



BC Wildfire Service Vendor Portal Information Sessions Questions and Answers

Will out of province vendors be asked to use the vendor portal to review and sign wildfire Aviation Service Requests (ASRs)?

Yes, extra-provincial companies will be asked to use the vendor portal to review and sign wildfire focused ARSs in 2020. Please note extra-provincial vendors will need to register for a Business BCeID so they can access the vendor portal. A specific reference document has been developed that will help extra provincial companies understand the process they will need to engage in to register. Please check the reference material we emailed prior to the information session or check our [website for the document](#).

Why do I need to provide a non-generic email for the onboarding process for the Vendor Portal?

We are encouraging vendors to provide a non-generic email for the initial onboarding process because the company will be responsible to ensure authorized staff within their company are the only staff working in the Vendor Portal. Using a “targeted” email to a specific person, ensures that the specific employee within the company assigned to be Administrator receives the invite to be the Administrator for your company. If five people are monitoring a generic email inbox, any one of those five people will have access to the Administrator link and once they have access to the Administrator link can set anyone up to perform review and sign off tasks within the Vendor Portal. By providing a targeted email you will be ensuring the right person within your company is provided Administrator access.

It should be noted that once the invitation link is sent to your company, it will be a one-time use. Once an employee clicks on the link to set up their Administrator access, that link will no longer work.

Once we go live with the Vendor Portal, the application will send the ASR or MFR for review and sign off to the email specified on the contract and will not use the invitation emails used in the onboarding process.

Can there be more than one contract manager identified for a vendor?

The application will have three roles that vendor employees can be placed in.

- Administrator
- Contract Manager
- View only

Vendors can have multiple staff with access to any of the roles within the system.

Will the Framework Agreement still be by invite through BC Bid?

Yes, the Framework Agreement will still take place through the BC Bid process and will not be included in the roll out of the vendor portal.

Will the annual agreement documentation packages/standing offer packages be processed through the portal?

The standing offer packages are currently not being processed through the vendor portal and will follow previous year's processes.

When will we get the initial email invitation to the portal?

Vendors will need a Business BCeID prior to receiving an invitation to the Vendor Portal. Once a company has been approved to do business with BC Wildfire Service an invite to access the Vendor Portal will be sent to your company.

During the information sessions it was mentioned that FLNRORD flights would not be done through the vendor portal can you give some examples of FLNRORD flights?

The lists below provide some examples of FLNRORD flights and BC Wildfire focused flights. Please note only BC Wildfire focused flights and mobile fuel request will have their ASRs reviewed and signed through the vendor portal at this time.

FLNRORD Examples

- Aerial Timber Recce
- Harvest, Planting, and Road inspections
- Forest Health Flights
- Wildlife capture/survey
- Landslide assessments

BC Wildfire Examples

- Bucketing Operations
- Initial Attack Support
- Aerial Ignitions
- Admin/Helco platform
- Infrared Scanning
- Wildfire crew/equipment transport
- Mobile fuel units

During fire season will there still be a phone call to request aviation resources (helicopter, fixed wing or mobile fuel unit) or will we be notified by the vendor portal of the request for a flight or mobile fuel unit?

The vendor portal will not take away the interaction(s) that currently takes place between the vendor and BC Wildfire Aviation staff when a flight or mobile fuel unit is required. The regular process of contacting a vendor prior to an ASR being created will still take place.

How much time is allowed for acceptance of an ASR in the vendor portal before an alternate vendor is requested to fill the request?

The Vendor Portal will not replace the traditional hiring practices of the fire centre (ie- phone calls to discuss the request and confirm availability). Once a request has been discussed the ASR will be sent to the vendor to review and sign in the vendor portal.

Will manifest information for a flight be available in the portal?

When the vendor receives the ASR in the vendor portal a pdf document will be attached to the digital ASR. Vendors can click on the pdf to see the document, page 2 of the pdf document will display the manifest information for the flight.

If there is a need to adjust the ASR for example a change to pilot information, do you simply decline the ASR?

If there is a mistake in the ASR, the vendor can decline the ASR and write a comment as to why the ASR is being declined. This step does not cancel the ASR it just notifies BCWS Aviation Staff that the ASR has been declined. Once declined the ASR can be reviewed and corrected by Aviation staff and resent to the vendor to review and sign. Our aviation staff will be setting workflow for these types of situations once the vendor portal is launched.

If an update is required to an existing ASR the vendor would contact BCWS and notify aviation staff of the change that is required eg change in pilot. Aviation staff will update the information for the existing ASR and create a new version of the ASR. The updated ASR will be sent to the portal and the vendor will be able to review the changes and sign the ASR with the updated information reflected.

What happens in a rapidly developing environment where aircraft are dispatched before an ASR is sent and signed?

We expect that the vendor portal will streamline the review and signing process so that ASRs can be signed prior to a flight taking place. The portal allows vendors to sign on using a mobile device which should enable review and signing of the ASR prior to a flight taking place. However, recognizing the limitations of vendors with limited staff and the urgency of an exalting incident, ASRs are expected to be signed at the earliest convenience of the vendor. Please discuss any delay of signature with the local fire centre aviation staff.

What happens with the issue and signing of an ASR during an internet outage?

In the event of an internet outage, BCWS staff still have access to the necessary applications to make and send ASRs via cellular network.

During the information sessions, we were told that vendors will need a Business BCeID to be able to use the vendor portal, will each employee in the vendor's company need their own BCeID?

When you register for a Business BCeID the BCeID is attached to the company registering. Once your company has a Business BCeID, the administrator for your company can then create user IDs for each employee.

Corporate counsel submits Annual Report. Our Company has separate BCeID to connect to BC Bid and Commercial Vehicle Safety - which BCeID account should be used?

BC Wildfire Service will be asking vendors to use Business BCeID accounts that directly represent their legal entity when signing up to access the vendor portal eg Apple Helicopters Ltd.

To ensure proper guidance is provided to this question we ask that vendors contact the BCeID help desk to discuss any questions about their BCeID account(s).

BCeID Help Desk is open Monday to Friday (except statutory holidays) from 7:30am to 5:00pm Pacific Time.

1-888-356-2741 (Canada and USA toll free)

604-660-2355 (Within lower mainland or outside Canada and USA)

Contact BCeID using the [online form](#)