



STAFF REPORT ACTION REQUIRED

Sole Source Contract with Intergraph Canada Ltd for Toronto Fire Services

Date:	June 8, 2010
To:	Community Development and Recreation Committee
From:	Fire Chief and General Manager Director, Purchasing and Materials Management
Wards:	All
Reference Number:	P:/2010/Internal Services/PMMD/cd10025PMMD (AFS # 12068)

SUMMARY

The purpose of this report is to obtain Council authority, as required by Financial Control By-law Article 1V, No. 71-11 to enter into a sole source contract with Intergraph Canada Ltd and to request the authority to spend up to the required amount.

Intergraph Canada Limited will provide the Toronto Fire Services with a fully integrated Business Intelligence (BI) solution. The BI Project is intended to allow Toronto Fire Services to extract and integrate data from multiple sources to bridge information gaps and ensure the continuity of information flow from all data tracking systems. Data will be taken primarily from Fire's Computer Aided Dispatch (CAD) system as well as from the Records Management System (RMS), phone and radio systems. The main objective of the project is to establish a process that will facilitate the measurement of the Toronto Fire Services performance in a manner that is compliant with NFPA 1221 and NFPA1710.

Intergraph Canada Ltd 's Computer Aided Dispatch system has been utilized by the Toronto Fire Services since 2000 and the City currently has a maintenance contract for the CAD system. The City has entered into two separate but related agreements with Intergraph Canada Ltd., a Maintenance Service Agreement (052009-1022) and a Master Services Agreement (112007-1012). The BI solution utilizes the proprietary schema of the CAD data and interfaces seamlessly to the I/CAD and I/Dispatcher components of the existing systems to deliver an effective analysis platform.

The required level of integration with existing proprietary systems as well as contractual obligations for maintenance precludes any competitive procurement. The Toronto Fire Services Communications Division independent Quality Assurance Review recommended the Intergraph Business Intelligence solution.

RECOMMENDATIONS

The Fire Chief and General Manager, Toronto Fire Services and the Director, Purchasing and Materials Management, recommend that:

1. Council grant authority to the Fire Chief and General Manager of Toronto Fire Services to enter into a sole source contract with Intergraph Canada Limited, to establish a process that will facilitate the measurement of the Toronto Fire Services performance in a manner that is compliant with NFPA 1221 and NFPA1710 in an amount not to exceed \$500,000 inclusive of all taxes on terms and conditions as approved by the Fire Chief and General Manager and in a form acceptable to the City Solicitor.

Financial Impact

The sole source contract with Intergraph Canada Limited with a total project cost of up to \$500,000 including all taxes and charges has been included in Toronto Fire Services' 2010 Approved Capital Budget under WBS# CFR078-01.

The Deputy City Manager and Chief Financial Officer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

Council approved the Business Intelligence capital project as part of Fire's 2010-2014 Capital budget at its meeting of December 8, 2009.

ISSUE BACKGROUND

It is anticipated that the BI Project will enable significant improvement in service delivery by allowing for the detailed scrutiny of individual components of complex internal processes. The focus is to improve response times to emergencies, while enhancing our ability to extract post incident data in a more efficient manner. The Toronto Fire Services Communications Division independent Quality Assurance Review recommended the establishment and regular review of performance metrics. Specifically, the Review recommended the Intergraph Business Intelligence solution.

This project has direct impact on the delivery of fire protection services, the mandate of the Fire Chief as defined in *the Fire Protection and Prevention Act 1997*, and will also impact compliance with recent changes to the *Ambulance Act*.

As with all CAD projects, the BI Project will be managed and implemented internally by Toronto Fire Services staff. There is no requirement for I & T Division resources and they have signed off on project approval.

COMMENTS

The main objective of the project is to establish a process that will facilitate the measurement of the Toronto Fire Services performance in a manner that is compliant with NFPA 1221 and NFPA1710. Both Standards address the delivery of emergency services from the initial receipt of an alarm to the arrival of appropriate emergency response units to the scene of the emergency. BI will enable bench marking of current performance and create the analysis tools required for continuous improvement.

The levels of integration with existing proprietary systems as well as contractual obligations of support agreements dictate that this procurement be sole sourced to Intergraph Canada Ltd.

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SIGNATURE

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