



REQUEST FOR PROPOSAL

FIRE DISPATCH SERVICES

Request for Proposal:	FD-2025-01
Issue Date:	Oct 20th, 2025
Closing Date:	Nov 13th, 2025 @ 2:00 PM
Address Bids to:	Kaila Zamojski, Clerk Town of Arnprior 105 Elgin Street West Arnprior, ON K7S 0A8
Procurement Officer:	Rick Desarmia
Last Day for Inquiries:	Oct. 30th, 2025 @ 2:00 PM

Electronic copies of proposal submissions (i.e. fax or email) will **not** be accepted.

The Corporation of the Town of Arnprior reserves the right to accept or reject any
Or all proposals or accept all or any part thereof.



THE CORPORATION OF THE TOWN OF ARNPRIOR
REQUEST FOR PROPOSAL
Fire Dispatch Services

TOWN OF ARNPRIOR RFP NO. FD-2025-01

SEALED PROPOSALS, must be received in sealed envelopes no later than 2:00 p.m. (local time) on Wednesday, November 13th, 2025, identifying the bidders name and clearly marked "Proposal for Fire Dispatch Services RFP #FD-2025-01" with same forwarded to:

Kaila Zamojski, Town Clerk
Town of Arnprior
105 Elgin Street West
Arnprior, ON
K7S 0A8

PROPOSAL PACKAGES can be obtained electronically by contacting the Procurement Officer or from the Town of Arnprior Municipal Office located at 105 Elgin Street West, between 8:30 a.m. and 4:30 p.m., Monday to Friday, beginning at 8:30 a.m. on Wednesday, Oct 16th, 2025.

The lowest or any proposal will not necessarily be accepted.

INDEX TO PROPOSAL DOCUMENTS

1.	GENERAL CONDITIONS	5
1.1	Description of Services	5
1.2	Definition of Terms	5
1.3	Official Request for Proposal.....	5
1.4	Collusion	5
1.5	Amendment or Withdrawal of Proposal	5
1.6	Proposal Validity	6
1.7	Right to Award	6
1.8	Statement of Confidentiality	6
1.9	Rights to Information	6
1.10	Errors of Omissions	6
1.11	Indemnification.....	7
1.12	Municipal Freedom of Information and Protection of Privacy Act.....	7
1.13	Compliance.....	7
1.14	Anti-Lobbying Restrictions	8
2.	SPECIFIC CONDITIONS	9
2.1	RFP Closing Date	9
2.2	Inquiries	9
2.3	Submission of Proposal(s)	9
2.4	Litigation with the Town of Arnprior	11
2.5	Instructions to Proponents	11
2.6	Payment	11
2.7	Contract Award	11
3.	STATEMENT OF WORK.....	12
3.1	Background.....	12
3.2	Scope of Service.....	13

3.3	Proposal Inclusions	16
3.4	Timing	17
3.5	Insurance Requirements	17
4.0	PROPOSAL REVIEW AND EVALUATION.....	20
4.1	Technical Proposal - Stage 1	20
4.2	Financial Proposal & Site Visit - Stage 2	20
	APPENDIX A: PROPOSAL FORMS	22
	APPENDIX B: TOWN OF ARNPRIOR MAP	27
	APPENDIX C: SERVICES AGREEMENT.....	29

1. GENERAL CONDITIONS

1.1 Description of Services

The Town of Arnprior is accepting proposals for Fire Dispatch Services for a term of three (3) years with possibility of an extension of an additional two (2) years subject to satisfactory performance.

1.2 Definition of Terms

Wherever the word “Corporation” is used, it shall be deemed to mean “The Corporation of the Town of Arnprior”.

Wherever the word “Bidder” or “Proponent” are used, it shall be deemed to mean those individuals, firms or companies who have submitted proposals on specified services required by the Corporation.

“Proposal Document” includes a **separately sealed** Technical Proposal and Financial Proposal the Technical Proposal should outline how the minimum specifications of the RFP are met and include any mandatory Appendix A Proposal Forms including acknowledgement of any addenda thereto issued by the Corporation. The Financial Proposal should include Initial Set up cost and Year by Year costing for the period of the contract.

1.3 Official Request for Proposal

The Town of Arnprior is the official and sole distributor of this Request for Proposal and any addenda. If a Proponent obtains this Request for Proposal by means other than through the Town of Arnprior, the accuracy of the Request for Proposal and receipt of any addenda is the sole responsibility of the Proponent. It is the responsibility of the Proponent to regularly check with the Procurement Officer for any addenda that may be issued prior to the closing date/time.

1.4 Collusion

The Proponent shall not engage in collusion of any sort and, in particular, shall prepare its proposal without any knowledge of, comparison of figures with or arrangement with any other person or firm submitting a tender for the same requirement.

1.5 Amendment or Withdrawal of Proposal

The Proponent may amend or withdraw their proposal prior to the closing date and time by submitting a clear and detailed written notice to the RFP contact. All proposals become irrevocable after the closing date and time.

1.6 Proposal Validity

Proposals shall remain open for acceptance by the Town for a period of no less than sixty (60) calendar days from the RFP closing date.

1.7 Right to Award

The Town reserves the right to award this contract to any, or none, of those proponents who submit a proposal. Regardless of the decision to award, or not to award this contract, the prospective proponents are responsible for all costs incurred in the preparation of its proposal. The lowest, or any proposal, will not necessarily be accepted.

If the project is awarded, the proponent agrees to execute a dispatch services agreement, satisfactory to the Town of Arnprior to undertake the scope of work as defined in this RFP within 10 (ten) days of Notice of Award to the successful Proponent.

1.8 Statement of Confidentiality

Bidders may submit proposals containing a "Statement of Confidentiality". However, this statement **must** indicate that the proposal can be reviewed by any staff of the Town of Arnprior, Town of Arnprior Council members, representatives, or contractors employed by the Town of Arnprior including an independent third-party Consultant contracted by the Town solely for the purpose of reviewing the proposal. Any deviation may cause the proposal to be deemed ineligible.

1.9 Rights to Information

Upon completion of this contract, the Town of Arnprior will be the sole owner of all information provided to the Town. The information provided to the Town may be copied by the Town without exception. The successful proponent will receive credit for all original material. Should the firm wish to maintain intellectual property rights over any portion or aspect of the final submission, this must be clearly identified in the proposal submission.

1.10 Errors of Omissions

It is understood and acknowledged that while this Request for Proposal includes specific requirements, a complete review and recommendations are required. Minor items not herein specified, but obviously required, shall be provided. Any misinterpretation of requirements within this request for proposal shall not relieve the bidder of the responsibility of providing the services or products as aforesaid.

1.11 Indemnification

The proponent shall defend, indemnify and save harmless the Town of Arnprior and its elected officials, officers, employees and agents from and against any and all claims of any nature, actions, causes of action, losses, expenses, fines, costs (including legal costs), interest or damages of every nature and kind whatsoever, including but not limited to bodily injury, sickness, disease or death or to damage to or destruction of tangible property including loss of revenue or incurred expense resulting from disruption of service, arising out of or allegedly attributable to the negligence, acts, errors, omissions, misfeasance, nonfeasance, fraud or willful misconduct of the proponent, its directors, officers, employees, agents, contractors and subcontractors, or any of them, in connection with or in any way related to the delivery or performance of this Contract. This indemnity shall be in addition to and not in lieu of any insurance to be provided by the proponent in accordance with this Contract and shall survive this Contract.

The proponent agrees to defend, indemnify and save harmless the Town of Arnprior from and against any and all claims of any nature, actions, causes of action, losses, expenses, fines, costs (including legal costs), interest or damages of every nature and kind whatsoever arising out of or related to the bidder's status with WSIB. This indemnity shall be in addition to and not in lieu of any proof of WSIB status and compliance to be provided by the proponent in accordance with this Contract and shall survive this Contract.

1.12 Municipal Freedom of Information and Protection of Privacy Act

The Town is subject to the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c.M.56, as amended with respect to, and protection of, information under its custody and control. Accordingly, all documents provided to the Town in response to this RFP may be available to the public unless the party submitting the information requests that it be treated as confidential.

All information is subject to *Municipal Freedom of Information and Protection of Privacy Act* and may be subject to release under the Act, notwithstanding the Proponent's request to keep the information confidential.

1.13 Compliance

All federal, provincial and local laws and regulations now or hereafter enacted shall become a part of the Contract and be complied within the performance of all portions of the work. The successful Proponent shall be responsible to obtain, review, and abide by the terms and conditions of the following applicable laws including, but not limited to:

- O. Reg. 343/22: FIREFIGHTER CERTIFICATION

- Occupational Health and Safety Act, R.S.O. 1990, as amended
- Workplace Safety and Insurance Act, effective January 1, 1998, as amended.
- Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, as amended
- Ontario Regulation 191/11 made under the Accessibility for Ontarians with Disabilities Act, 2005
- Bill 168, Occupational Health and Safety Amendment Act (Violence and Harassment in the Workplace) 2009
- Town of Arnprior Employee Code of Conduct

The Proponent is assumed to be familiar with all such laws and regulations which, in any manner, affect those engaged or employed in the work, facilities or equipment used in the proposed work or which, in any way, affect the conduct of the work and no plea of misunderstanding will be considered on account of ignorance thereof.

If the Proponent shall discover any provisions in the specifications or RFP which is contrary to or inconsistent with any laws or regulations, he shall forthwith report it to the Procurement Officer, in writing, prior to the closing of the RFP.

1.14 Anti-Lobbying Restrictions

Lobbying in any form is not permitted. The Town reserves the right to disqualify, at any time (including after the selection process has been completed) and at its sole discretion, any proponents), person(s) or vendor(s) engaged in lobbying as defined herein.

Lobbying is defined as any activity, or any contact, aimed at either gaining an unfair advantage, or influencing the outcome of the Town's current, on-going or known future procurement initiatives. This shall include, but not be limited to, attempts to contact in anyway any elected officials of the Town, or any of the Town's officers, staff or agents regarding any Town procurement initiative. Lobbying is also defined as any attempt by a bidder or vendor to utilize news outlets or press representatives to gain an unfair advantage or influence the outcome of the Town's current, on-going or known future procurement initiatives.

Contact is permitted when requested in writing by the Town's Procurement Officer, the Treasurer, Deputy Treasurer, Clerk, Deputy Clerk or Chief Administrative Officer in order to facilitate inquiries which are required by the Town in order to clarify any information which the Town deems is necessary to render a decision on the procurement process.

Any proponent(s), person(s) or vendor(s) found to be in breach of this provision shall be subject to immediate disqualification from the procurement process and may be prohibited from future procurement opportunities. In addition, no proponent(s) person(s) or vendor(s) who has been awarded a contract shall engage in any contact or activities in an attempt to influence any elected official or any employee of the Town with respect

to the purchase of additional enhancements, options or modules. However, a person(s) or vendor may communicate with the appropriate member of the Finance & Support Services Branch or the procurement officer for purposes of administration of the contract during the term of the contract.

2. SPECIFIC CONDITIONS

2.1 RFP Closing Date

Proposals for Fire Dispatch Services will be received no later than **2:00 P.M. (local time) on Wednesday November 13th, 2025.**

Proponents are solely responsible for ensuring that their **separately sealed Technical Proposal and Financial Proposal** is received and time stamped before the date and time stated above. The official time is solely determined by the Town Clerk or designate. Late submissions will not be accepted. Proposals received after the stipulated tender closing date and time will be returned unopened.

2.2 Inquiries

All inquiries regarding this Request for Proposal are to be directed in writing to the following Procurement Officer by November 13th, 2025 at 2:00pm:

Rick Desarmia, Fire Chief
Arnprior Fire Department
67A Meehan St.
Arnprior On. K7S2B7
Email: rdesarmia@arnprior.ca
Phone: 613-623-1836

To ensure consistency and quality of information to proponents, answers to questions relevant to the interpretation of this Request for Proposal will be forwarded by addendum to every prospective proponent without identification of the source of any inquiry. If a Proponent finds errors, discrepancies or omissions in the RFP, or is unsure of the meaning or intent of any provision herein, the proponent shall promptly notify the Procurement Officer of the error, discrepancy or omission. It is the Town's intent that this Request for Proposal permits fair and open competition.

2.3 Submission of Proposal(s)

Proponents are responsible for:

- I. The proponent **shall submit two (2) sealed copies** of your **technical proposal**, and **two (2) sealed** copies of your **financial proposal**, signed by an authorized official, in separate sealed envelopes and clearly identified on the outside as to its contents, identifying the proponent firm's name and marked:

Technical Proposal

(Proponent Firm Name) AND

Fire Dispatch Services

RFP # FD-2025-01

Financial Proposal

Proponent Firm Name)

Fire Dispatch Services

RFP # FD-2025-01

- II. include in the proposal attached mandatory forms - Appendix A Proposal Forms: Proponent Information Form, Acknowledgement of Receipt of Addenda and Declaration of Proponent;
- III. clause (II.) above does not preclude a Proponent from submitting support materials such as: company information, staff profiles, methodologies, and work schedules;
- IV. ensuring that proposals are received at the Clerk's office no later than the submission deadline and **MUST BE ADDRESSED TO THE FOLLOWING:**

Kaila Zamojski, Town Clerk
Town of Arnprior
105 Elgin Street West
Arnprior Ontario K7S 0A8
- V. understanding that proposals that are incomplete, conditional or obscure in the sole opinion of the Town, may be rejected;
- VI. ensuring the proposal is signed by an authorized official of the bidding firm and that the proposal submission package is sealed in an envelope and clearly identified on the outside as to its contents, identifying the proponent firm's name and marked:
- VII. understanding that the Town will not accept proposals submitted by email, facsimile transfer or any other electronic means;
- VIII. understanding that under no circumstances will any change be permitted to a proposal after the RFP closing date and time; and
- IX. ensuring that any supplementary information and literature, either as was requested, or as deemed by a proponent to be relevant to their proposal, is included with their submission. The additional information shall not qualify or restrict the proposal in any way or the proposal will be declared informal and may result in rejection thereof.

2.4 Litigation with the Town of Arnprior

No proposal may be accepted by the Municipality, at its discretion, for any proponent who has a claim or has instituted a legal proceeding, or has threatened to claim or institute a legal proceeding, against the Municipality or against whom the Municipality has a claim or has instituted a legal proceeding, without the approval of the Municipal Council. This applies whether the legal proceeding is related or unrelated to the subject matter of this RFP. This condition applies to both the Proponent as well as any Subcontractors listed in the proposal.

2.5 Instructions to Proponents

Except as expressly and specifically permitted in these Instructions, no Proponent shall have any claim for any compensation of any kind whatsoever, as a result of participating in this RFP, and by submitting a proposal each Proponent shall be deemed to have agreed that it has no claim.

2.6 Payment

Payment will be made on a quarterly basis upon receipt of an invoice by the Town from the Proponent. Payment can be expected within thirty (30) days of receipt of the invoice.

2.7 Contract Award

This Request for Proposal should not be construed as an agreement to purchase services. The Town of Arnprior is not bound to accept the lowest priced or any proposal of those submitted. Proposals will be assessed using the evaluation criteria. The highest scoring proponent may be selected to execute the contract.

Provided that at least one of the Proposals received meets the approval of the evaluation committee, a recommendation for award will be made on the basis of the evaluation.

- a) The award of the contract is subject to the best value for the Town of Arnprior.
- b) On evaluation and approval the Successful Bidder will be required to enter into a formal contract agreement.
- c) Notice in writing to a Proponent of the acceptance of its proposal by the Town of Arnprior and the subsequent full execution of a written Contract will constitute a Contract for the goods or services, and no Proponent will acquire any legal or equitable rights or privileges relative to the goods or services until the occurrence of both such events.
- d) The Town reserves the right to modify the terms of the Request for Proposal at any time at its sole discretion.

3. STATEMENT OF WORK

3.1 Background

The Town of Arnprior is located in the southeastern region of Renfrew County with a footprint of approximately 13 square kilometers. There is one centrally located fire station. There are currently 3 full time staff who work Monday to Friday 0830-1630 and 34 Volunteer Fire Fighters. The department after-office hours operation consists of a 2-person on-call duty crew, with full department call-outs for all for emergency responses. According to the latest Stats Canada Census done in 2021 the population of the Town is 9629. Current Proponent is Brockville Fire Dispatch and call volumes are detailed as follows:

Year	# Calls
2020	164
2021	151
2022	178
2023	185
2024	237
Average	183

At present, we currently operate a communication system that links our local communication tower and repeater to our current dispatch provider via fiber optic IP link. Our system currently operates through analog mobile radios technology, all of which have digital capabilities. Our communication system operates on one channel for both paging and fire ground operations. The department's paging function operates on a 2-tone paging frequency on 154.340 MHz

For compatibility with fire communication services, the specifications for our current radios and pagers are as follows:

- Portable Radios: Hytera PD602/682 VHF series, DMR Digital/Analog capable, IP 67 rated, Frequency Range: VHF 136-174MHZ, UHF 400-527MHZ
- Mobile Radios: Hytera MD782 VHF series, DMR Digital/Analog capable, IP 54 rated, 45-watt output
- Pagers: Swissphone, s.Quad Voice, s.One ready

3.2 Scope of Service

3.2.1 Communication Centre

The Proponent shall:

- a) provide a communication centre based on continuous operation twenty-four hours per day, 365 days per year. The Proponent shall provide fire dispatch communications including public reporting, dispatching, telephone systems, and one-way and two-way radio systems that fulfill communications between the public and responding fire departments, and communications within the fire departments under emergency and non-emergency conditions.
- b) Make necessary arrangements to the Provincial 9-1-1 Primary Public Safety Answering Point Services to receive forwarded 9-1-1 calls for fire department response within the Town of Arnprior area of service.
- c) be able to deliver 9-1-1 call taking and fire department dispatch services to the Town of Arnprior by **Dec 19, 2025**.
- d) be capable of receiving a downstream information packet from the Town of Arnprior identified CERB.
- e) meet the requirement of answering 80% of alarms answered within 15 seconds, and 90% of the alarms shall be answered within 40 seconds, and that 95% of the emergency dispatching shall be completed within 60 seconds.
- f) under all conditions, shall have the following two sources of power that shall be provided for the operation of the communications centre and its related support systems and equipment: one circuit from a utility distribution system and a second from an engine-driven generator, and automatic transfer upon power failure shall be provided.
- g) have in place, a fully redundant remote back-up system capable of replacing the primary site in the event of the primary's failure.
- h) maintain a written disaster/emergency recovery communications centre plan, that describes the actions to be taken if the primary site is incapacitated and the steps to be taken that ensures the primary and/or alternate centre is operational in less than one (1) hour.
- i) be compliant with the Canadian Radio - Television and Telecommunications Commission (CRTC) requirements and be **Ontario NG9-1-1 Ready**.

- j) ensure the centre is equipped with multi-channel digital logging equipment and individual call checker equipment.
- k) ensure the centre is equipped with computer-aided dispatch (CAD) equipment utilizing the **Municipality's** GIS mapping to accommodate response site location.

3.2.2 Communication Staffing/Communicators

The Proponent shall:

- a) provide staffing during any labour disruption.
- b) ensure that sufficient and properly trained communicators certified to the NFPA 1061 standard level are on duty at all times.
- c) ensure that communicators be competent in the operating of the software, paging and communications devices necessary in both dispatching and calling, and the continuance of communications support.
- d) ensure that communicators are competent to receive emergency information from within the geographical area of the **Town of Arnprior, surrounding Municipalities and the Renfrew County** and dispatch the fire department.
- e) upon receipt of an emergency call, dispatch the **Town of Arnprior Fire Services**, including paging, and ensure that communicators have the capability of maintaining constant communication with fire responding crews for full duration of the incident and further support fire site requests for notification of other agencies as required.
- f) in case of technological failure with the CAD system, ensure that communicators be competent in providing manual emergency site locating by means of paper maps and written forms.
- g) ensure digital municipal mapping compatible with the Town of Arnprior and County of Renfrew equipment. The Town of Arnprior and the County of Renfrew utilizes GIS mapping using Esri Software. Currently mapping does not include driveway point data. The Proponent shall not change the format of the required information during the contract period without the consent of the Town of Arnprior.
- h) provide weekly pager tests, radio tests and send notification pages, such as vehicle out of service or training announcements as required.
- i) be capable of providing a text dispatch message via email to the Fluent IMS services which is utilized for the "Who's Responding" software.
- j) retain and make available for the **Town of Arnprior** inspection upon reasonable notice:

- A log of the time the call was received.
- The location of the call.
- The relevant information received at the time of the call.
- The time that the information was transmitted to the appropriate fire department.
- The time at which the appropriate fire department acknowledged receipt of the call.
- Any other record that may be required by the Ontario Fire Marshal Emergency Management (OFMEM) or other provincial requirement.

3.2.3 Records Management/Reports

The Proponent shall:

- a) maintain accurate and dependable reports based on accurate electronic time stamping. Reports must reflect accurate times.
- b) maintain all recorded and time stamped transmissions for a minimum of seven (7) years.
- c) have a records management system that provides a report at the conclusion of each incident that meets the OFMEM incident reporting requirements, and this report shall be sent immediately to the appropriate Fire Department contacts. This includes providing after-incident reports by fax or email, once the last vehicle returns to the fire station and the call is closed.
NOTE: ability to integrate communication to the Fire Services existing RMS (FirePro) would be considered an asset. Cost for this integration to be inclusive of the fees as outlined in the proposal.
- d) maintain a records management system that provides a report quarterly. These reports shall be provided to the Town of Arnprior Fire Chief, within two (2) months of the period ending.
- e) the records management system reports shall include, but not be limited to:
 1. the total number of calls dispatched
 2. the total number of calls by type of call
 3. the average time duration of the calls
- f) maintain a records management system that provides information based on property identification and roads information.
- g) allow the Town of Arnprior to inspect all records and information obtained from time-to-time at the discretion of the Proponent upon reasonable notice.

3.2.4 Municipality Responsibilities

The **Town of Arnprior** shall be responsible for supplying and maintaining:

- a) a contact list of personnel to be contacted in the event of equipment failure to ensure emergency calls can be routed to a responsible member of the appropriate **Town of Arnprior** Fire Department.
- b) a contact list of other agencies, and municipalities, that the Incident Commander may require to be dispatched to the emergency scene.
- c) the **Town of Arnprior** radio infrastructure capital and operating requirements, including a radio tower system that provides paging capability at all times covered by this contract.
- d) an emergency recovery plan for the **Town of Arnprior Radio** Infrastructure that describes actions taken that ensure normal operations are resumed in an expedient manner.
- e) all necessary pager, and radio communications systems.

3.3 Proposal Inclusions

3.3.1 Technical Proposal

In a **separate sealed envelope**, clearly identified as **Technical Proposal**, the Proponent shall submit two (2) copies of the technical proposal. The Proponent's Technical Proposal must clearly demonstrate the following:

- a) Written description of the services to be provided, demonstrating a clear understanding of the requirements of the Contract and outlining how all the service requirements in Section 3.2 Scope of Services are met.
- b) All operations are to remain in the current configuration, and all proposed equipment must be compatible with existing equipment identified in Section 3.1.
- c) Description of the Primary site and the back-up location.
- d) A detailed description of the communications system, complete with a breakdown of equipment available at each site including make, model and date of installation.
- e) A description of back-up power source for both primary and back-up locations.
- f) Description of the number of personnel assigned to dispatch complete with experience and training that is to be provided.
- g) Copy of Certificate of Insurance as required in Section 3.5 of this document.
- h) A minimum of 3 references complete with names of contact persons for whom the Proponent is providing 911 Dispatch Services for urban municipalities of similar size or larger in the Province of Ontario.

i) The following plan shall be provided as part of a complete submission:

- Disaster Recovery Plan
- Contingency Staffing Plan
- Service Implementation Plan

3.3.2 Financial Proposal

In a **separate sealed** envelope, clearly identified as Financial Proposal, the Proponent shall submit two (2) copies of the financial proposal which shall include a year-by-year rate for the term of the agreement. Example costing table:

Initial Set up Costs	\$
Cost per year, Year 1	\$
Cost per year, Year 2	\$
Cost per year , Year 3	\$
Cost per year, Year 4 (optional)	\$
Cost per year, Year 5 (optional)	\$
Applicable Taxes	\$
Total with Applicable Taxes	\$

3.4 Timing

The fire communication center must be able to commence operations by **December 19, 2025**. The term of the contract shall be for **Three (3)** years with the possibility of a **Two (2)** year extension.

3.5 Insurance Requirements

The successful Proponent shall provide evidence of sufficient insurance coverage as outlined below, satisfactory to the Town of Arnprior, prior to entering into the contract (Appendix B).

3.5.1 Commercial General Liability

The Proponent shall, at their expense obtain and keep in force during the term of the Agreement, Commercial General Liability Insurance satisfactory to the Town of Arnprior and underwritten by an insurer licensed to conduct business in the Province of Ontario. The policy shall provide coverage for Bodily Injury, Property Damage and Personal Injury and shall include but not be limited to:

- (a) A limit of liability of not less than \$2,000,000/occurrence with an aggregate of not less than \$2,000,000.
- (b) Add Town of Arnprior as an additional insured with respect to the operations of the Named Insured
- (c) The policy shall contain a provision for cross liability and severability of interest in respect of the Named Insured
- (d) Non-owned automobile coverage with a limit not less than \$2,000,000 and shall include contractual non-owned coverage (SEF 96)
- (e) Products and completed operations coverage
- (f) Broad Form Property Damage
- (g) Contractual Liability
- (h) Owners and Contractors Protective
- (i) The policy shall provide 30 days prior notice of cancellation

3.5.2 Professional Liability Insurance

The Proponent shall take out and keep in force Professional Liability insurance in the amount of \$1,000,000 providing coverage for acts, errors and omissions arising from their professional services performed under this Agreement. The policy SIR/deductible shall not exceed \$100,000 per claim and if the policy has an aggregate limit, the amount of the aggregate shall be double the required per claim limit. The policy shall be underwritten by an insurer licensed to conduct business in the Province of Ontario and acceptable to the Town of Arnprior. The policy shall be renewed for 3 years after contract termination. A certificate of insurance evidencing renewal is to be provided each and every year. If the policy is to be cancelled or non-renewed for any reason, 90-day notice of said cancellation or non-renewal must be provided to the Town of Arnprior. The Town of Arnprior has the right to request that an Extended Reporting Endorsement be purchased by the Proponent at the Proponent's sole expense.

3.5.3 Data Liability Insurance

Data liability/Network Security coverage, underwritten by an insurer licensed to conduct business in the Province of Ontario and in an amount not less than \$500,000. Coverage is to respond to but not be limited to the following occurrences:

1. Privacy violations as a result of but not limited to unauthorized access to or dissemination of private information; failure to properly handle, manage, store, destroy or control personal information and include the

failure to comply with privacy laws and their respective regulations regarding the collection, access, transmission, use and accuracy. Coverage shall extend to include the costs associated with notification of affected parties, regardless if required by statute as well as any fines or penalties or costs imposed as a result of the breach including defense of any regulatory action involving a breach of privacy.

2. Network Security to protect against incidents arising from system security failures such as, but not limited to, unauthorized access, theft or destruction of data, electronic security breaches, denial of service, spread of virus within the Contractor's computer network or other third party computer information systems and will further include expenses related to third party computer forensics.
3. Data Breach Expenses including crisis management and credit monitoring expenses related to electronic and non-electronic breaches.

The policy shall be maintained continuously during the term of this Agreement and for an additional (two) years after the termination or expiration of the Agreement. If coverage is to be cancelled or non-renewed for any reason, 90-day notice of said cancellation or non-renewal must be provided to the Town. The Town has the right to request an Extended Reporting Endorsement purchased by the Proponent at the Proponent's sole expense. The term of the Extended Reporting Endorsement will be decided by the Town and Proponent.

4.0 PROPOSAL REVIEW AND EVALUATION

Proposals will be reviewed in detail and scored by the Town on a consensus basis. During the proposal review, the review team reserves the right to clarify any issues during the entire evaluation process.

4.1 Technical Proposal - Stage 1

Technical proposals receiving a grade of 70% or higher, or at least 35 points out of 50 points on criterion items 1 to 3, will proceed to the second stage of the evaluation. Technical Proposals will be assessed against the following criteria:

ITEM	CRITERIA	ASSIGNED POINTS	POINTS AWARDED	REMARKS
1	Service - Ability to meet scope of service requirements	30		
2	Personnel - Quality of communications personnel	10		
3	Relevant Experience - provision of like services	10		
TOTAL - STAGE 1		/50	*35 point score required for advancement to stage 2*	

4.2 Financial Proposal & Site Visit - Stage 2

Proposals scoring 70% or higher in Stage 1 will advance to Stage 2, the Financial Proposal and Site Visit.

- (a) Site Visit - The Town reserves the right to inspect some or all of the proponent's primary centers as a part of the evaluation process. This site visit will form part of the final award evaluation. The Town will not be liable for any costs incurred by the bidder for such site visit.
- (b) Financial Proposal - Pricing will be scored based on a relative pricing formula using the rates set out in the evaluation criteria. Each proponent will receive a percentage of the total possible points allocated to price by dividing that proponent's price for that category into the lowest bid price in that category.

ITEM	CRITERIA	ASSIGNED POINTS	POINTS AWARDED	REMARKS
4	Site Visit	5		
5	Price	45		
TOTAL - STAGE 2		/50		

4.3 Final Selection and Mandatory Conditions

- a) Selection of a successful proposal(s) will be based on all the above criteria (but not solely limited to the above) and any other relevant information provided by the Proponent(s). The Town reserves the right to prioritize and weigh the importance of each criterion confidentially.
- b) The successful Proponent will have achieved the highest score out of 100, combining the resulting score from Stage 1 - Technical Proposal and Stage 2 - Financial Proposal / Site Visit.
- c) It is **a mandatory condition** that the successful Proponent shall provide:
 - i. Evidence of sufficient insurance coverage as identified in 3.5 Insurance Requirements prior to entering into the contract (Appendix C); and
 - ii. Receive three favourable reference checks completed by the evaluation committee.



APPENDIX A: PROPOSAL FORMS - FIRE DISPATCH SERVICES-

Includes:

- Proponent Information Form
- Acknowledgement to Receipt of Addenda
- Proponent Declaration
- Submission Label

PROPONENT INFORMATION FORM

PROPONENTS must complete this form and include with the Submission.
Please ensure all information is legible.

1.	Proponent's Main Contact	
2.	Address	
3.	Office Phone #	
4.	Toll Free #	
5.	Cellular #	
6.	Pager #	
7.	Fax #	
8.	e-mail address	
9.	Website	
10.	Tax Account #	

ACKNOWLEDGEMENT TO RECEIPT OF ADDENDA

This will acknowledge receipt of the following addenda and, that the pricing quoted includes the provision set out in such addendum(s)

ADDENDUM #

DATE RECEIVED

☐ Check here if **NO** Addenda received.

PROPONENT

SIGNATURE

DATE

PROPONENT DECLARATION

1. The Proponent has carefully examined the RFP Document and understands and accepts the conditions set out therein.
2. The Proponent declares that no person, partnership or corporation other than the Proponent has any interest in this request for services or in the proposed contract for which this submission is made.
3. The Proponent further declares that this submission is made without any connection, comparison of figures or arrangement with or knowledge of any other person, partnership or corporation making a submission for the same work and is in all respects made without collusion or fraud.
4. The Proponent offers to provide all services as outlined in the Statement of Work for the prices set forth in the submission documents.
5. This proposal shall be irrevocable for a period of sixty days following the date of the RFP Closing.

The undersigned affirms that he/she is duly authorized to submit this proposal.

PROPONENT'S SIGNATURE AND SEAL: _____

(I have authority to bind the company)

POSITION: _____

WITNESS: _____

(If not under seal)

POSITION: _____

(If Corporate Seal is not available, documentation should be witnessed)

DATED

AT THE

(City/Town)

THIS _____ DAY OF _____ 20____.

SUBMISSION LABEL

From:

Contact:

Telephone:

Deliver to:

Town of Arnprior
ATTN: Kaila Zamojski, Town Clerk
105 Elgin Street West
Araprior, ON K7S 0A8

SEALED PROPOSAL:

Description	RFP #FD-2025-01, Fire Dispatch Services
Closing Date & Time	November 5, 2025 @ 2:00 PM

FOR OWNER USE ONLY:

Date & Time Received:	
Received By:	



APPENDIX B: TOWN OF ARNPRIOR MAP





**APPENDIX C: SERVICES AGREEMENT
- FIRE DISPATCH SERVICES-**

FIRE DISPATCH COMMUNICATIONS CENTRE SERVICES AGREEMENT

THIS AGREEMENT MADE:

BETWEEN:

THE CORPORATION OF THE TOWN OF ARNPRIOR

(HEREINAFTER CALLED THE "Town of Arnprior")

AND-

TBD

(HEREINAFTER CALLED THE "SERVICE PROVIDER")

WHEREAS The **Town of Arnprior** contracts the provision of Fire Communications Centre Services

NOW THEREFORE it is agreed between the parties as follows:

1. PARTIES, TERM and TERMINATION

- 1.1 The term of this Agreement shall be for a period of three (3) years commencing on January 1, 2026 or before, with an option for up to a two (2) year extension on the same terms and conditions as contained within this Agreement. The initial cost for the optional two (2) years extension will be the cost of the last year initial agreement added by the CPI index for Ottawa-Gatineau. Each year cost will be the previous years added by the CPI index for Ottawa-Gatineau region.
- 1.2 In consideration of the provision of the services set out herein, the Service Provider shall be paid the sum as the Statement of Cost of Service Table based on the RFQ FD-2025-01, plus HST, per annum during the term of this Agreement.

STATEMENT OF COST OF SERVICES

Initial Set Up Cost	TBD
Year1	TBD
Year 2	TBD
Year 3	TBD
Year4	TBD
Year 5	TBD

- 1.3 Such annual amount is to be paid 4 installments a year, based on the following schedule:

Period of January to March	Invoice send by Apr 15th Payment due by May 15th
Period of April to June	Invoice send by July 15th Payment due by August 15th
Period of July to September	Invoice send by October 15th Payment due by November 15th
Period of October to December	Invoice send by January 15th Payment due by February 15th

In the event of termination of this Agreement, the Service Provider shall be entitled to a pro-rated portion of this amount, to be calculated based on the effective date of termination.

- 1.4 This Agreement may be terminated by the Town of Arnprior without cause and without penalty, except as described in clause 1.5, upon providing the other party with one hundred and eighty (180) days written notice before the anniversary date.
- 1.5 In the event that the **Town of Arnprior** chooses to terminate the agreement or not to renew the agreement for the optional two (2) year extension, prior to the expiration of the agreement, the **Town of Arnprior** will reimburse all termination fees/penalties and equipment required to provide services supplied by the Service Provider.

CONTRACTED SERVICES

2.1 Communication

Centre The Service

Provider shall:

- 2.1.1 provide a communication centre based as a continuous operation twenty-four hours per day, 365 days per year. The Service Provider shall provide fire dispatch communications including public reporting, dispatching, telephone systems, and one-way and two-way radio systems that fulfill communications between the public and responding fire departments, and communications within the fire departments under emergency and non-emergency conditions.
- 2.1.2 have made all necessary arrangements to the Provincial 9-1-1 Primary Public Safety Answering Point Services to receive forwarded 9-1-1 calls for fire department response within the Town of Arnprior area of service.
-

- 2.1.3 meet the requirement of answering 80% of alarms answered within 15 seconds, and 90% of the alarms shall be answered within 40 seconds, and that 95% of the emergency dispatching shall be completed within 60 seconds.
- 2.1.4 under all conditions, shall have the following two sources of power that shall be provided for the operation of the communications centre and its related support systems and equipment: one circuit from a utility distribution system and a second from an engine-driven generator, and automatic transfer upon power failure shall be provided.
- 2.1.5 have in place, a fully redundant remote back-up system capable of replacing the primary site in the event of the primary's failure.
- 2.1.6 maintain a written disaster/emergency recovery communications centre plan, that describes the actions to be taken if the primary site is incapacitated and the steps to be taken that ensures the primary and/or alternate centre is operational in less than 1 hour.
- 2.1.7 be compliant with the Canadian Radio - Television and Telecommunications Commission (CRTC) requirements and be NG9-1-1 Ready.
- 2.1.8 ensure the centre is equipped with multi-channel digital logging equipment and individual call checker equipment.
- 2.1.9 ensure the centre is equipped with computer aided dispatch (CAD) equipment utilizing the **Town of Arnprior's** GIS mapping to accommodate response site location.

2.2 **Communication Staffing/Communicators**

The Service Provider shall:

- 2.2.1 provide staffing during any labour disruption.
- 2.2.2 ensure that sufficient and properly trained communicators at the NFPA 1061 standard level are on duty at all times.
- 2.2.3 ensure that communicators be competent in the operating of the software, paging and communications devices necessary in both dispatching and calling, and the continuance of communications support.
- 2.2.4 ensure that communicators be competent to receive emergency information from within the geographical area of the **Town of Arnprior, surrounding Municipalities and the Renfrew County** and dispatch the fire department.
-

- 2.2.5 upon receipt of an emergency call, dispatch the **Town of Arnprior** Fire Services, including paging, and ensure that communicators have the capability of maintaining constant communication with fire responding crews for full duration of the incident and further support fire site requests for notification of other agencies as required.
- 2.2.6 in case of technological failure with the CAD system, ensure that communicators be competent in providing manual emergency site locating by means of paper maps and written forms.
- 2.2.7 digital municipal mapping compatible with the Town of Arnprior and County of Renfrew equipment. The Town of Arnprior and the County of Renfrew utilizes GIS mapping using Esri Software. Currently mapping does not include driveway point data. The Service Provider shall not change the format of the required information during the contract period without the consent of the **Town of Arnprior**.
- 2.2.8 provide weekly pager tests, radio tests and send notification pages, such as vehicle out of service or training announcements as required.
- 2.2.9 be capable of providing a text dispatch message via email to the Fluent IMS services which is utilized for the "Who's Responding" software.
- 2.2.10 retain and make available for the **Town of Arnprior** inspection upon reasonable notice:
- 1) A log of the time the call was received.
 - 2) The location of the call.
 - 3) The relevant information received at the time of the call.
 - 4) The time that the information was transmitted to the appropriate fire department.
 - 5) The time at which the appropriate fire department acknowledged receipt of the call.
 - 6) Any other record that may be required by the Ontario Fire Marshal Emergency Management (OFMEM) or other provincial requirement.

2.3 **Records Management /Reports**

The service provider shall:

- 2.3.1 maintain accurate and dependable reports based on accurate electronic time stamping. Reports must reflect accurate times.

2.3.2 maintain all recorded and time stamped transmissions for a minimum of seven (7) years.

2.3.2 have a records management system that provides a report at the conclusion of each incident that meets the OFMEM incident reporting requirements, and this report shall be sent immediately to the appropriate Fire Department contacts. This includes providing after incident reports by fax or email, once the last vehicle returns to the fire station and the call is closed.

2.3.3 maintain a records management system that provides a report quarterly. These reports shall be provided to the **Town of Arnprior** Fire Chief, within two (2) months of the period ending.

2.3.4 the records management system reports shall include, but not be limited to:

1. the total number of calls dispatched
2. the total number of calls by type of call
3. the average time duration of the calls

2.3.5 maintain a records management system that provides information based on property identification and roads information.

2.3.6 allow the **Town of Arnprior** to inspect all records and information obtained from time-to-time at the discretion of the **Service Provider** upon reasonable notice.

3. **TOWN OF ARNPRIOR**

The **Town of Arnprior** shall be responsible for supplying and maintaining:

- 3.1 a contact list of personnel to be contacted in the event of equipment failure to ensure emergency calls can be routed to a responsible member of the appropriate **Town of Arnprior** Fire Department.
 - 3.2 a contact list of other agencies, and municipalities, that the Incident Commander may require to be dispatched to the emergency scene.
 - 3.3 the **Town of Arnprior** radio infrastructure capital and operating requirements, including a radio tower system that provides paging capability at all times covered by this contract.
 - 3.4 an emergency recovery plan for the **Town of Arnprior** Radio Infrastructure that describes actions taken that ensures normal operations are resumed in a expedient manner.
-

- 3.5 all necessary radio, pager and other communications systems. The connections to the demarcation point of the service provider centre will be assumed by the **Town of Arnprior**.

4. **GENERAL PROVISIONS**

- 4.1 The Service Provider shall provide an operational contact that shall act as liaison between the **Town of Arnprior** Fire Chief and the Communication Centre staff. This shall address daily and immediate needs and concerns of any operational situations.
- 4.2 The Service Provider shall participate in, at minimum, an annual meeting with the **Town of Arnprior**. The objectives of these meetings will be to address issues arising from the performance of this Agreement, and degree of satisfaction of all parties. Other meetings may be called by either party contacting the **Town of Arnprior's** Fire Chief or the designated contact for the Service Provider.
- 4.3 The Service Provider shall provide procedural operating guidelines in conjunction with the **Town of Arnprior's** Fire Chief to ensure both parties fully understand all expectations.
- 4.4 The daily operation of the Communication Centre will be the responsibility of, and under the direction of, the Service Provider.
- 4.5 The Service Provider shall, at their expense obtain and keep in force during the term of the Agreement, Commercial General Liability Insurance satisfactory to the Town of Arnprior and underwritten by an insurer licensed to conduct business in the Province of Ontario. The policy shall provide coverage for Bodily Injury, Property Damage and Personal Injury and shall include but not be limited to:
- (a) A limit of liability of not less than \$5,000,000/occurrence with an aggregate of not less than \$5,000,000.
 - (b) Add Town of Arnprior as an additional insured with respect to the operations of the Named Insured
 - (c) The policy shall contain a provision for cross liability and severability of interest in respect of the Named Insured
 - (d) Non-owned automobile coverage with a limit not less than \$2,000,000 and shall include contractual non-owned coverage (SEF 96)
 - (e) Products and completed operations coverage
 - (f) Broad Form Property Damage
 - (g) Contractual Liability
 - (h) Owners and Contractors Protective
 - (i) The policy shall provide 30 days prior notice of cancellation
-

- 4.6 The Service Provider shall take out and keep in force Professional Liability insurance in the amount of \$2,000,000 providing coverage for acts, errors and omissions arising from their professional services performed under this Agreement. The policy SIR/deductible shall not exceed \$100,000 per claim and if the policy has an aggregate limit, the amount of the aggregate shall be double the required per claim limit. The policy shall be underwritten by an insurer licensed to conduct business in the Province of Ontario and acceptable to the Town of Arnprior. The policy shall be renewed for 3 years after contract termination. A certificate of insurance evidencing renewal is to be provided each and every year. If the policy is to be cancelled or non-renewed for any reason, 90 day notice of said cancellation or non-renewal must be provided to the Town of Arnprior. The Town of Arnprior has the right to request that an Extended Reporting Endorsement be purchased by the Service Provider at the Service Provider's sole expense.
- 4.7 The Service Provider shall maintain Data liability/Network Security coverage, underwritten by an insurer licensed to conduct business in the Province of Ontario and in an amount not less than \$500,000. Coverage is to respond to but not be limited to the following occurrences:
1. Privacy violations as a result of but not limited to unauthorized access to or dissemination of private information; failure to properly handle, manage, store, destroy or control personal information and include the failure to comply with privacy laws and their respective regulations regarding the collection, access, transmission, use and accuracy. Coverage shall extend to include the costs associated with notification of affected parties, regardless if required by statute as well as any fines or penalties or costs imposed as a result of the breach including defense of any regulatory action involving a breach of privacy.
 2. Network Security to protect against incidents arising from system security failures such as, but not limited to, unauthorized access, theft or destruction of data, electronic security breaches, denial of service, spread of virus within the Contractor's computer network or other third party computer information systems and will further include expenses related to third party computer forensics.
 3. Data Breach Expenses including crisis management and credit monitoring expenses related to electronic and non-electronic breaches.

The policy shall be maintained continuously during the term of this Agreement and for an additional (two) years after the termination or expiration of the Agreement. If coverage is to be cancelled or non-renewed for any reason, 90 day notice of said cancellation or non-renewal must be provided to the Town. The Town has the right to request an Extended Reporting Endorsement by purchased by the Proponent at

the Proponent's sole expense. The term of the Extended Reporting Endorsement will be decided by the Town and Proponent.

- 4.8 This Agreement shall ensure to the benefit of and be binding upon the parties hereto and their respective heirs, executors, administrators, successors and permitted assigns.
- 4.9 In every clause of this Agreement, unless the contrary intention appears, words importing the singular number of the masculine gender only, include more persons, parties or things of the same kind than one, and females as well as males and the converse, and a word interpreted in the singular number has a corresponding meaning when used in the plural.
- 4.10 Any notice required or permitted by this Agreement to be given by the parties hereto shall be in writing and shall be conclusively deemed to have been delivered on the date of mailing of such notice.
- 4.11 Any such notice required to be given herein shall be in writing and shall be delivered in person or by prepaid registered mail as follows:

Town of Arnprior, Fire Chief

Arnprior Fire Department
67A Meehan St.
Arnprior ON K7S 2S7

TBD - Service Provider

- 4.12 The parties hereto, on behalf of themselves, their heirs, executors, administrators and permitted assigns, including successors in title, covenant and agree to indemnify and save harmless each other from all actions, causes of actions, suits, claims or demands whatsoever which arise directly or by reason of each parties own negligence or non-performance of this Agreement.
- 4.13 All clause headings are for ease of reference only and shall not affect the construction or interpretation of this Agreement.
- 4.14 If any provision or portion of any provision in this Agreement shall be held by a Court of competent jurisdiction to be unenforceable, invalid or illegal, such provision or such portion of the provision shall be severed from the remainder of this Agreement for the purpose only of the particular proceeding. This Agreement will, in every other respect, continue in full force and effect.
-

- 4.15 The invalidity or unenforceability of any provision or part of any provision of this Agreement shall not affect the validity or enforceability of any other provision or part of any provision hereof.
- 4.16 This Agreement shall be construed in accordance with and governed by the laws in force in the Province of Ontario and as interpreted by the Courts of that Province.
- 4.17 The parties hereto agree that any dispute, be it of fact, law or a mixed question of fact and law, which may arise as a result of this Agreement shall be referred to and resolved by a mutually agreeable single arbitrator, pursuant to the provisions of the Arbitration Act, 1991 and amendments thereto. The costs of such arbitration shall be borne equally by the parties unless otherwise ordered by the arbitrator. If a party herein commences a proceeding in respect of a matter to be submitted to arbitration under this Agreement, the court in which the proceeding is commenced shall, on the motion of the other party to this Agreement, stay the proceeding.

IN WITNESS WHEREOF the **parties hereto have executed this agreement.**

Signed, Sealed and Delivered this ____ day of _____, 2025

SERVICE PROVIDER	THE CORPORATION OF THE TOWN OF ARNPRIOR
TBD	TBD
TBD	TBD
We have authority to bind the Corporation.	We have authority to bind the Corporation.

Issued by:

Rick
Desarmia
Fire Chief
Town of Arnprior
613-623-4231 ext. 1836

_____ of _____
(Printed name of signing officer) (Company name)

have received Addendum #1 and have attached it to our RFP submission for RFP #FD-2025-01,
Fire Dispatch Services

_____ Date
(Signature of signing officer)