Operations Centre Web-Based Implementation and Training 2021/2022

1. INTRODUCTION

1.1. PURPOSE

The Regional District of Okanagan-Similkameen (Regional District) is requesting submission of Proposals from qualified consultants to design/implement a Web-based Emergency Operations Centre (EOC), provide EOC Section-based training for the Regional EOC with the Web-based platform, and conduct a Multi-Jurisdictional Exercise for the Regional District of Okanagan-Similkameen and member municipalities. Neighbouring Indigenous communities will be invited to participate in the EOC Section-based training and the multi-jurisdictional exercise.

The finished project will include:

- **PART 1: Design/Implement** a web-based platform that will ensure consistent EOC processes and communication between the member communities (with future ability to add additional communities)
- **PART 2: EOC Section Training** (Management, Liaison, Information, Planning, Operations, Logistics, and Finance) utilizing the web-based platform as well as a refresher of each role
- **PART 3: Full-scale, Single Day, Multi-Jurisdictional Exercise** to test the capacity of the system to respond to simultaneous simulated events with at least two realistic field incident command posts, with an after-exercise review to identify improvements and Board Presentation

1.2. BACKGROUND

After the Christie Mountain Wildfire in 2020, the Regional District completed an After Action Review of the event, which included recommendations for training and exercising to build working relationships within the partners of the Regional Emergency Management Program. .

In the spring of 2021, the Regional District provided Section-based training (Logistics and Finance, Operations and Planning, Management, Liaison, and Information) and a tabletop exercise with the Regional EOC Directors. Lessons learned through the exercise highlighted areas for improvement:

- refine efficacies to avoid duplication
- centralize leadership (or unified command)
- common templates
- information collaboration
- integrated public information
- consideration for the expansion of the mass alerting system while also being mindful of the responsibility of the local government responsibility regarding certain types of messaging
- consideration for satellite EOCs or DEOCs
- consistent activation protocols and criteria Level 1-3

- systems used must be intuitive and have routine use
- the singular web-based platform be simple to use and enhance functional efficiencies, including multi-jurisdictional coordination
- consideration for integrated staffing models that include in-person and remote engagement, function-specific work platforms
- built-in tools and reference materials
- documentation management and shared situational awareness

Funding for these three project areas will come from funding through the 2021 Emergency Operations Centres Tools and Training Grant through the Union of BC Municipalities, with a deadline for completion of June 30, 2022.

1.3. SUPPORTING DOCUMENTATION

The Regional District Emergency Operations Centre shares information through its emergency operations website <https://emergency.rdos.bc.ca/>

Information on the wildfire events, information releases, Orders, Alerts, rescinds, as well as links to our mass communication system (Civic Ready) and social media (Facebook, and Twitter) are present.

You may request a copy of the 2020 EOC After Action Report, and upon the completion of the 2021 EOC After Action report, it will be provided to the successful Proponent.

2. INSTRUCTIONS TO PROPONENTS

2.1. SUBMISSION OF PROPOSALS

Proponent submissions can be made for all or a portion of the scope of work listed in this RFP. The RDOS reserves the right to award the contract in part or in whole, based on what the evaluation team deems most beneficial to the RDOS. Preference will be given to Proponents who are able to provide services to cover the entire scope of work, but the RDOS would like to allow Proponents the option of submitting for only a portion of the project.

Proposals may be submitted by email and/or hardcopy until the Closing Time specified. It is the Proponent's sole responsibility to ensure its Proposal is received at the address or email set out above by the Closing Time. If submitting by hardcopy please enclose three (3) hard copies and an electronic copy on a memory stick.

The Proposals and their envelopes should be clearly marked with the name and address of the

Proponent, the RFP program title, and be addressed to the following:

Anne Benn
annebenn@rdos.bc.ca

AND/OR

**Anne Benn, Emergency Program Coordinator
Community Services
Regional District of Okanagan-Similkameen
101 Martin Street
Penticton, B.C. V2A 5J9**

Proposals must be received on or before the **Closing Time** of:

TIME: 12:00 PM local time
DATE: Friday October 15 2021

It is encouraged proposals be submitted by email. Proposals will not be opened publicly. The Proponent bears all risk associated with delivering its Proposal by electronic submission, including but not limited to delays in transmission between the Proponent's computer and the Regional District's mail system.

Proponents wishing to make changes to their Proposals after submission but prior to the Closing Time may do so by submitting the revisions by email.

It also is the Proponent's sole responsibility to ensure their revisions are received at the e-mail or address set out above, prior to the closing time.

Proposals received after the closing time may not be considered or evaluated.

2.2. INQUIRIES

Any questions regarding this RFP must be submitted at least five (5) working days prior to the closing date. Any questions submitted after this date may not be answered.

Anne Benn, Emergency Program Coordinator
250.492.0237
annebenn@rdos.bc.ca

Proponents shall carefully examine the RFP documents and shall fully inform themselves as to the intent, existing conditions and limitations, which may affect their Proposal submission. No consideration will be given after submission of a Proposal to any claim that there was any misunderstanding with respect to the conditions imposed.

Proponents finding discrepancies or omissions in the Contract or RFP, or having doubts as to the meaning or intent of any provision, should immediately notify the above listed project contact. If there are any changes, additions, or deletions to the Proposal scope, conditions, or closing date, Proponents will be advised by means of an Addendum issued by the Regional District. All Addenda is to become part of the Proposal Documents and receipt of Addenda should be acknowledged by the Proponent

in the submission.

Verbal discussion between the Regional District directors, trustees or staff and a Proponent shall not become a part of the RFP or modify the RFP unless confirmed by written Addendum. The Regional District shall not be responsible for Proponents adjusting their Proposals based only on oral instructions by any representative of the Regional District.

3. GENERAL TERMS OF PROPOSAL PROCESS

3.1. DEFINITIONS

“Addenda” means all additional information regarding this RFP including amendments to the RFP;

“Agreement” or **“Contract”** means a contract that is issued to formalize the Work with the successful Proponent based on the proposal submitted and incorporate by reference the Request for Proposal, any addenda issued, the Proponent’s response and acceptance by the Regional District.;

“Consultant” means the person(s), firm(s) or corporation(s) appointed by the Regional District to carry out all duties, obligations, work and services first contemplated in the Request for Proposal and all associated documentation, which may also include mutually agreed revisions subsequent to submission of a Proposal.;

“must” or **“mandatory”** or **“shall”** means a requirement that must be met in order for the proposal to receive consideration;

“Proponent” means the responder to this RFP with the legal capacity to contract;

“Proposal” means a written response to the RFP that is submitted by a Proponent;

“Regional District” means the Regional District of Okanagan-Similkameen;

“Request for Proposals” or **“RFP”** means the solicitation described in this document, including any attached or referenced appendices, schedules or exhibits and as may be modified in writing from time to time by the Regional District;

“Services” means and includes the provision by the successful Proponent of all services, duties and expectations as further described in this RFP.

“should” or **“may”** means a requirement having a significant degree of importance to the objectives of the RFP but is not a mandatory requirement

“Work” means and includes anything and everything required to accomplish the project in accordance with this RFP and Proposal.

3.2. ACCEPTANCE OF TERMS AND CONDITIONS

Submitting a Proposal indicates acceptance of all the terms and conditions set out in the RFP, including those that follow and that are included in all appendices and any Addenda.

A person authorized to sign on behalf of the Proponent must sign the Proposal.

3.3. PROPOSAL PREPARATION COSTS

All expenses incurred by the Proponent in preparation and submission of this Proposal are to be borne by the Proponent, with the express understanding that no claims for reimbursements against the Regional District, or any of its member municipalities, will be accepted. The Regional District shall not be responsible for any costs involved in or associated with any meetings, discussion or negotiation following submission that could lead to acceptance of the Proposal and award of a contract.

3.4. PROPOSAL EVALUATION

The Regional District recognizes that “Best Value” is the essential part of purchasing a product and/or service and therefore the Regional District may prefer a Proposal with a higher price, if it offers greater value and better serves the Regional District’s interests, as determined by the Regional District, over a Proposal with a lower price.

Appendix A contains the information regarding how Proposals will be evaluated.

The Regional District, at its sole discretion, reserves the right to:

- reject any or all Proposals whether complete or not,
- reject any Proposal it considers not in its best interests,
- waive any minor irregularity or insufficiency in the Proposal submitted,
- not be liable for misunderstandings or errors in the Request for Proposals,
- issue addenda to the Request for Proposals,
- contact references provided by the Proponents,
- retain independent persons or contractors for assistance in evaluating Proposals,
- request points of clarification to assist the Regional District in evaluating Proposals,
- negotiate changes with the successful Proponent,
- award separate contracts for separate work components, and
- withdraw the Request for Proposals.

3.5. PROPOSAL PRESENTATION

The Regional District reserves the right to request one or more of the Proponents whose submissions are of particular interest to the Regional District, to make an oral presentation to the Regional District.

3.6. NO CONTRACT

This RFP is not a tender and does not commit the Regional District in any way to select a preferred Proponent. By submitting a Proposal and participating in the process as outlined in this RFP, Proponents expressly agree that no contractual, tort or other legal obligation of any kind is formed under or imposed on the Regional District by this RFP or submissions prior to the completed execution of a formal written Contract.

3.7. NO OBLIGATION TO PROCEED

The Regional District fully intends at this time to proceed with the proposed project, however the Regional District is under no obligation to proceed to award of the Contract. The receipt by the Regional District of any information (including any submissions, ideas, plans, drawings, models or

other materials communicated or exhibited by any intended Proponent, or on its behalf) shall not impose any obligations on the Regional District.

There is no guarantee by the Regional District that the process initiated by the issuance of this RFP will continue, or that this RFP process or any RFP process will result in a Contract with the Regional District for the purchase of the equipment, service, or project.

3.8. NEGOTIATION WITH PREFERRED PROPONENT

The Proponent that submits the most advantageous Proposal may be awarded the Contract. The Regional District reserves the right to accept or reject all or parts of the Proposal, however, the Regional District is not precluded from negotiating with the preferred Proponent to modify its Proposal to best suit the needs of the Regional District.

The Regional District will enter into negotiations with a preferred Proponent to finalize any scope changes necessary to implement the project, as generally described in this RFP. If the Regional District considers that it is unlikely to settle such agreements with the preferred Proponent despite having negotiated with the preferred Proponent, the Regional District is entitled to cease negotiations with the preferred Proponent and to begin negotiations with another Proponent.

3.9. ACCEPTANCE OF PROPOSAL

Following acceptance of the Proposal, the agreement that the successful Proponent will be expected to execute with the Regional District will contain terms similar to those provided in Appendix B.

The expected attachments to the agreement will include the Request for Qualifications and the Proponent's submission, the Request for Proposal, the Proponent's Proposal submission and any mutually agreed upon modifications, changes or negotiated adjustments.

3.10. LIABILITY FOR ERRORS

While the Regional District has expended considerable efforts to ensure an accurate representation of information in this Request for Proposal, the information contained in this Request for Proposal is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted accurate by the Regional District, and is not it comprehensive or exhaustive.

Nothing in this Request for Proposals is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in the Scope of Work

3.11. PROPOSAL CONFIDENTIALITY AND PROPRIETARY INFORMATION

All submissions become the property of the Regional District and will not be returned to the Proponent. The Regional District will consider all Proposals submitted as confidential but reserves the right to make copies of all Proposals received for its internal review and for review by its financial, accounting, legal, and technical consultants.

Proponents should be aware that the Regional District is a "public body" as defined in and subject to the provisions of the *Freedom of Information and Protection of Privacy Act*.

If the Proponent believes any of the information requested in this RFP and provided by them is confidential, then they should identify it as such and provide a rationale as to why it should not be

released under “Freedom of Information” legislation.

3.12. CONFLICT OF INTEREST

A Proponent shall disclose in its Proposal any actual or potential conflicts of interest and existing business relationships it may have with the Regional District, its elected or appointed officials or employees, any property ownership direct or indirect in the project area. The Regional District may rely on such disclosure.

3.13. NO COLLUSION

Except as otherwise specified or as arising by reason of the provision of the contract documents, no person whether natural, or body corporate, other than the Proponent has or will have any interest or share in this Proposal or in the proposed contract which may be completed in respect thereof.

There is no collusion or arrangement between the Proponent and any other actual or prospective Proponents in connection with Proposals submitted for this project. The Proponent has no knowledge of the contents of other Proposals and has made no comparison of figures or agreement or arrangement, express or implied, with any other party in connection with the making of the Proposal.

3.14. NOT AN EMPLOYEE

The successful Proponent will acknowledge and agree that neither the Proponent nor any person employed by or associated with the successful Proponent in the performance of the services or otherwise, is an employee of, or has an employment relationship of any kind with the Regional District. The successful Proponent is in any way entitled to terms or conditions of employment or employment benefits of any kind whatsoever from the Regional District under any collective agreement or otherwise. The successful Proponent is not limited to private programs or coverages and statutory programs and coverages, whether under the *Employment Standards Act* of British Columbia (as amended from time to time), the *Workers Compensation Act* of British Columbia (as amended from time to time), the *Employment Insurance Act* of Canada (as amended from time to time), health pay contributions or otherwise with the Regional District.

3.15. LITIGATION

Proponents who, either directly or indirectly through another corporation or entity, have been or are in litigation, or who have served notice with intent to proceed with court action against the Regional District in connection with any contract for works or services, may be considered ineligible Proponents. Receipt of Proposals from such Proponents may be disqualified from the evaluation process.

4. GENERAL PROPOSAL CONTENT

4.1. CONSULTANT INFORMATION

- **COMPANY INFO:** Full name, address and telephone number of the submitting office of the Proponent and where applicable, the name, address and telephone number of any branch office, affiliate or sub-consultant(s) that will be involved in the project.
- **PROJECT MANAGER:** The Proposal shall confirm the proposed project manager who will be the single point of contact, and responsible for direct interaction with the Regional District. Describe the work to be performed by the project manager and his/ her qualifications and substantive experience directly related to the proposed Work.
- **PROPOSED PROJECT TEAM:** The Proposal shall list key individuals including the project manager and sub-consultant(s) who will have major responsibilities for the performance of the work. Describe the work to be performed by each listed individual and their qualifications, in terms of education and substantive experience directly related to the proposed Work. Capacity and ability of the Project Manager and Project Team to deliver the services within the defined timeframe must be discussed

The Proposal shall include the following endorsement:

"Identified Key Project Team members shall only be replaced with written approval of the Regional District."

- **REFERENCES:** The Proposal shall provide no less than two (2) references that are relevant to the proposed Work. The references should be from a third party who can provide information about the performance of the Proponent in delivering the works or services for the experience cited.
- **EXPERIENCE:** The Proposal should include details on only the most recent three (3) or four (4) projects of related work for the Consultant and project team. It is the Proponent's responsibility to demonstrate that they possess the required knowledge, understanding and capacity to carry out the Work as outlined in this RFP within the project schedule and budget.
- **PREVIOUS PUBLISHED AFTER ACTION REPORT OR WRITING SAMPLE:** The Proposal should include at least one previously published after action report or writing sample as part of the submission.

4.2. SUBCONTRACTORS AND SUBCONSULTANTS

The Proposal shall include the company name of all subcontractors and sub-consultants proposed to be used in the performance of the Work with a description of the work they would be performing.

The subcontractors and sub-consultants listed in the Proposal may not be changed without the written consent of the Regional District. If the Regional District so requires, the Proponent shall be prepared to confirm to the Regional District the competence of subcontractors and sub-consultants prior to acceptance of the Proposal.

4.3. METHODOLOGY

The Proposal shall contain an outline of strategies and skills that will be used to manage the project's expectations, resources, budget and to ensure quality control. The methodology must discuss how the Work will be completed that is listed in Scope of Work. Include other items identified and what services or interaction is required from/ with the Regional District.

In their own words, the Proponent must demonstrate they have an understanding of what the work involved and what is required to complete the project. Specifically the Proponent will have an understanding of the project's critical issues and provide a fixed budget.

4.4. SCHEDULING

The Proposal should contain a proposed work schedule showing the major activities or tasks, order and interdependence of the various milestones, sub-tasks and deliverables for each of the required tasks, including any proposed meetings.

4.5. FEES AND DISBURSEMENTS

The Proposal shall contain a breakdown of fees by part of the project as outlined in section 5.2 scheduling.

4.6. PROPOSAL CONTENT & INNOVATION

The Proponent shall address in the Proposal submission, all the information as requested in the RFP documentation. The Proponent is also encouraged to include innovative, alternative or unique solutions to the Proposal subject.

Proponent submissions can be made for all or a portion of the scope of work listed in this RFP. Partial Proposals shall be evaluated in isolation.

Preference will be given to Proponents who are able to provide services to cover the entire scope of work.

4.7. SAFETY REQUIREMENTS

During completion of the work, the Consultant is required to meet or exceed at all times, any requirements as detailed at the place of Work, which includes but is not limited to all OHS regulations or standards. Prior to any onsite work, the successful Consultant will provide their Health and Safety Manual and a specific COVID-19 plan to the Regional District and participate in a site orientation with the Regional District. All plans must comply with Provincial and Interior Health Authority regulations and orders.

4.8. WORKERS COMPENSATION ACT

The Proponent, and any proposed subcontractors and sub-consultants, should provide a Work Safe BC (Workers Compensation Board) Registration Number in the Proposal and shall at the time of signing a contract agreement, provide proof of payment of claims in good standing with Work Safe BC.

5. PROJECT WORK

While the Regional District has used considerable effort to ensure an accurate representation of information in this RFP, the information contained herein is given solely as a guideline for Proponent. The information is not guaranteed to be accurate, nor is it necessarily comprehensive or exhaustive.

5.1. SCOPE OF PROJECT WORK

Part 1: Implementation of a Web-Based Emergency Operations Platform

1.1 Design and Implement Web-based Platform up to \$30,000.00

Design and implement a web-based platform that will ensure consistent EOC processes and communication between the partners (with future ability to add additional partners)

The platform should:

- Be intuitive
- Enhance functional efficiencies (for example: integrate and promote consistent workflows, streamline activities, pre-populate forms, support consistent/standardized messaging)
- Allow for ease of multi-jurisdiction coordination
- Allow for in-person and remote engagement
- Have built-in tools and reference materials
- Assist with documentation management (preferably have standard storage mechanisms)
- Provide shared situational awareness
- Meet Local Government requirements for digital privacy

1.2 Develop and deliver “Train the Trainer” sessions and resource materials

1.2.1 Develop and deliver to key persons within the Regional District and Municipal Emergency Management Programs a “Train the Trainer” program.

1.2.2 Some materials may need to be refined after the final delivery of the platform.

1.3 Complete post-multi-jurisdictional exercise refinement

After feedback is received from the Section Training and Multi-Jurisdictional exercise, further refinement of the platform to ensure operability for users.

Part 2: EOC Section Training Utilizing the Web-Based Platform & Role Refresher up to \$9,000.00

Design and develop training material to complement existing Regional District and Municipal Emergency Management Programs. Participants of the program have requested at minimum session topics to include: Management Team, Liaison, Information, Planning, Operations, Logistics, and Finance.

Provide practical activities based on common section activities and incorporate best practices utilizing the NEW web-based platform to reinforce processes and workflows.

Part 3: Full-Scale Multi-Jurisdictional Exercise up to \$60,000.00

3.1 The Proponent will develop a multi-jurisdictional, multi-agency, Full-Scale Exercise (FSE).

The FSE will be geographically based within the Regional District and will expand into two or more Electoral Areas or Municipalities. The FSE will test the ability of the Regional District and its partnering agencies to respond in a coordinated manner. In 2020, the Regional District held a tabletop exercise, the plot was a wildfire compounded by a significant wind event starting on Indigenous land.

The 2022 exercise will incorporate the following items:

- At least two realistic field incident command posts (one of which will be an Evacuation Reception Centre)
- Use of the NEW web-based platform
- Pseudo media, EOC function injects, simulation scripts
- Exercise material for field exercises
- Staged locations to exercise realism, communication and action tracking
- Communication (internal/external)
- Use of liaisons (at minimum: Indigenous, Community and Operations section specific)
- Completion of EOC/IC shift handover
- Moderators will provide feedback to participants
- A survey for participants

The Proponent, in collaboration with the Regional District and subject matter experts, shall:

- facilitate the functional exercise design process; develop agendas, presentations, and minutes, as required
- develop visual materials (including written, as required)
- facilitate invitations and coordinate logistics at host facilities:
 - including arrangements for space
 - rental of equipment
 - and any other approved materials expended for the FSE
- provide moderators during the FSE as required

3.2 After Exercise Report

The Proponent will provide the Regional District with an After Exercise Report, which will include:

- areas of success
- recommendations and areas for improvement

3.3 Board Presentation

The Proponent will meet with the Region Emergency Management Steering Committee to discuss the After Action Review during the draft stage. The Proponent will present to the Regional District Board their findings during a Protective Services Committee meeting. A slide deck is to be produced for this presentation.

5.2. SCHEDULING

The Proposal shall contain a work schedule showing the major activities or tasks, order and interdependence of the various milestones, sub-tasks and deliverable for each of the required tasks, including any proposed meetings.

Task	Completion Date
Part 1: Implementation of a Web-Based EOC Platform	<i>Ideally</i> complete prior to March 1 2022. No later than March 15 2022
1.1 Design and Implement Web-based Platform	
1.2.1 Develop and Deliver “Train the Trainer”	
1.2.2 Refinement of the “Train the Trainer” Materials	<i>Hard Deadline</i> June 20 2022
1.3 Platform Refinement	<i>Hard Deadline</i> June 15 2022
Part 2: EOC Section Training Utilizing the Web-Based Platform & Role Refresher	<i>Ideally</i> complete prior to March 31 2022. No later than April 30 2022.
Part 3: Full-Scale Multi-Jurisdictional Exercise	
3.1 Full-Scale Multi-Jurisdictional Exercise	<i>Ideally</i> complete no later than May 1 2022. No later than May 10 2022.
3.2 After Exercise Report	
3.3 Board Presentation	<i>Hard Deadline</i> no later than June 30 2022. Based on Scheduled Board Meetings

The Proponent should plan their work to conform to this schedule; the consultant can work with the Emergency Program Coordinator if scheduling changes are required. The Regional District will provide information and responses to the consultant in a timely manner in order to maintain the schedule.

5.3. PROJECT MANAGEMENT

Provide project management services throughout all project phases in cooperation with the Regional District Emergency Program Coordinator. Items required during the performance of the work include the following, at a minimum:

- The consultant shall manage the project schedule, resources and budget very closely through all phases of this Work. To facilitate Project Management, the Consultant shall identify specific milestones, generate action plans, set completion dates of the various milestones, track the progress of each task and indicate how budget control is to be exercised.
- Deliverable: The consultant shall provide written reports to the Regional District summarizing the progress to date in comparison to the baseline schedule, project constraints, delivery dates, outstanding items, project budget, and any corrective actions that will be implemented to maintain the approved schedule.
- Consultant shall identify any equipment for which pre-purchase by the Regional District would be recommended to meet the schedule requirements.

5.4. COMMUNICATIONS

Project communications will be a key component in the success of the complete project and will carry through all project phases. At minimum, the Regional District expects the following:

- Meet with the Regional District Emergency Program Coordinator and other staff as required in a timely manner to review project objectives and to gather information at project milestones.
- Meet with Regional District staff to initiate the assignment and confirm scope, key dates and requirements for activities such as easement negotiations, open house arrangements, invoicing, protocols, and design review process.
- Meet with Regional District staff at key milestones in all stages of the project.
- Deliverable: The Consultant shall provide written notes of all meetings and distribute to all in attendance within 48 hours of the meeting. These notes shall clearly show the actions that are assigned for all individuals.
- All teleconference calls or virtual meetings, if required, shall be hosted by the Consultant.

Other communication activity details anticipated for a successful project outcome are to be included in the Proposal.

6. REPORTING REQUIREMENTS

Before the conclusion of the project all documents, including but not limited to memos, reports, photographs, video, shop drawings, manuals, spreadsheets, project management information and tracking, assessments and other documents created for the purpose of this project, will be provided on a memory stick to the Regional District. Some specific reporting requirements are detailed in the following sections.

6.1. DOCUMENTS

Biweekly written status updates to the Regional District project manager will be required throughout the entire project through email or memo. At critical points in the project, the updates may be required weekly.

The Regional District will require fully editable electronic copies of the draft and final packages in formats that are compatible with the software available at the Regional District (i.e. Microsoft Word and Excel, PDF files). The files will not be password protected.

All finalized reports must be submitted electronically.

6.2. DRAWINGS

Data in a GIS format (as a ESRI shapefile) with required attributes populated. A list of attributes will be determined for each feature type during design.

Drawings shall meet standards acceptable to the Regional District's Geographical Information Systems (GIS) department and be prepared and presented in SI units and use Geodetic datum and UTM Nad 83 coordinates.

All drawings shall also be drawn, saved and provided in PDF format.

A. Safety Procedures

Prior to exercise, the successful Proponent is required to supply the Regional District with their safety plan. At this time the Proponent will also be informed of the Regional District's safety requirements. During the progress meetings, safety issues must be discussed and addressed.

7. FEES AND DISBURSEMENTS

The Proposal shall specify a maximum or upset fee up to and including the completion of training and debrief.

Any costs incurred by the Consultant above the submitted maximum cost will be the sole responsibility of the Consultant unless pre-approved by the Regional District.

A schedule of hourly rates for all personnel, equipment and disbursement rates (includes transportation expenses) for the project shall be included in the Proposal. The rates provided in the Proposal shall remain at these set rates through each phase as outlined in the Scope of the Project Work 5.1.

Fees must include all applicable taxes, but show taxes as separate items. All prices quoted to be in Canadian dollars.

Funding for this project is based upon approval through Union of British Columbia Municipalities and the Emergency Response Financial Guidelines.

The proposal for the entire project must include all costs for a successful completion of the project scope of work. No additional funds are available for project overages in consulting expenses. Please ensure to include details on relevant recent projects that were kept within budget and schedule in the Proposal, as this is an important evaluation factor.

APPENDIX “A” REQUEST FOR PROPOSALS EVALUATION FORM

Proponent's Name: _____			
Project Title: EOC Web Based Implementation and Training 2021/2022			
Evaluation Date: _____ Evaluator: _____			
Step 1:		YES	NO
Mandatories	Proposal received prior to closing		
	Subconsultant list submitted		
	Project Manager identified		
	Proposed schedule included		
	Reference List		
	Hourly rates provided		
	Maximum or upset fee included		
	Complete proposal as requested		
Step 2:		Assigned Points	Points
Proponent	Qualifications of firm and project team members	10	
	Experience of firm and project team members	10	
	Past Performance / References	10	
	Previous Report or Writing Sample	5	
	Resources	5	
Step 3:			
Proposal Web-Based Platform	Scope	5	
	Methodology	10	
	Scheduling	10	
	Project Team - Level of Effort	5	
	Clarity of Proposal	10	
	Points for Price = (lowest cost Proposal divided by Proposal being evaluated) x (10% weight)	20	
Proposal Refresher Training	Scope	5	
	Methodology	10	
	Scheduling	10	
	Project Team - Level of Effort	5	
	Clarity of Proposal	10	
	Points for Price = (lowest cost Proposal divided by Proposal being evaluated) x (10% weight)	20	
Proposal Full Scale Exercise	Scope	5	
	Methodology	10	
	Scheduling	10	
	Project Team - Level of Effort	5	
	Clarity of Proposal	10	
	Points for Price = (lowest cost Proposal divided by Proposal being evaluated) x (10% weight)	20	
Total			
Web-Based Platform	Proponent + Proposal + Price Scores	100	
Refresher Training	Proponent + Proposal + Price Scores	100	
Full Scale Exercise	Proponent + Proposal + Price Scores	100	
Proposal Score			

1. Requests for Proposals (RFP's) shall be reviewed by an Evaluation Team, which shall consist of at least two staff members.
2. Each Evaluation Team member shall complete the RFP Evaluation Form for each Proposal.
3. Evaluation Team Members will use the following list of questions to complete the RFP Evaluation Form:

Proponent Evaluation

- (i) Qualifications of Firm and Project Team Members
Are the firm and project team members specialized and qualified in the nature of the project work?
- (ii) Experience of Firm and Project Team Members
Has the firm completed similar projects during the last three years? Do the assigned project team members have experience with similar projects?
- (iii) Past Performance
Is the firm's record of past performance sound? Do reference checks reveal weaknesses? Was abnormal level of monitoring required? Does the firm consistently complete assignments on time and within budget?
- (iv) Previous Writing Sample
Does the writing sample include:
 - Statistical evidence to support statements
 - Metrics for improvement
 - Brevity and Clarity in the report
 - Short, medium and long term recommendations
 - Highlight the experience of the front end user (i.e. is the voice of the evacuee/client within the writing)
 - Overall aesthetic
- (v) Resources
Does the consultant have ample resources (e.g. staff, equipment, etc.) to apply to this project? What does the contractor require of RDOS staff to complete this project?

Proposal Evaluation

- (i) Scope
Do the objectives, scope, work plan, and prediction of results comply with the terms of reference and project objectives?
- (ii) Methodology
Is the methodology clear and in sufficient detail to cover all necessary aspects? Does the Proposal reflect the required understanding of the project? Is each task clearly outlined and in logical sequence?
- (iii) Scheduling
Does the Proposal indicate that the achievement of objectives will be met according to an acceptable schedule? Are they within the timelines set by the terms of reference (if outlined in the terms of reference) Are problems or delays accounted for? Is timing realistic for the project?
- (iv) Project Team
Is the level of effort (total hours) adequate, low or high? Are the hours of professionals involved adequate, low or high? Is the proportion of professional vs. technical hours adequate or

appropriate?

(v) Clarity of Proposal

Is the Proposal clear, concise, and logical?

Price Evaluation

(i) Total Price

4. Upon completion of Step 2, the Evaluation Team shall determine, by consensus, the score for each Proposal and will forward these scores to the Board for its consideration to select the successful Proponent.

The award of the contract is subject to board approval.

APPENDIX “B” SAMPLE CONSULTING SERVICES AGREEMENT TERMS

SECTION 1. INTERPRETATION

1.1 For purposes of this Agreement, except as otherwise expressly provided:

- (a) Section—all references in this Agreement to a designated “section” or other subdivision or to a Schedule is to the designated section or other subdivision of, or Schedule to, this Agreement;
- (b) Whole Agreement—the words “herein”, “hereof”, “hereunder” and other words of similar import refer to this Agreement as a whole and not to any particular section or other subdivision or Schedule;
- (c) Headings—any headings have been inserted for convenience only and do not form a part of this Agreement and are not intended to interpret, define or limit the scope, extent or intent of this Agreement or any provision hereof;
- (d) Non-limiting—the singular of any term includes the plural, and vice versa; the use of any term referable to a particular gender is equally applicable to any gender and, where applicable, a body corporate; the word “or” is not exclusive and the word “including” is not limiting (whether or not non-limiting language, such as “without limitation” or “but not limited to” or words of similar import is used with reference thereto).

SECTION 2 CONSULTANT’S DUTIES

- 2.1 The Consultant shall provide, and has agreed to provide to the Regional District all Services set out in the Request for Proposal (attached hereto as Schedule “A”) and the Consultant’s Proposal (attached hereto as Schedule “B”), both of which form part of this agreement (hereinafter collectively called the “Services”). The Services shall be provided within the times specified in Schedules A and B.
- 2.2 In performing the Services under this Agreement, the Consultant shall, at all times, act in the best interests of the Regional District and exercise that degree of professional skill, care and diligence required according to generally accepted professional science and engineering standards applicable to the performance of such Services at the time and place the Services are performed.
- 2.3 It is agreed that in awarding the professional Services encompassed within this agreement to the Consultant, the Regional District has relied upon the Consultant’s representations concerning the experience of certain identified personnel in the employ of the Consultant. It is agreed that, in performing the Services under this agreement, the Consultant shall designate those key staff and subconsultants specified in Schedule “B” to carry out and provide the Services to be provided by the Consultant as referred to herein
- 2.4 The Consultant shall request of the Regional District any information or data contained in Regional District files which the Consultant requires in order to perform the Services. The Regional District is only obligated to provide to the Consultant information and data that is pertinent to the terms of reference and work program set out in Schedules “A” and “B”. The Consultant may rely on such information or data as may be provided by the Regional District without independent verification.
- 2.5 To ensure that the Project is processed in a timely manner, the Consultant and the Regional

District will apply their best efforts to meeting the following deadlines:

- a) Phone call inquiries from the Regional District will be returned within 24 hours;
- b) Public inquiries to the Consultant on technical issues will be returned within 48 hours;
- c) Meetings will be scheduled within 5 working days from date of request;
- d) Review comments for material submitted by the Consultant will be processed by the Regional District within 14 days of receipt.

- 2.6 Costs which have not been identified by the Consultant in the cost estimate will not be paid by the Regional District without prior approval and confirmation in writing. No payment shall be made to the Consultant for cost overruns that have not been the subject of prior notice and approval by the Regional District.

Any change in the rates charged for fees and disbursements must be approved in advance, in writing, by the Regional District.

- 2.7 The Consultant shall submit to the Regional District regular progress reports, as requested from time to time, and such additional reports as may be reasonably required.

SECTION 3 FEES AND DISBURSEMENTS

- 3.1 The Consultant shall receive from the Regional District for the performance of the Services the compensation referred to in _____
- 3.2 Invoices may be rendered on a monthly basis prorated to the work completed or, at the conclusion of each phase by the Consultant to the Regional District, and shall be delivered to the Regional District of Okanagan-Similkameen, 101 Martin Street, Penticton, British Columbia, V2A 5J9. Invoices shall be payable in full by the Regional District within thirty (30) days of receipt.
- 3.3 The Consultant shall provide all necessary and sufficient substantiation to the Regional District in order to verify any invoice upon request. If the Regional District is unable to verify any invoice within the said period, any payment by the Regional District either may be withheld or may be made and treated as an advance pending verification of the invoice.
- 3.4 Any necessary adjustments which have not been made prior to payment of an invoice may be made by the Regional District at the time of a later payment. If the Regional District is shown to have overpaid, the Regional District may deduct the amount from any other sums due to the Consultant from the Regional District or the Consultant shall pay the amount to the Regional District within thirty (30) days of the amount being agreed upon or otherwise established.
- 3.5 The Regional District may request the Consultant to submit prior to payment of the final invoice a statutory declaration or other proof that there are no outstanding costs, assessments, liens or claims in connection with the project.

SECTION 4 CONFIDENTIALITY, OWNERSHIP AND USE OF DOCUMENTS AND MATERIALS

- 4.1 The Consultant acknowledges that in the performance of the Consultant's responsibilities hereunder, the Consultant may have access to confidential information, records and customer lists of the Regional District (the "Confidential Information"). During and after the term of this Agreement, the Consultant shall not, directly or indirectly, disclose such Confidential Information to any person or use any such Confidential Information, except:
- (a) as required in the course of performing such Services and then only to staff of the Regional District on a need-to-know basis; or

(b) with the prior written consent of the Regional District;

and all Confidential Information which the Consultant shall prepare or use or come in contact with shall be and remain the Regional District's sole property and shall not be removed from the Regional District's premises without its prior written consent, except as required in the normal course of performing the Services under this Agreement.

- 4.2 The Consultant agrees that all base materials, research results, computer programs, computer files, drawings, documents and notes and materials of any type whatsoever developed or prepared by the Consultant (hereinafter called the "Documents") in the performance of the Services shall vest and become the absolute property of the Regional District, including copyright of such Documents and upon completion of the Services or termination of this Agreement, all copies of Documents shall be delivered by the Consultant to the Regional District. The Consultant may retain one copy of it's materials for record purposes.
- 4.3 The Consultant agrees that all restrictions in this Section 4 are reasonable, fair and valid in all the circumstances and, to the fullest extent permitted by law, hereby waives all defences to the strict enforcement thereof by the Regional District.
- 4.4 The Regional District acknowledges and agrees that the Consultant's Services have been provided for a specific purpose. Any reuse, modification, or misuse of the Consultant's studies, reports, drawings, plans, designs, specifications, models, software, processes, documents, or other information by the Regional District or third parties shall be at the Regional District's sole risk and responsibility.

SECTION 5 SPECIAL TOOLS AND EQUIPMENT

- 5.1 All necessary special tools, equipment and other things shall be acquired by the Consultant solely at the Consultant's cost and shall be the property of the Consultant unless the Regional District specifically authorizes the purchase of a specific item at the Regional District's expense.
- 5.2 The cost of special tools, equipment and other things that have not been specifically identified in detail by the Consultant or specifically authorized in writing by the Regional District during performance of the project shall be considered to be within the overhead of the Consultant.
- 5.3 If the Regional District specifically authorizes, in writing, that the Consultant shall purchase any special tool, equipment, or other things at the expense of the Regional District then such items shall become the property of the Regional District. The Consultant shall bear the risk of loss or damage, normal wear and tear excepted, to all such items for the time when such items are out of the possession and control of the Regional District. Upon completion of the project, the Consultant shall deliver all such special tools, equipment and other things to the Regional District.

SECTION 6 SUB-CONSULTANTS AND SUB-CONTRACTORS

- 6.1 The Consultant may, with the prior written approval of the Regional District, engage the services of sub-consultants or sub-contractors to perform work which the Consultant is unable to perform.
- 6.2 The sub-Consultants and sub-contractors shall agree in writing prior to their participation in the Project to be bound by duties and obligations arising out of this Agreement between the Consultant and the Regional District.
- 6.3 The Consultant shall be responsible to the Regional District for all work carried out by sub-consultants and sub-contractors in connection with the project as if such work had been

performed by the Consultant.

- 6.4 The Consultant shall be responsible to the Regional District for the acts and omissions of all sub-consultants and sub-contractors, their employees and agents, as if such sub-consultants and sub-contractors, their employees and agents, were persons directly employed by the Consultant.

SECTION 7 TERMINATION AND SUSPENSION

By the Regional District :

- 7.1 If the Consultant is in default in the performance of any of his material obligations set forth in this agreement, then the Regional District may, by written notice to the Consultant, require such default to be remedied. If, within seven (7) days after delivery of such notice, such default shall not have been corrected or reasonable steps to correct such default have not been taken, the Regional District may, without limiting any other right or remedy the Regional District may have, immediately terminate this agreement and discharge its obligations under this agreement by paying for the cost of the Services rendered and disbursements incurred by the Consultant and remaining unpaid as of the effective date of the termination.
- 7.2 The Regional District may terminate this Agreement upon seven (7) days' prior written notice in the event the Consultant:
- (a) fails to complete the Services or any portion thereon within the time specified by this Agreement;
 - (b) becomes insolvent;
 - (c) commits an act of bankruptcy;
 - (d) assigns this Agreement without the required written consent of the Regional District;
 - (e) fails to adhere to or perform any of the provisions of this Agreement;
 - (f) has any conflict of interest which may, in the opinion of the Regional District, adversely affect any project for which the Services are being provided; or
 - (g) there is a change in the personnel referred to in Schedule "B" herein without the prior written approval of the Regional District.
- 7.3 Notwithstanding anything herein to the contrary, the Regional District may, for whatever reason, terminate this Agreement on One (1) months' prior written notice to the Consultant, in which case the term of this Agreement shall expire upon the effective date set out in the aforesaid notice, and the Regional District shall have no further obligation to the Consultant for the balance of the term of this Agreement save and except as may exist on the termination date.
- Upon receipt of such written notice, the Consultant shall perform no further Services other than those reasonably necessary to close out the project.
- In such event, the Consultant shall be paid by the Regional District for all Services performed and all disbursements incurred pursuant to this agreement and remaining unpaid as of the effective date of such termination. On said payment the Regional District shall have no further liability of any nature whatsoever to the Consultant for any loss of profit or any other losses suffered, either directly or indirectly, by the Consultant as a result of the termination of this agreement.
- 7.4 The Consultant shall, upon termination, forthwith provide to the Regional District a reproducible copy of all materials used by the Consultant or prepared by the Consultant in regards to the Services.
- 7.5 The Consultant agrees that the termination or suspension of this agreement or any change

thereto does not operate as to relieve or discharge the Consultant from any obligation under this agreement or imposed upon the Consultant by law in respect of the Services or any portion of the Services that the Consultant has completed to date or such termination or suspension. This indemnity shall survive the expiry or sooner termination of this agreement.

By the Consultant :

- 7.6 If the Regional District is shown to be in default in performance of any of its material obligations set forth in this agreement, then the Consultant may, by written notice to the Regional District, require such default to be corrected.

If, within seven (7) days after receipt of such notice such default shall not have been corrected, or reasonable steps have not been taken to correct such default, the Consultant may, without limiting any other right or remedy he may have, immediately terminate this agreement. In such an event, the Consultant shall be paid by the Regional District for all Services performed and disbursements incurred pursuant to this agreement and remaining unpaid as of the effective date of such termination.

- 7.7 If the Consultant's Services are suspended by the Regional District at any time for more than thirty (30) days through no fault of the Consultant, then the Consultant shall have the right at any time until such suspension is lifted by the Regional District, to terminate this agreement upon giving written notice thereof to the Regional District.

In such event, the Consultant shall be paid by the Regional District for all Services performed and all disbursements incurred pursuant to this agreement and remaining unpaid as of the effective date of such suspension.

SECTION 8 INSURANCE AND INDEMNITY

- 8.1 The Consultant shall maintain in full force and effect with insurers licensed in the Province of British Columbia, all insurance as outlined on the attached **Certificate of Insurance – Standard Consultant's Certificate Form** as provided by the Regional District. This form must be completed by the Consultant's insurance broker and returned to the Regional District.:

- 8.2 The Consultant shall, at his expense, establish and maintain Errors and Omissions Insurance in respect to the Services and operations of the Consultant based on the following:

1. Preliminary Project where fees do not exceed \$15,000: Insurance limit shall be a minimum of \$250,000 per claim and \$500,000 per policy period.
2. Studies with no designing required: Insurance limit shall be a minimum of \$500,000 per claim and \$1,000,000 per policy period.
3. Design assignments and/ or planning services covering projects not exceeding \$1,000,000 in value: Insurance limit shall be a minimum of \$1,000,000 per claim and \$1,000,000 per policy period.
4. Design assignments and/ or planning services covering projects exceeding \$1,000,000 in value: Insurance limit shall be a minimum of \$2,000,000 per claim.

- 8.3 The Consultant's Professional Errors and Omissions Insurance shall be maintained continuously during the term of this Consulting Services Agreement and subsequently continue to be in force for twelve (12) months beyond the project completion date of Services (i.e., submission of Final Report, as approved in writing by the Regional District).

The Consultant will provide 30 days written notice in advance of cancelation of any policies.

- 8.4 General liability insurance must be obtained on an occurrence basis for the Consultant with limits of not less than \$5,000,000 inclusive per occurrence for bodily injury and property damage.

- Detailed coverage is to be as specified on the provided Standard Contractor's Certificate Form.
- 8.5 The Consultant shall at all times indemnify, defend, release, hold harmless and forever discharge the Regional District, and the Regional District elected and appointed officials, officers, employees and agents from and against all liability, claims, damages, losses, costs, actions, causes of action, suits, proceedings and expenses at law and in equity, whether known or unknown, including all actual legal and other professional fees and disbursements on a full indemnity basis, whether arising directly or indirectly from death, personal or bodily injury, sickness, disease, property loss, property damage or other loss or damage which may result from or be connected with the performance of this Agreement, including any breach or default of this Agreement by the Consultant or its employee.

SECTION 9 ARBITRATION

- 9.1 All matters in dispute under this agreement may, with the concurrence of both the Regional District and the Consultant, be submitted to arbitration to a single arbitrator appointed jointly by them and the provisions of the *Arbitration Act* shall apply.
- 9.2 No one shall be nominated to act as arbitrator who is in any way financially interested in the project or in the affairs of either the Regional District or the Consultant.

SECTION 10 INDEPENDENT CONTRACTOR

- 10.1 Nothing in this agreement or the Consultant's performance of his duties under this agreement shall constitute or create an employer-employee relationship. The Consultant shall act solely as an independent contractor and not as an employee or agent of the Regional District and is not authorized to create obligations on the part of the Regional District to third parties.

SECTION 11 WAIVER

- 11.1 Any failure of the Regional District at any time to enforce or require strict compliance with any of the terms of this agreement shall not constitute a waiver or relinquishment of any such terms and the same shall remain at all times in full force and effect.

SECTION 12 RECORDS AND AUDIT

- 12.1 The Consultant shall keep reasonable and proper records, accounts, statements and other relevant documents for a period of not less than twelve (12) months after completion of the Project or for such extended period as the Regional District may request in advance and in writing.
- 12.2 The Consultant shall permit the Regional District to inspect, audit and copy all records, accounts, statements and other relevant documents of the Consultant relating to the Project at all reasonable business hours in the offices of the Consultant unless otherwise agreed in writing by the parties.

SECTION 13 SUCCESSORS AND ASSIGNS

- 13.1 This agreement shall enure to the benefit of and be binding upon the parties hereto and their respective executors, heirs, administrators, successors and assigns, as the case may be.
- 13.2 Neither party may assign this agreement without the prior consent in writing of the other, which consent shall not be unreasonably withheld.

SECTION 14 COMPLIANCE WITH LAWS

- 14.1 The Consultant shall comply with all applicable bylaws and regulations of the Regional District and all applicable laws of the Province of British Columbia and the Government of Canada. Without restricting the generality of the foregoing, the Consultant shall abide by all provisions of the Workers' Compensation Act of British Columbia and upon request by the Regional District shall

supply proof that all assessments have been paid.

- 14.2 The laws of the Province of British Columbia shall govern this agreement and any arbitration or litigation in respect thereof.

SECTION 15 TERM

- 15.1 The parties hereto agree that the Term of this Consulting Services Agreement will be from ____ to ____.

SECTION 16 ENTIRE AGREEMENT

- 16.1 This agreement constitutes and expresses the whole agreement of the parties with reference to the engagement of the Consultant by the Regional District.

SECTION 17 NOTICE

- 17.1 Except in the case of emergency, when notice may be given by telephone with later confirmation in writing, any notice, request, approval, demand or other communication which may be or is hereby required or permitted to be given under this agreement shall be in writing and either delivered by hand or sent by facsimile transmission addressed as follows:

- (a) if to the Regional District:
101 Martin Street, Penticton, BC, V2A 5J9
Fax No. 250-492-0063; and
- (b) if to the Consultant:
(TO BE COMPLETED);

or at such other address or facsimile number, which notice has been given as provided in this section. Any notice which is delivered by hand will be deemed to have been given on the first day on which it is delivered. Any notice which is sent by facsimile transmission will be deemed to have been given on the first day after it is transmitted, provided that the sender obtains written confirmation of successful transmission. If a party will promptly give notice of its new address or facsimile number, or both, to such other parties provided in this section, whereupon such notice to such party will thereafter be sent to such new address or facsimile number.

SECTION 18 TIME OF THE ESSENCE

- 18.1 Time shall remain of the essence with respect to this Agreement.

SECTION 19 EXECUTION

- 19.1 This agreement may be executed in any number of counterparts, each of which so executed shall be deemed an original and the counterparts together from a valid and binding agreement which may be sufficient evidence by any one such original counterpart.
- 19.2 In the event this agreement is executed by two or more persons, the covenants and agreements herein shall be deemed to be joint and several covenants.

SECTION 20 ELECTRONIC MAIL

- 20.1 This agreement may be executed by the parties and transmitted by facsimile or electronic mail and if so executed and transmitted, this agreement will be for all purposes as effective as if the parties hereto had delivered an executed original of this agreement.