From: Brophy, Brenda CSNR:EX

To: Ross, Diane FLNR:EX; Matthews, Simon FLNR:EX; Janzen, Judy K FLNR:EX; Ingham, Leanne FLNR:EX

Cc: Aviles, Roberto CSNR:EX; Burrage, Barbara CSNR:EX

Subject: NRS2018-001-SuavAir-Vendor Complaint Date: Tuesday, January 23, 2018 4:41:38 PM

Attachments: <u>180119-NRS2018-001.msq</u>

Re Vendor Complaint Review Process - Confirmation Email.msg

Vendor Complaint Review Process.msg

Good afternoon,

Please see attached for details of this formal vendor complaint from SuavAir. In accordance with the formal process, an acknowledged has been sent to the vendor. The business area has 30 calendar days to respond formally from the date of submission. Therefore, a response from the ED is due to the vendor no later than February 18th, however that is a Sunday, so either the 16th or 19th would be acceptable. We can also advise of the need to extend should there be an issue in gathering the facts surrounding the complaint.

I recommend we have a call once you have had the time to review the nature and substance of the complaint. s.17,s.21

s.17,s.21

Thanks.

Brenda Brophy | Manager, Procurement Services | Corporate Services | Natural Resource Ministries

Phone: (778) 698 - 3740 |

From: Aviles, Roberto CSNR:EX
To: "colin.filliter@suavair.com"

Subject: s.17,s.21

Date: Tuesday, January 23, 2018 1:00:19 PM

File: s.17,s.21

Re: SuavAir Aerial Imaging Ltd (HAF Forest Services) \$.17,s.21

This is to acknowledge receipt of your Vendor Complaint dated and received in this office on January 19, 2018 by email.

Your Vendor Complaint will be reviewed in accordance with the Ministry of Forests, Lands and Natural Resource Operations' Vendor Complaint Review Process. Pursuant to that process, this complaint will be responded to by Madeline Maley, Executive Director, BC Wildfire Service, within 30 business days, unless notified otherwise.

If you are dissatisfied with that response, you may raise your complaint to Mary Sue Maloughney, Assistant Deputy Minister, Integrated Resource Operations Division. If you are dissatisfied with that response, you may then raise your complaint to the Chief Procurement Officer, Procurement Governance Office of the Office of the Comptroller General.

Please ensure all future correspondence references Vendor Complaint s.17,s.21 Respectfully,

Rob Aviles

Senior Procurement Specialist Corporate Services, Natural Resource Ministries

Phone: (778) 698-2523

From: Colin Filliter

To: Brophy, Brenda CSNR:EX
Subject: Vendor Complaint Review Process
Date: Friday, January 19, 2018 12:46:34 PM

Vendor Information

Name of Authorized Representative: Colin Filliter

Title of Authorized Representative: Operations Manager

Legal Name of Company / Organization: SuavAir Aerial Imaging Ltd (HAF Forest Services)

Address:

2345 Eardley Rd

City:

Campbell River

Country: Canada

Province / State / Other:

British Columbia

Postal Code / Zip:

V9W 1L8

Business Phone: (250) 830-8849

Alternate Phone: (250) 830-8849

Fax Number:

Email Address: colin.filliter@suavair.com

Competition Number or Contract Reference Number:

Page 04 to/à Page 07

Withheld pursuant to/removed as

s.21;s.17

Ministry submitted to: Forests, Lands, Natural Resource Operations and Rural Development
Do you have attachments that you would like to provide for this complaint? YES
Submitted by: Colin Filliter
Date Submitted: 19/01/2018

From: Colin Filliter

To: Brophy, Brenda CSNR:EX

Subject: Re: Vendor Complaint Review Process - Confirmation Email

Date: Friday, January 19, 2018 12:55:19 PM

Attachments: Informal Vendor Complaint email communications.pdf

SuavAir Timeline.pdf

Hi Brenda,

Attachments included for the emai below. There was no reference # listed.

Thanks.

Colin Filliter, RPF



Operations Manager 250-830-8849 www.suavair.com

On Fri, Jan 19, 2018 at 12:46 PM, Forests, Lands, Natural Resource Operations and Rural Development <<u>no-reply@gov.bc.ca</u>> wrote:

Attachments

To provide your attachments please send them by email to Forests, Lands, Natural Resource Operations and Rural Development <u>brenda.brophy@gov.bc.ca</u> and reference this number in the subject line of your email.

Vendor Information

Name of Authorized Representative:

Colin Filliter

Title of Authorized Representative:

Operations Manager

Legal Name of Company / Organization:

SuavAir Aerial Imaging Ltd (HAF Forest Services)

Address:

2345 Eardley Rd

City:

Campbell River

Country: Canada
Province / State / Other: British Columbia
Postal Code / Zip: V9W 1L8
Business Phone: (250) 830-8849
Alternate Phone: (250) 830-8849
Fax Number:
Email Address: colin.filliter@suavair.com
Competition Number or Contract Reference Number:
s.17,s.21

Page 11 to/à Page 13

Withheld pursuant to/removed as

s.21;s.17

s.17,s.21
Signature
Ministry submitted to: Forests, Lands, Natural Resource Operations and Rural Development
Do you have attachments that you would like to provide for this complaint? YES
Submitted by: Colin Filliter
Date Submitted: 19/01/2018



Informal Discussion Vendor Complaint

7 messages

Hi Simon,

s.17,s.21

Thu, Aug 24, 2017 at 2:53 PM

Regards,

Thomas Martin, FIT



778-869-7730 www.suavair.com

Thomas Martin martin@suavair.com
To: "Matthews, Simon FLNR:EX" <Simon.Matthews@gov.bc.ca>
Co: Colin Filliter <colin.filliter@suavair.com>

Simon,

s.17,s.21

Tue, Aug 29, 2017 at 7:13 AM

s.17,s.21

Thomas



778-869-7730 www.suavair.com

[Quoted text hidden]

Matthews, Simon FLNR:EX <Simon.Matthews@gov.bc.ca>

Tue, Aug 29, 2017 at 7:46 AM

To: Thomas Martin <thomas.martin@suavair.com>

Cc: Colin Filliter <colin.filliter@suavair.com>, "Ingham, Leanne FLNR:EX" <Leanne.Ingham@gov.bc.ca>, "Janzen, Judy K FLNR:EX" <Judy.Janzen@gov.bc.ca>

Hi Thomas, I can confirm that we have at least six UAV companies that are on our list for UAV work. As to your second question, I can't answer this as I don't know what is being requested on a day to day by fires. Also, if a fire requests UAV work it doesn't automatically mean that it is approved. This falls to BCWS' aviation section for determination. I have cc'd Leanne Ingham on this response in case she wants to elaborate further.

Simon Matthews



Provincial Asset Management Officer

BC Wildfire Service | Ministry of Forests, Lands and Natural Resource Operations

Phone: 250 387-8727 | Cell: 778-676-4442

Report Wildfires: 1 800 663-5555 or *5555









From: Thomas Martin [mailto:thomas.martin@suavair.com]

Sent: Tuesday, August 29, 2017 7:13 AM

To: Matthews, Simon FLNR:EX

Cc: Colin Filliter

Subject: Re: Informal Discussion Vendor Complaint

[Quoted text hidden]

image001.png

34K



Thomas Martin <thomas.martin@suavair.com>
To: "Matthews, Simon FLNR:EX" <Simon.Matthews@gov.bc.ca>

Tue, Aug 29, 2017 at 9:44 AM

Thanks Simon. I know this is probably causing you headaches, but it's an issue we've been dealing with for some time and are looking for resolution.

Can you confirm the nature (start date, length etc) of the UAV direct award contracts that have been tendered this season? The government notices haven't been updated since May.

[Quoted text hidden]

--

[Quoted text hidden]

5 attachments



image003.png



image005.png



image002.png 18K



image004.png 1K



image006.jpg 1K

Matthews, Simon FLNR:EX <Simon.Matthews@gov.bc.ca>

To: Thomas Martin <thomas.martin@suavair.com>

Cc: "Ingham, Leanne FLNR:EX" <Leanne.Ingham@gov.bc.ca>

Tue, Aug 29, 2017 at 11:04 AM

Hi Thomas, sorry no I can't confirm that. Leanne may be able to assist you with this information but more than likely a formal Freedom of Information request would have to be sent in.

Simon Matthews

Provincial Asset Management Officer

BC Wildfire Service | Ministry of Forests, Lands and Natural Resource Operations



Phone: 250 387-8727 | Cell: 778-676-4442

Report Wildfires: 1 800 663-5555 or *5555









From: Thomas Martin [mailto:thomas.martin@suavair.com]

Sent: Tuesday, August 29, 2017 9:45 AM

To: Matthews, Simon FLNR:EX

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[Quoted text hidden]



image001.png 34K

Thomas Martin <thomas.martin@suavair.com>

To: "Matthews, Simon FLNR:EX" <Simon.Matthews@gov.bc.ca> Cc: "Ingham, Leanne FLNR:EX" <Leanne.Ingham@gov.bc.ca>

Thanks Simon. We filed a FOI a couple days ago so we'll wait for that to be processed.

[Quoted text hidden] [Quoted text hidden]

5 attachments



image002.png 18K



image003.png 1K



image006.jpg 1K



image005.png



image004.png

Matthews, **Simon FLNR:EX** <Simon.Matthews@gov.bc.ca> To: Thomas Martin <thomas.martin@suavair.com>

Tue, Aug 29, 2017 at 11:22 AM

Tue, Aug 29, 2017 at 11:12 AM

Perfect, thanks Thomas.

Simon Matthews



Provincial Asset Management Officer

BC Wildfire Service | Ministry of Forests, Lands and Natural Resource Operations

Phone: 250 387-8727 | Cell: 778-676-4442

Report Wildfires: 1 800 663-5555 or *5555







From: Thomas Martin [mailto:thomas.martin@suavair.com]

Sent: Tuesday, August 29, 2017 11:13 AM

To: Matthews, Simon FLNR:EX **Cc:** Ingham, Leanne FLNR:EX

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[Quoted text hidden] [Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden] [Quoted text hidden]

[Quoted text hidden]

From: Thomas Martin [mailto:thomas.martin@suavair.com]

[Quoted text hidden]

[Quoted text hidden] [Quoted text hidden]

[Quoted text hidden]



image001.png 34K Page 20 to/à Page 21

Withheld pursuant to/removed as

s.21;s.17

Howie Siemens <hsiemens@comoxvalleyrd.ca>

to Colin, Chris, Mark, Mike, Shaun, me, Scott, George 🖃

Hi Colin

First, Oyster River Fire, Strathcona and Comox Valley Regional Districts will support the

to utilize Suavair and their UAV (drone) during our wildfire exercise.

I truly see us partnering bringing many positive benefits and outcomes such as:

- enhancing IC real-time situation awareness with birds eye viewing of training and/or response initiatives on the ground
- capturing images that can be reviewed to evaluate at a later time
- providing visual material that can be shown to politicians' & public of what happens in the field and the benefits of using an UAV in emergency response.

As my objective would be to have lots of video captured (which Scott Goodman can then use as a skilled film editor) for the latter point above, I would like to ask Mark and Chris to offer their objectives and/or their choices of applications you have listed below.

As per flight control through IC, my two cents. I would not want IC to have full control (due to my selfishness of wanting the UAV to have freedom of flight) but of course giving IC the opportunity to experience the UAV video feed for the benefit of

Maybe we could create a flight time storyboard from Mike Fournier's scenario of events (triggers)? This could provide us with a pre-game plan for what we all want the UAV to capture and for how long?

I am looking forward to Suavair joining our exercise.

Howie Siemens
Emergency Program Coordinator
Comox Valley Regional District
3001 Moray Ave., Courtenay, BC V9N 7S7
Tel: 250-334-8890

SHYDDAO

'situational awareness'

From: Colin Filliter [mailto:colin.filliter@suavair.com]

Sent: Thursday, April 13, 2017 1:02 PM

To: Howie Siemens < hsiemens@comoxvalleyrd.ca>

Cc: Mike Fournier (EM SME -M&I Enterprises) < mlenterprise@shaw.ca>; Chris Murray (Oyster River Fire Deputy) < deputy@oysterriverfire.ca>; Thomas Martin < thomas.martin@suavair.com>

Subject: Re: CVRD SRD Wildfire exercise: June 25

4/25/17

------Forwarded message -------From: Lund, Shawn K FLNR:EX <Shawn.Lund@gov.bc.ca> Date: Tue, May 23, 2017 at 3:43 PM
Subject: UAV services
To: "colin.filliter@suavair.com" <colin.filliter@suavair.com>

Hello Colin

I'm still working out the details regarding how we are going to proceed this summer with UAV hotspot detection services. If I have my way it will be a simple process that will streamline hiring UAV services this summer. I will glack to you in the next couple of days once we have ironed out the details. Bear with me on this, the feedback we got from the fire you worked last year was very good and we want to take advantage of that again this summer. long as the fire season cooperates.

Regards

Shawn Lund

Forests, Lands and Natural Resource Operations BC Wildfire Service (Cell) 250-851-6188 (Desk) 250-312-3056 bcws_png



Shawn

Shawn Lund sent from my cell phone 250-851-6188

On Mon, Jun 6, 2016 at 10:44 AM -0700, "Thomas Martin" < homas.martin@suavair.com < mailto:thomas.martin@suavair.com >> wrote:

Cheers. One more question I forgot the answer to:

Should we include UAV scanning on our fireline specialist RSO application or leave it separate?

I would include the drone scanning on your RSO, it might be a bit before we finalize something specific to drones.

SuavAir Letter of Interest for Aviation Specialty Services Inbox x



4

Colin Filliter <colin.filliter@suavair.com>

to Shawn, me 💌

Hi Shawn.

Attached you will find our letter of interest to provide Hotspot Detection and Ortho Mapping using UAVs to the BC Wildfire Service. Please confirm that you are the correct person to send this letter to or if you require any additional information.

Based on our in-house field testing and training, I believe we can cover up to 150 hectares of thermal hotspot detection in an 8 hour period (one night period), or 500ha of ortho mapping (one day period). The thermal mapping is lower production due to the high amount of flight overlap required to detect all hotspots that may be shielded by terrain obstacles.

Our day rate is \$4225/day which includes up to 12 hours of field time and office processing time.

Let me know if any questions or comments. Looking forward to working with BC Wildfire in the future.

Colin Filliter, RPF

suavair

Operations Manager 250-830-8849 www.suavair.com From: Blair Hunter [mailto:blair.hunter@haf-fs.com]

Sent: Monday, June 27, 2016 9:34 AM To: BCWS CWSContracts FLNR:EX

Subject: Attn: Caroline Harvey, REI # FSS16BCWS

Ms. Harvey,

I would like to submit my company's Expression of Interest for Fire Rehabilitation and Fire Specialist Contractors. I look forward to working with the Province of British Columbia.

Yours sincerely,

Blair Hunter RPF Blair.Hunter@HAF-FS.com 250-202-7433 250-288-3276 ext 324

SuavAir Application for Hotspot Detection and Mapping $\ensuremath{\,^{\text{Inbox}}}\ensuremath{\,^{\times}}\xspace$



© 7/4/16 ☆ ★ →

4

Colin Filliter < colin.filliter@suavair.com>

to Shawn, me 💌

Hi Shawn,

Attached is an example hotspot / ortho map, as well as a document that contains our contract resume, references, and our fee schedule. Our sister company, HAF Forest Services, also submitted an application for wildfire specialist that contains similar information.

The map's resolution is 5 cm/pixel and can be used in PDF Avenza Maps. The hotspots (20cm x 20cm BBQ Briquettes) were found by creating a mosiac mesh of 315 georeferenced IR images stitched together. We can also ID hotspots by hovering the drone over the hotspot and using the coordinates of the image. Both methods showed accuracy of 0.5m to 5.0 m accuracy when compared to our handheld GPS coordinates of the hotspots.

Let us know if you need anything else provided to you. Thomas and I are excited for the possibility to work for BC Wildfire this summer!

Regards,

Colin Filliter, RPF

Operations Manager 250-830-8849 www.suavair.com to Shawn

Hi Shawn,

I was wondering if you've had a chance to look over our infrared scanning map, have any questions about it, and want to have follow up meetings?

I understand the province is quite wet at the moment, but we are keen to use this down time to get groundwork in place. Feel free to contact me or Colin anytime!

Cheers.

Thomas Martin, ASFIT, A.Ag



www.suavair.com





. CWSContracts, BCWS FLNR:EX < CWSContracts@gov.bc.ca>

@ 7/12/17 👉 🔸

to me 🔻

Hi Thomas,

Please see response in red.

Thank you,



Parmeet Mahajan

Contract Officer

BC Wildfire Service | Ministry of Forests, Lands and Natural Resource Operations

Phone: <u>250 953.3958</u> | Fax: <u>250 387.5685</u> Report Wildfires: <u>1 800 663-5555</u> or *5555







From: Thomas Martin [mailto:thomas.martin@suavair.com]

Sent: Tuesday, July 11, 2017 4:24 PM To: CWSContracts, BCWS FLNR:EX Subject: Phone call follow-up

Hi Ms. Mahajan,

Just a follow-up from our phone call. We're wondering if the FFS REI puts us on the list for UAV hotspot scanning. Submitting an REI does not automatically put a company on the list. We have to determine first if the company is qualified to actually work around fires. We flew last year, but it sounds like there was uncertainty if UAV's would operate under a provincial level contract this summer. That is correct, it is underdetermined on how/if UAVs are going to be hired this year. The Aviation section at our Provincial Wildfire Coordination office determines if UAVs are needed. If they are in need of your company (and they determine you are qualified) they will issue you an agreement

Page 29 of 35 FNR-2019-92884

to Shawn, Nigel, me 🔽

Hi Shawn.

Thanks for the reply. We're trying to get a standing offer agreement finalized with the Province, so we can be utilized through a as required basis.

We flew one fire for Coastal Fire Centre under a one day demonstration contract a couple weeks ago. About a week later there was another fire on Vancouver Island which the Campbell River Zone wanted to use us on, but from what I've been told they couldn't because we didn't have a standing offer agreement in place.

Our company (legally H.A.F. Forest Services Inc) included UAV scanning and mapping on the RPF/Fireline Specialist RSO application this spring, but we haven't heard any confirmation on that application. Hoping to get a contract approved so we can be ready to go in the next few weeks if you require our services.

Cheers,

Colin Filliter, RPF

suavair

Operations Manager 250-830-8849 www.suavair.com

Kamloops visit Inbox x



Thomas Martin <thomas.martin@suavair.com>

to Shawn, Colin -

Hi Shawn,

Colin and I will be in Kamloops next week for work. We were wondering if you'd like to use this opportunity to meet in person. We have nothing specific to discuss, we just figured it would be a good chance to meet in person. Let us know if this works for you - right now Monday the 19th is completely open.

Cheers.



Lund, Shawn K FLNR:EX <Shawn.Lund@gov.bc.ca>

9/14/16 👉 👆 🕶

9/14/16



Hello Colin

Absolutely I would like to put a face to a name if nothing else. I'm in all day so whatever works for your schedule I can make work.

Shawn

From: Thomas Martin [mailto:thomas.martin@suavair.com]

Sent: Wednesday, September 14, 2016 8:21 AM

To: Lund, Shawn K FLNR:EX

Cc: Colin Filliter

Subject: Kamloops visit

Hi Shawn,

Colin and I will be in Kamloops next week for work. We were wondering if you'd like to use this opportunity to meet in person. We have nothing specific to discuss, we just figured it would be a good chance to meet in person. Let us know if this works for you - right now Monday the 19th is completely open.

Cheers

*

Thomas Martin <thomas.martin@suavair.com>

11/27/17 🏠

•

to Leanne 🔻

Suavair want the BCWS to develop a successful UAV program. To that end we're happy to provide constructive feedback on the 2017 (and 2016) procurement process and to offer insight on future UAV capabilities.

Thomas Martin, FIT

suavair

778-869-7730 www.suavair.com

1011



Ingham, Leanne FLNR:EX <Leanne.lngham@gov.bc.ca>

□ 11/27/17



to me 🖃 Hi Thomas,

Thanks for your email. As you might be aware, Shawn Lund, who was previously coordinating the UAV portfolio for BCWS is no longer with the provincial government. We are in the process of hiring a replacement who will be taking over the portfolio for 2018. In the interim I am the contact but am not a subject matter expert. I anticipate our new staff person being hired by January at which point developing a procurement process specific to UAVs for 2018 will be their first priority. If you're willing to provide feedback to that individual early in January that would be greatly appreciated.

Thanks, Leanne



Leanne Ingham

Superintendent, Aviation Management
BC Wildfire Service | Ministry of Forests, Lands and Natural Resource Operations

Phone: <u>250 312-3008</u> | Cell: <u>778 257-0683</u> Report Wildfires: <u>1 800 663-5555</u> or *5555









ARCS-00155-05

April 13, 2018

Colin Filliter SuavAir Aerial Imaging Ltd (a division of HAF Forest Services) 2345 Eardley Road Campbell River, BC V9W 1L8

Re: SuavAir Aerial Imaging Ltd. Vendor Complaints. 17, s. 21

Dear Colin:

Thank you for your letter dated January 19, 2018, submitted to the Ministry of Forests, Lands, Natural Resource Operations and Rural Development, outlining your concerns with the procurement of Unmanned Aerial Vehicle (UAV) Services under Request for Expression of Interest (REI) s.17,s.21 . This matter has been referred to me for reply in my capacity as Executive Director responsible for the BC Wildfire Service (BCWS) that undertook the procurement on behalf of the Ministry.

The government Vendor Complaint Review Process (VCRP) is designed to provide the vendor community a process to address complaints in relation to government's procurement processes. The intent of the VCRP is to assist government in identifying and addressing any issues or gaps in current provincial procurement policy and procedures. The VCRP is not a mechanism through which compensation can be awarded. More information on the VCRP can be found on the Ministry's <u>website</u> and on the Province's VCRP <u>website</u>.

We have reviewed the submission by SuavAir Aerial Imaging Ltd. which expresses the viewpoint that the procurement process related to UAV services was flawed, specifically as it relates to the areas of:

s.17,s.21

Page 34

Withheld pursuant to/removed as

s.21;s.17

s.17,s.21

(signature of ED)

cc: Brenda Brophy, Manager, Procurement Services CSNR