



**Contract 4023P**

**Consulting Services for the Development of an Emergency & Business Continuity  
Department Plan for Richmond Fire-Rescue**

**1. Introduction**

- 1.1 The City of Richmond (the “City”) proposes to engage the services of a consultant to prepare an Emergency and Business Continuity Department Plan (“BCDP”) for Richmond Fire-Rescue (“RFR”).
- 1.2 The objective of this Request for Proposal (“RFP”) is to provide the City with qualified Proponents capable of carrying out the work herein defined. The subsequent Proponent submissions will form the basis for evaluation, interview and selection.

**2. Definitions**

- 2.1 Throughout this Request for Proposal the following definitions apply:
  - a) “BC Bid” means the electronic tendering service maintained by the Province of British Columbia located online at [www.bcbid.ca](http://www.bcbid.ca), or any replacement website;
  - b) “City” means the City of Richmond, British Columbia;
  - c) “Contract” means the written agreement resulting from this Request for Proposal executed by the City and the Vendor for the Work;
  - d) “Consultant” means the Successful Proponent to this Request for Proposal who enters into a written Contract with the City to perform and to oversee the Work;
  - e) “Lead Proponent” is the Proponent whose Proposal, as determined through the evaluation criteria described in this RFP, provides the best overall value in meeting the requirements of the RFP, and with whom a Contract will be considered;
  - f) “Proposal” means a proposal submitted by a Proponent in response to this Request For Proposal;

- g) “Proponent” means an individual or a company that submits, or intends to submit, a Proposal in response to this Request for Proposal;
- h) “RFP” or “Request for Proposals” means this request for proposals, inclusive of all appendices and any addenda that may be issued by the Owner;
- i) “Submission” means a proposal submitted by a Proponent in response to this RFP;
- j) “Successful Proponent” means the same as “Consultant” and
- k) “Work” means the provision of all labour, services, material and equipment, and any action as necessary for the Successful Proponent to complete and perform its obligations in accordance with the terms and conditions of the Contract.

### 3. Submission Details

- 3.1 Four (4) copies of proposals marked “**Consulting Services for the Development of an Emergency & Business Continuity Department Plan for Richmond Fire-Rescue - Contract 4023P**” addressed to the Purchasing Section, will be received at the Information Counter, Main Floor, Richmond City Hall, 6911 No. 3 Road, Richmond BC V6Y 2C1, until 2:00 pm, local time on Friday, December 3<sup>rd</sup>, 2010 (the “Closing Date”). Submissions received after this time will be returned to the sender.

### 4. Pre-Submission Meeting – Intentionally Omitted

### 5. Enquiries

- 5.1 Clarification of terms and conditions of the proposal process shall be directed to:

Purchasing

Kerry Lynne Gillis

Buyer II - Contracting Specialist

Purchasing Section

City of Richmond

E-mail: [purchasing@richmond.ca](mailto:purchasing@richmond.ca)

- 5.2 The City, its agents and employees shall not be responsible for any information given by way of oral or verbal communication.
- 5.3 The City will only respond to questions that are submitted in writing. Any questions that are received and answered by City Staff that affect the Proposal

Process, any interpretation of, additions to, deletions from, or any other corrections to the RFP document, may be issued as written addenda by the City of Richmond. It is the sole responsibility of the potential Proponents to check with the following websites to ensure that all available information has been received prior to submitting a proposal:

- a) City of Richmond: <http://www.richmond.ca/busdev/tenders.htm>
- b) BC Bid: <http://www.bcbid.gov.bc.ca/open.dll/welcome?language=En>

5.4 The deadline for inquiries for this RFP is 5:00pm, local time on Thursday, November 25, 2010. The City will not answer any questions received after this deadline.

## **6. Terms of this Request for Proposal**

- 6.1 Proposals shall be open for acceptance for ninety (90) days following the submission closing date.
- 6.2 The City reserves the right to cancel this Request for Proposal for any reason without any liability to any proponent or to waive irregularities at their own discretion.
- 6.3 Proposals may be withdrawn by written notice only provided such notice is received at the office of the City's Purchasing Section prior to the date/time set as the closing time for receiving proposals.
- 6.4 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 the RFP, and by submitting a proposal each proponent shall be deemed to have agreed that it has no claim.
- 6.5 Proponents are advised that the City will not necessarily accept any Proposal and the City reserves the right to reject any or all Proposals at any time without further explanation or to accept any Proposal considered advantageous to the City.
- 6.6 A Proposal which contains an error, omission, or misstatement, which contains qualifying conditions, which does not fully address all the requirements of this RFP, or which otherwise fails to conform to the requirements in this RFP may be rejected in whole or in part by the City at its sole discretion.
- 6.7 The City may waive any non-compliance with the RFP, specifications, or any conditions including the timing of delivery of anything required by the RFP and may, at its sole discretion, elect to retain for consideration Proposals which are

non-conforming, which do not contain the content or form required by the RFP or because they have not complied with the process for submission set out herein.

- 6.8 The City may choose, at its sole discretion, to proceed with all of the components of the Work, none of the components or selected components of the Work.
- 6.9 All Proposals will remain confidential, subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia.

## **7. Negotiations**

- 7.1 The award of the contract is subject to negotiations with the Lead Proponent. Such negotiations include, but are not limited to, the following:
- a) changes or work refinements in the service requirements or scope of work proposed by the Lead Proponent;
  - b) price – if directly related to a change or refinement in the proposed scope of work proposed by the Lead Proponent and
  - c) specific contract details as deemed reasonable for negotiation by the City.
- 7.2 If a written contract cannot be negotiated within sixty (60) days of notification to the Lead Proponent, the City may, at its discretion at any time thereafter, terminate negotiations with the Lead Proponent and either enter into negotiations with the next qualified Proponent or cancel the RFP process and not enter into a contract with any Proponent.

## **8. Project Background**

- 8.1 RFR will be at the forefront of a response to a major disaster. Richmond (and the Lower Mainland) are fortunate in not having experienced a major disaster in recent history. However, if faced with a major disaster, it is critical that Richmond Fire-Rescue be prepared and ready to save lives and property and to assist in the expedient recovery of the local business sector for economic benefit.

## **9. Project Scope**

- 9.1 The scope of the project is to create a functional BCDP for RFR that complements City Emergency Plans and other applicable plans and documentation. The plan development will require engagement of the City, and other stakeholders including non-governmental organizations.

The plan will provide detailed procedures and arrangements on what critical services need to continue, and how RFR will accomplish this. The plan should focus on possible impacts of a disaster on Richmond Fire-Rescue's facilities. It should cover expected timelines to continuity, roles and responsibilities, resource requirements, alternate sites, working with municipal departments and integrating with an existing response structure based on the British Columbia Emergency Response Management System (BCERMS), and any other items that will help to create a robust and effective business continuity plan.

## **9.2 Goals**

The goal of the RFR Business Continuity Plan project is to ensure that Richmond Fire-Rescue can:

- a) respond rapidly and effectively to emergency or disaster related incidents.
- b) offer rapid recovery and timely resumption of critical operations following a significant disruptive incident or crisis.
- c) offer rapid recovery and timely resumption of critical operations following the loss or inaccessibility of staff, equipment, facilities or equipment.
- d) ensure a high level of confidence, through ongoing use or robust exercising, that critical internal and external continuity arrangements are effective and compatible.
- e) be prepared for and well protected against potential disastrous events.
- f) appropriately support the needs of the City's emergency management and public safety agencies.
- g) maintains plans and measures and can arrange to ensure the continuous delivery of critical services, which permits Richmond Fire-Rescue to recover their facilities, services, data and assets following an incident or crisis event.
- h) identify necessary resources to support business continuity, including personnel, information, equipment, financial allocations, legal counsel, infrastructure protection and accommodations.

### **9.3 Objectives**

The objectives of this project are:

- a) To develop a BCDP for RFR and to ensure this Plan is compatible with the City's emergency plans.
- b) To have the response elements based on the Incident Command System (ICS) and BCERMS.

### **9.4 Scope of Work**

The Scope of Work is for the development and delivery of a BCDP for RFR and shall include, but not be limited to, the following:

- a) Risk Assessment.
- b) Business Impact Analysis.
- c) Strategy Development.
- d) Plan Development.
- e) Plan Exercising / Staff Awareness.
- f) Implementation and Maintenance Plans.

The Business Continuity Plan to be developed is for Richmond Fire-Rescue. It must respect the unique operating environments of this function of the City, and must be compatible with other emergency plans of the City.

### **9.5 Methodology**

At the beginning of the project, the Consultant shall provide a briefing to RFR representatives on the proposed outline for the project development. The purpose of the briefing will be to provide RFR representatives with enough information to ensure a level of understanding and support for the proposed work.

At the completion of the project, the Consultant shall provide a briefing to RFR representatives and/or senior management outlining the achievements, conclusions and recommendations from this BCDP.

The BCDP shall be documented in industry-accepted format. For example, the Disaster Recovery Institute (DRI) International ten professional practices as outlined at [www.dri.ca](http://www.dri.ca). Established plans shall also adhere to the Canadian Standards Association (CSA) Z1600: 2008 – Standards for Emergency Management and Business Continuity Programs and align with BCERMS where applicable.

The development of the BCDP will be based on currently recognized and reliable information, writings and research related to business continuity planning, integrated risk management, emergency planning and management, and input from RFR representatives.

The Consultant must understand the interdependencies between RFR and its key partners; as well as City departments and other agencies and authorities.

#### 9.6 **Development of the Richmond Fire-Rescue Plan**

The Richmond Fire-Rescue Business Continuity Department Plan will be a concise and comprehensive document. The following is a sample of information, which *may* be included in the plan (not necessarily in this order). The consultant is encouraged to provide any other suggested plan outlines.

- a) Plan Overview
  - i. Introduction
  - ii. Goals /Purpose / Scope
  - iii. Policy
  - iv. Definitions, Acronyms and Terms
  - v. Assumptions / Objectives
  - vi. Roles and Responsibilities
  - vii. Risk Assessment / Business Impact Analysis Findings
  - viii. Continuity Strategy Development Process
  - ix. Plan Administration, Maintenance and Distribution
  - x. Training and Awareness
  - xi. Exercising, Monitoring and Reviewing

- b) Plan Strategy
  - i. Business Continuity Strategies
  - ii. Activation / Escalation
  - iii. Continuity Organizational Structure
  - iv. Continuity Priorities / Time Sensitivity
  - v. Critical Workspace Allocation
  - vi. Critical Staffing Plan
  - vii. Critical Resources / Interdependencies

- c) Checklists and Supporting Documentation

The Successful Proponent will work closely with the City of Richmond Fire Chief and the Manager Emergency Programs to ensure that the plan meets the needs of the City of Richmond.

## 10. Project Budget

10.1 The maximum contract amount is \$40,000.00 CDN inclusive of taxes.

## 11. Consultant Duties

11.1 The Consultant will:

- a) Create an Emergency and Business Continuity Department Plan for Richmond Fire-Rescue.
- b) Work under the direction of the Deputy Chief of Operations.
- c) Present their findings, at key stages, to the Fire Chief and Deputy Chief of Operations.
- d) Produce the final plan in *MSWord* for the future use and editing by Richmond Fire-Rescue.
- e) Complete the project by April 29, 2011.

## 12. City Provided Items

12.1 The City will for the Consultant's benefit: assign a project liaison; provide access to an assigned RFR staff team for technical subject matter consultation; and access to on-site meeting space.

**13. Project Schedule**

- 13.1 The project is to be completed by April 29, 2011, with work commencing on December 6, 2010. A project schedule is to be submitted with the proposal.

**14. Proposal Submissions**

- 14.1 All proponents are required to provide the following information with their submissions, and in the order that follows:

- a) A Corporate profile of their firm outlining its history, philosophy and target market.
- b) A detailed listing of emergency plan and business continuity plan preparation experience.
- c) A description of the consultant's understanding of the project objectives/outcomes and vision, and how these will be achieved.
- d) A detailed project methodology explaining each project task including what will be expected of both the consultant and the City with respect to each task.
- e) Team Composition – a complete listing of all key personnel who will be assigned to this project. This will include their relevant experience, qualifications for this project, roles and responsibilities, leadership, etc., in addition to their availability for this project.
- f) A detailed proposal of what will be delivered, including the expected outcome and benefits to the City.
- g) A complete definition of the process that will be employed to meet the objectives of this project, e.g., approach to be taken, feasibility and market study, etc.
- h) A detailed schedule of all activities, including milestones, project meetings, interim reports and progress reports required for this project.
- i) Provision of a priced methodology complete with a time allotment for each identified task you propose to employ to carry out the work, this shall form the basis for payments to the successful proponent. Supplement this with a schedule of fees for staff to be assigned to the project. These rates shall be the basis for adjustments to the value of the contract in the event the scope of work varies from that proposed.
- j) A minimum of three (3) client references from projects of a similar size and scope.
- k) The Successful Proponent shall have previously provided services in a similar size and type of organization within North America. The

Successful Proponent shall have previously and successfully completed projects of a similar size and complexity to the scope of work described in this RFP.

## **15. Review of Proposals**

- 15.1 The City will review the Proposals submitted to determine whether, in the City's opinion, Proponents have demonstrated the required experience and qualifications to fulfill the obligations of the services identified in this RFP.
- 15.2 The City, in its sole discretion and without having any duty or obligation to do so, may conduct any inquiries or investigations, including but not limited to contacting references, to verify the statements, documents, and information submitted in connection with the Proposal and may seek clarification from the Proponent's clients regarding any financial and experience issues.
- 15.3 Proposals shall be evaluated to determine the best value offered to the City against conformance to the following criteria:
- a) Understanding of project objectives/outcomes and vision.
  - b) Project Methodology.
  - c) Team Composition – Experience and Qualifications of those staff to be assigned to the project.
  - d) Project Deliverables.
  - e) Value for Money.
  - f) References.
- 15.4 Proponents may be scheduled for an interview at the discretion of the City.

## **16. Non-Conforming Applications**

- 16.1 Proposals which fail to conform to the Format Requirements or which fail to conform to any other requirement of this RFP may be rejected by the City. Notwithstanding the foregoing or any other provision of this RFP, the City may at its sole discretion elect to retain for consideration Proposals which deviate either materially from the format requirements set out in hereto or which otherwise fail to conform to any other requirement of this RFP except the requirement of delivery of the Proposal prior to Closing Time.

**17. RFP Process**

- 17.1 The City may unilaterally take the following actions, and shall not be liable for any such actions:
- a) amend the scope and description of the products and services to be procured as described in this RFP, and the qualifications that may be required to meet those requirements;
  - b) reject or accept any or all Submissions;
  - c) cancel the RFP process at any time and reject all submissions; or
  - d) cancel the RFP process and recommence in respect of the same RFP with the same or an amended set of documents, information and requirements.
- 17.2 The Proponent acknowledges and agrees that any RFP is in no way whatsoever an offer to enter into an agreement and submission of a Request of Proposal by any Proponent does not in any way whatsoever create a binding agreement. The Proponent acknowledges that the City has no contractual obligations whatsoever arising out of the RFP process.

**18. Working Agreement**

- 18.1 The Successful Proponent will enter into a contract for services with the City based upon the information contained in this request for proposal and the successful proponents submission and any modifications thereto.
- 18.2 Proponents may include their standard terms of engagement.

**19. Information Disclaimer**

- 19.1 The City and its directors, officers, employees, agents, consultants and advisors are not liable or responsible for any verbal or written information, or any advice, or any errors or omissions, which may be contained in this RFP or otherwise provided to the Serviced provider pursuant to this RFP.
- 19.2 The Proponent shall conduct its own independent investigations and interpretations and shall not rely on the City with respect to information, advice, or documentation provided by the City. The information contained in this RFP is provisional and will be superseded by other agreement documents.
- 19.3 The City makes no representation, warranty, or undertaking of with respect to this RFP and the City and its directors, officers, employees, agents, consultants and advisors, shall not be liable or responsible for the accuracy or completeness of the information in this RFP or any other written or oral information made available to

any interested person or its advisors, and any liability however arising, is expressly disclaimed by the City.



**This Agreement** dated the ☼ day of ☼, at the City of Richmond, in the Province of British Columbia

**Between:**

**City of Richmond**  
6911 No. 3 Road  
Richmond, BC  
V6Y 2C1

(the "City")

**And:**

☼

(the "Consultant")

**Whereas:**

- A. The City is ☼ (the "Event or Project");
- B. The City requires a ☼ the Event or Project;
- C. The City issued a Request for Quotation☼ for the supply and delivery of ☼;
- D. The Consultant is willing and prepared to deliver ☼;

NOW THEREFORE in consideration of the mutual covenants and agreements set out below, the parties covenant and agree as follows:

**1. Responsibilities and Duties**

1.1. The Consultant shall be responsible for the following as per Request for Quotation☼/Proposal ☼ and the Consultant's submission dated ☼.

- a) ☼
- b) ☼
- c) ☼
- d) ☼
- e) ☼

- f) ✖
- g) ✖
- h) ✖

1.2. The Consultant agrees to conduct himself professionally and with integrity so as not to embarrass or discredit the City throughout the performance of the duties and responsibilities set out in this agreement.

**2. Compensation**

2.1. In exchange for carrying out the duties and responsibilities set out in this agreement, the City agrees to pay to the Consultant, the basic amount of \$✖.00 plus HST for the duration of the term of this agreement according to the following Fee Schedule:

<b>Project Phase</b>	<b>Basic Consulting Fees</b>
Phase 1 – ✖	\$✖.00
Phase 2 – ✖	\$✖.00
Phase 3 – ✖	\$✖.00
Phase 4 – ✖	\$✖.00
Total basic fees for Phases 1 – ✖	\$✖.00

2.2. The total amount of payments shall not exceed the total upset amount of \$✖, plus HST, for the completion of Phases ✖ through ✖ inclusive.

2.3. The fees for Phase ✖ tasks will be compensated as required by the development of the Project. Phase ✖ tasks will be completed by the Consultant only with written authorization of the City and according to the following fee schedule:

<b>Project Phase(s)</b>	<b>Basic Consulting Fees</b>
Phase ✖ – ✖	\$✖.00

2.4. The total amount of payments shall not exceed the total upset amount of \$✖.00 plus HST, for the completion of Phase ✖ tasks.





2.5. Any additional consulting services would be charged at the following hourly rates for the respective services:

<b>Position</b>	<b>Rate</b>
✖	\$✖00, not to exceed \$✖.00 per hour
✖	\$✖.00, not to exceed \$✖.00 per hour
✖	\$✖.00, not to exceed \$✖.00 per hour

2.6. Every month, commencing no sooner than ✖, the Consultant shall submit to the City a written statement of account and setting out a detailed summary of hours worked, meetings attended and the status of the Project (the “Statement of Account”).

- 2.7. The Statement of Account must show the amount of HST charged and include the Consultant's HST registration number and City Purchase Order number.
- 2.8. The City agrees to make payments to the Consultant within Thirty (30) working days of receipt of the Consultant's Statement of Account.
- 2.9. Every month, the Consultant shall submit to the City a list of expenses incurred in carrying out the duties and responsibilities set out in this agreement and, upon approval of such expenses by the City, the City will reimburse the Consultant for such expenses.

### **3. Performance Standards**

- 3.1. The Consultant is responsible for meeting the following  targets:  

- 3.2. The Consultant agrees to comply with following project deadlines:  

- 3.3. The Consultant shall prepare a report to the City on a monthly basis indicating  what targets have been met over the preceding month and the status of efforts in relation to the targets set out.

### **4. Benefits**

- 4.1. The Consultant hereby waives all rights, claims, and entitlements whatsoever afforded to employees of the City pursuant to the Group Life Insurance Plan, Long Term Disability Plan and the Dental Plan and any other such benefits. The Consultant agrees to pay, as required by Federal or Provincial Statutes any payments for Income Tax, Workers Compensation, Unemployment Insurance, Canada Pension Plan, Superannuation and other such payments.

### **5. Independent Contractor**

- 5.1. The Consultant is an independent contractor and no agency, joint venture, association, partnership, employer-employee relationship is created between the City and the Consultant.

### **6. Assignment And Subcontracting**

- 6.1. The Consultant will not, without the prior written consent of the City, assign, either directly or indirectly, any right or obligation of the Consultant under this agreement.
- 6.2. No sub-contract entered into by the Consultant will relieve the Consultant from any of his obligations or impose any obligation or liability upon the City to any such sub-contractor.

### **7. Indemnity**

- 7.1. The Consultant agrees to indemnify and hold harmless the City, its agents, employees, and elected officials, against any damages, liabilities, or costs, including reasonable attorney fees and defence costs, arising from or allegedly

arising from or in any way connected with any act or omission by the Consultant, his employees, officers, volunteers, servants, or agents, or persons for whom the Consultant has assumed responsibility, in the performance or purported performance of this agreement.

## **8. Insurance**

- 8.1. The Consultant shall, at his own expense, carry and keep in force during the term of this agreement, the following coverage.
  - a) Professional liability insurance with a minimum limit of \$250,000.00 for each occurrence and \$500,000.00 aggregate.
  - b) Comprehensive general liability insurance with a minimum limit of \$2,000,000 per occurrence with a cross-liability clause.
- 8.2. The City may require a dedicated limit of the Consultant's professional liability policy be allocated to cover the Consultant's work while contracted by the City.
- 8.3. The City shall be added as an additional insured under the Consultant's comprehensive general liability insurance.
- 8.4. All insurance policies shall provide that they cannot be cancelled, lapsed or materially changed without at least 30 days' notice to the City.
- 8.5. Prior to the commencement of the services hereunder, the Consultant shall file with the City a copy of each insurance policy and certificate required. All such insurance shall be maintained until final completion of the service.

## **9. Representation**

- 9.1. The parties hereto agree that for all purposes hereunder the City shall be represented by the ☒.

## **10. Ownership of Products**

- 10.1. The City shall take title to and ownership of all materials and products developed by the Consultant pursuant to this agreement, including reports, drawings, schematics, computer files, and designs developed, except those covered by copyright. All materials and products produced shall be provided to the City upon expiry of this agreement.

## **11. Confidentiality**

- 11.1. The Consultant shall not disclose any information provided by the City, specifically proprietary, sensitive, personal or confidential information or that developed resulting through the performance of this agreement to any other party without the express written consent of the City. All information provided to the Consultant or developed by the Consultant pursuant to this agreement shall be returned to the City upon the expiration of this agreement. The Consultant acknowledges that the City is subject to the Freedom of Information and Protection of Privacy Act of British Columbia.

**12. Related Companies**

12.1. The Consultant shall not during the term of this agreement, perform a service for or provide advice to any person, firm or corporation where the performance of the service or the provision of the advice may or does, in the opinion of the City, give rise to a conflict of interest between the obligations of the Consultant to the City under this agreement and the obligations of the Consultant to such other person, firm or corporation.

**13. Term**

13.1. This agreement is valid for the period commencing ☼ and ending ☼ (the "Expiration Date"), or such later date as may be mutually agreed upon.

**14. Termination**

14.1. Notwithstanding any other provisions of this agreement, either party may terminate this agreement at any time upon at least two (2) weeks' written notice delivered to the Parties at the addresses shown on the first page of this agreement, or such shorter time and in such a manner as may be agreed upon by the parties.

14.2. Notwithstanding the provisions of subsection 14.1, if in the opinion of the ☼, the Consultant has breached a material covenant, the City may cancel this Agreement immediately without notice.

**15. Joint and Several Liability**

15.1. Any covenant, agreement, condition or proviso made by two (2) or more persons shall be construed as several as well as joint.

**16. Severability**

16.1. In the event that any provision of this agreement shall be held to be invalid, void or unenforceable, then the remainder of this agreement shall not be affected, impaired or invalidated, and each such provision shall be valid and enforceable to the fullest extent permitted by law.

**17. Non-Resident Withholding Tax**

17.1. If the Consultant is, at any time during the Term, a non-resident of Canada, within the meaning of the Income Tax Act of Canada as amended (the "Act"), then the City shall deduct from all monies payable under this Agreement and remit to Canada Customs and Revenue Agency sums required to be withheld and remitted by the Act.

17.2. The City shall receive full credit under this Agreement for monies withheld as of and from the date of the withholding.

**18. Notices**

18.1. Any notices or other communications required or permitted hereunder shall be sufficiently given if delivered, or if sent by prepaid regular mail, to the addresses of the parties set out on the first page of this agreement, or to such other addressees as shall have been specified by notice in writing by either party to the

other. Any such notice or communication shall be deemed to have been given, if delivered, and if mailed in Canada, on the fourth business day after the date of mailing.

**19. Feminine/Masculine**

19.1. Wherever the singular or masculine is used throughout these Terms the same shall be construed as meaning the plural, the feminine or body corporate or politic where the context or the parties hereto so require and vice versa.

**20. General**

20.1. This Agreement may be amended upon mutual agreement of the parties in writing.

20.2. This Agreement and the rights and obligations of the parties hereunder shall be governed by and construed in accordance with the laws of British Columbia.

20.3. This Agreement sets out the entire agreement of the parties and no representations, warranties or conditions have been made other than those expressed or implied herein. No agreement collateral hereto shall be binding upon the City unless made in writing and signed by the City.

The City and the Consultant Agree to these Terms the day and year first above written.

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Consultant

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City of Richmond



## City of Richmond

November 23, 2010  
File: 02-0775-50-4023/Vol 01

**Business and Financial Services  
Department  
Finance Division**  
Telephone: 604-276-4218  
Fax: 604-276-4162

**Attention: To All Bidders**

Dear Sir/Madame:

**Re: Request for Proposal 4023P – Development of an Emergency & Business Continuity  
Department Plan for Richmond Fire-Rescue- Addendum 1**

This Addendum includes items of clarification, forms part of the Contract Documents and shall be read, interpreted and coordinated with all other parts. Please review and consider the following information in the preparation of your proposal:

Questions and answers:

Q1) Can I have an organizational breakdown of the Department ?

A1) Yes, see the following page

Q2) Do you want (3) three references for each of the resources listed in the team from the organization ?

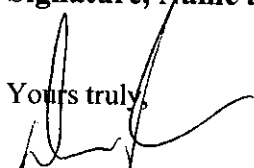
A2) Please submit (3) three references for the company only rather than the individual team members.

**Bidders must sign and include this Addendum with their submission.**

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**Signature, Name and Title**

Yours truly,

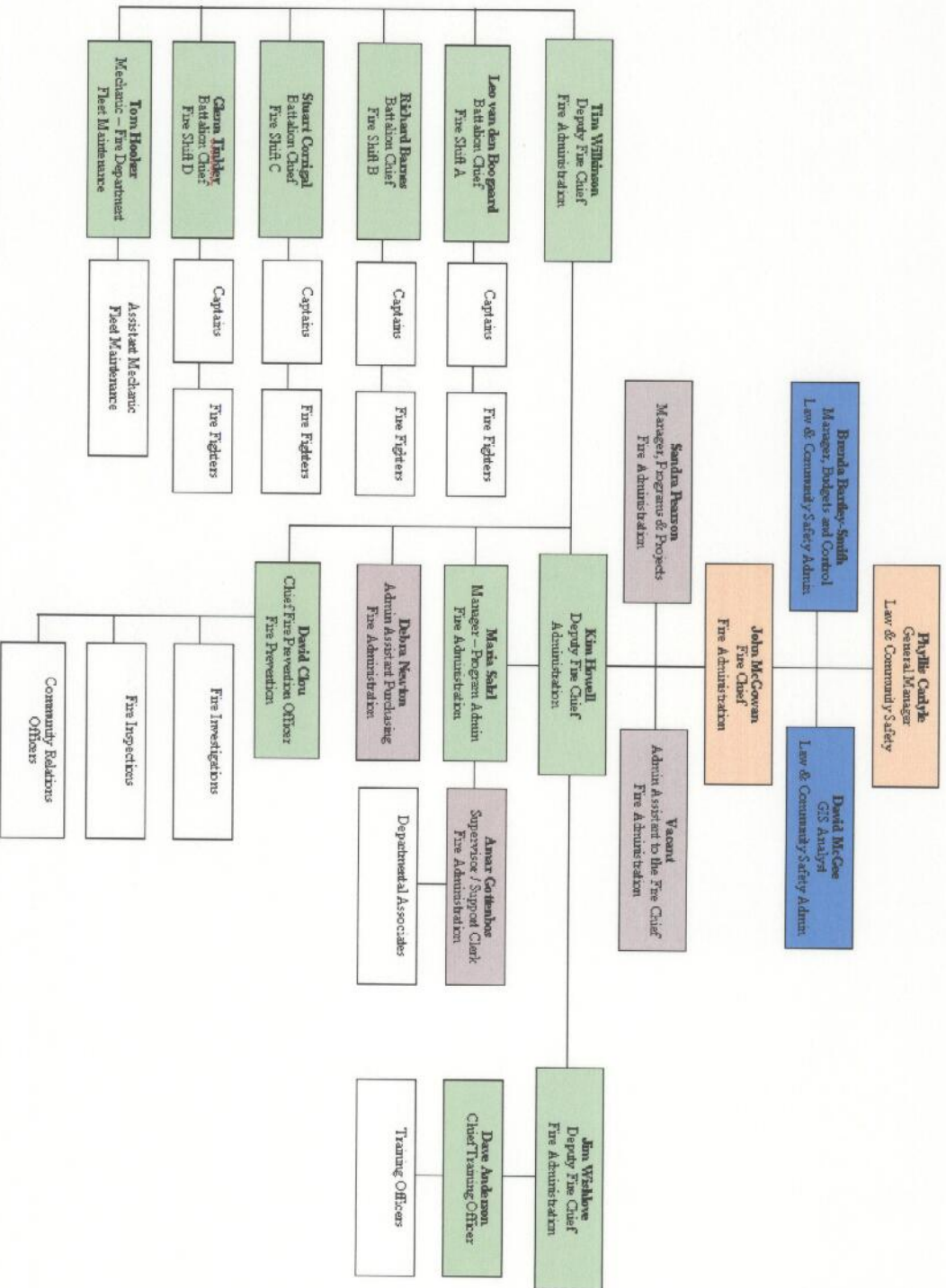
  
Daianna Panni  
*Buyer I*

DP:dp

pc: Sandra Pearson, Manager, Programs and Projects –  
Law & Community Safety Department

# Organization Chart

Richmond Fire-Rescue is part of the Law & Community Safety Department of the City of Richmond and receives support services from the departments as shown in blue. Fire-Rescue is led by the Fire Chief who reports to the General Manager, Law & Community Safety.





# City of Richmond

November 26, 2010  
File: 02-0775-50-4023/Vol 01

**Business and Financial Services  
Department  
Finance Division**  
Telephone: 604-276-4218  
Fax: 604-276-4162

**Attention: To All Proponents**

Dear Sir/Madame:

**Re: Request for Proposal 4023P – Development of an Emergency & Business Continuity  
Department Plan for Richmond Fire-Rescue – Addendum Two**

This Addendum includes items of clarification, forms part of the Contract Documents and shall be read, interpreted and coordinated with all other parts. Please review and consider the following information in the preparation of your proposal:

**Questions and Answers**

- Q1. Do any departmental Business Continuity Plans (BCP) and/or Disaster Recovery (DR) plans exist, and when were they last updated?
- A1. No official BCP or DR plans exist currently that are relevant to the scope of work outlined in the Request for Proposal (RFP).
- Q2. When were the emergency response plans for Richmond Fire & Rescue last updated?
- A2. Please see response A1.
- Q3. What information is available to feed into the business impact analysis process?
- A3. The Consultant would need to let us know what is required.
- Q4. What internal and external stakeholders are to be involved?
- A4. The stakeholder list includes, but is not limited to, the General Manager of Law & Community Safety; the City's Emergency Programs Division; the Fire Chief and the Richmond Fire-Rescue (RFR) Senior Management Team; the Facilities Management Division; the Human Resources Division; International Association of Fire Fighters local 1286; the Information Technology Division; Finance Division and the City's Risk Manager.
- Q5. With respect to this project, what is the relationship between your Risk Management Office and Emergency Management Office?
- A5. They are separate entities that consult at the Corporate level. Richmond Fire-Rescue could have greater involvement with the Risk Office in the development of its Business Continuity Department Plan.

- Q6. The RFP asks for an Emergency and Business Continuity Plan, while the Objective (9.3) asks for a Business Continuity Department Plan (BCDP), and Scope (9.4) states that the BCDP must be compatible with the city's Emergency Plans. What is the scope of this project with respect to the emergency response plans for Richmond Fire & Rescue?
- A6. RFR requires a detailed business continuity plan that is based on the risks identified in the City's Emergency Plan. RFR would like to have emergency plans that are progressive and priority based which are dependent upon the level of RFR's capacity and emergency events themselves.

**Bidders must sign and include this Addendum with their submission.**

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**Signature, Name and Title**

Yours truly,



Kerry Lynne Gillis  
Buyer II - Contracting Specialist

pc: Sandra Pearson, Manager, Programs and Projects –  
Law & Community Safety Department