## REQUEST FOR QUOTATION:
## TOWNSHIP OF ESQUIMALT EMERGENCY COMMUNICATIONS PLAN

**Introduction**

The Township of Esquimalt invites qualified proponents to submit proposals to create an emergency communications plan. This is a technical document that provides both processes and tools for how township staff communicates with the public, media, outside agencies, neighbouring First Nations, neighbouring municipalities, volunteers and other staff in the event of an emergency.

**Description**

The aim of the plan is to

1. Document available communications tools for both internal and external communications

2. Establish clear procedures for internal communications during an emergency

3. Ensure critical system information is readily available to relevant staff

4. Items 1-3 to be in a printable format

5. Identify gaps and areas for improvement

6. Develop a regular schedule for evaluating tools and updating critical contact information

The township is subject to the Emergency and Disaster Management Act as set by the Province of B.C. This plan falls under the "preparation phase" of emergency management, whereby measures are taken for the purpose of establishing the knowledge, capability and capacity to anticipate, respond to and recover from the adverse effects of an emergency. Emergency response in the township follows the B.C. Emergency Management System.

The township is part of the Capital Region Emergency Program Coordination and Communication Plan (in draft) and should reference this plan where applicable.

The Township of Esquimalt Emergency Communications Plan will be reviewed annually to ensure that contact information, technology and other key tools are still up to date.

I. **Deliverables include:**

    I.1. A detailed emergency communications plan (outline to follow)

    I.2. A comprehensive list of the available communications tools in the township in an updatable appendix

I.3. A contact list of key staff and account access information

I.4. Relevant checklists, quick reference guides and templates for staff to supplement existing Emergency Operations Centre templates

I.5. Graphics to assist in demonstrating decision-making pathways

## II. Plan outline:

*Note this can be adjusted based on consultation with the successful applicant.

1. **Introduction**
   a. **Purpose of the plan**
   b. **Scope and applicability**
   c. **Objectives** (e.g., ensure continuity of communications during emergencies)
   d. **Authority and references** (legislation, bylaws, provincial/federal guidance)
2. **Situation overview**
   a. **Hazard and risk assessment** (types of emergencies: natural, technological, human-caused)
   b. **Critical infrastructure dependencies** (power, internet, cellular networks)
   c. **Existing communications environment** (current systems, coverage, limitations)
   d. **Assumptions** (e.g., potential power outages, network congestion)
3. **Roles and responsibilities**
   a. **Emergency Operations Centre (EOC)**
   b. **Elected officials** (notification, public information support)
   c. **External partners** (utilities, provincial/federal agencies, NGOs)
4. **Communications systems inventory**
   a. **Examples**
      i. Landline telephones
      ii. Cellular voice and data
      iii. Two-way radios (VHF/UHF)
      iv. Internet-based communications (email, collaboration tools)
      v. Satellite phones
      vi. Amateur radio (HAM/ARES/RACES)
      vii. Public alerting systems (e.g., Esquimalt Alert, social media, website, SMS)
      viii. Redundant power sources (generators)
5. **Activation and notification procedures**
   a. **Triggering events** (when plan is activated)
   b. **Initial notification process** (who gets notified, in what order)
   c. **Mass notification tools** (alert systems, SMS/email lists)
   d. **Escalation procedures**

6. **Communication protocols**
    a. **Internal communications**
        i. EOC staff coordination
        ii. Situation reports and message logs
        iii. Secure communications for sensitive information
    b. **External communications**
        i. Media relations (via PIO)
        ii. Reference EOC staff procedures
        iii. Reference regional emergency communications procedures
    c. **Public communications**
        i. Emergency alerts
        ii. Social media use
        iii. Website updates
        iv. Other tactics as available
        v. Accessible formats (translation, plain language, accommodations for people with disabilities)
7. **Continuity and redundancy**
    a. **Backup facilities** (alternate EOC locations, mobile command units)
    b. **Redundant systems** (multiple service providers, backup hardware)
    c. **Failover procedures** (switching between systems when one fails)
    d. **Data protection** (secure storage, cloud backup, cybersecurity)
8. **Training and exercises**
    a. **Staff training** (system operation, emergency procedures)
    b. **Regular drills** (tabletop, functional, full-scale exercises)
    c. **After-action reviews** (feedback loop for improvements)
    d. **Document storage & access** (ensure a system for digital and paper storage)
9. **Maintenance and updates**
    a. **System testing and inspection** (schedules for radios, satellite phones, generators, etc.)
    b. **Plan review cycle** (annual or biannual updates)
    c. **Version control** (document management and distribution)
10. **Appendices**
    a. **Contact lists** (staff, partner agencies, vendors, contractors)
    b. **System diagrams** (radio channels, IT network maps)
    c. **Templates** (media statement, emergency-specific messages for website and social media)
    d. **Glossary and acronyms**

## III.    Scope of work:

3.1 Discovery meetings: The successful candidate will hold minimum 3 discovery meetings with staff to compile the necessary information, including background information.

3.2 Draft outline: Staff will approve the final plan outline before work commences

3.3 Deliverables outlined in Section I

## IV.    Other:

- Revisions and plan overview: The plan will need to be created in an accessible PDF, be in plain language and adhere to township graphic standards as supplied.

- The total project budget is $25,000

## V.    Ranking:

| References and relevant experience | % 30 |
|---|---|
| Budget | % 40 |
| Quality of the proposal | % 20 |
| Demonstrated understanding of B.C. emergency management context | % 10 |

## VI.    Submission deadline

November 16, 2025, 11:59 PM Pacific Time

Submit proposals electronically to kulpreet.munde@esquimalt.ca

## VII.    General instructions for proponents

The following instructions, terms, and conditions apply to all Proposals related to this

Request for Proposal.

VII.1.    THE CORPORATION OF THE TOWNSHIP OF ESQUIMALT EXPRESSLY RESERVES RIGHTS TO:

- Accept or reject any proposal.

- Accept a proposal that is not the lowest cost.

- Make decisions based on quality, experience, and compliance with requirements.

- Work with any participant whose proposal is in the Township's best interest.

- Cancel or re-issue the RFQ

VII.2.     PROPOSAL SUBMISSION REQUIREMENTS:

• All proposals must be submitted via email to Kulpreet Munde, Emergency Program Manager

- • Proposals must be in PDF format, with fees excluded from the email body as the attachments will not be opened until after the Proposal closing time.
- • No hard copy proposals will be accepted.
- • Any contract that may be entered into as a result of this proposal will be subject to the laws of the Province of British Columbia.

VII.3.     LATE AND INCOMPLETE PROPOSALS:

- • Late proposals will not be considered.

VII.4.     ADDITIONAL TERMS:

• The Township assumes no responsibility for email delays or security rejections.

• Proponents are responsible for their submission costs.

• The Township reserves the right to request additional documentation.

• All documents, reports, proposal submissions, working papers or other materials submitted to The Township shall become the sole and exclusive property of The Township and as such, are subject to Freedom of Information Legislation. To request documentation confidentiality, proponents must submit a cover letter, with their proposal, detailing the specifics of their request.

• The successful Proponent will enter into a contract including all conditions included in the Request for Quote.