



## STAFF REPORT ACTION REQUIRED

### Amendment to Blanket Contract 47019332 issued to Intergraph Canada for Professional Services and additional licences for existing Computer Aided Dispatch (CAD) and Business Intelligence (BI) systems

<b>Date:</b>	January 7, 2016
<b>To:</b>	Community Development and Recreation Committee
<b>From:</b>	Fire Chief and General Manager, Director, Purchasing and Materials Management
<b>Wards:</b>	All
<b>Reference Number:</b>	p:\2016\ClusterB\FIR\cd160001

### SUMMARY

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The purpose of this report is to request the authority to increase the value of the existing blanket contract 47019332 issued to Intergraph Canada Ltd, the vendor which provides Toronto Fire Services (TFS) with the Computer Aided Dispatch (CAD) System and Business Intelligence (BI) software. The requested amendment will increase the blanket contract by an additional \$800,000 net of HST (\$814,080 net of HST recoveries). This amount will increase the contract value to \$1,308,800 net of HST (\$1,331,835 net of HST recoveries).

TFS has used Intergraph Computer Aided Dispatch (CAD) systems since 2000. The CAD system is critical to TFS emergency response and is used to recommend the appropriate response to an emergency based on specific criteria. System adjustments and upgrades are an essential part of operating a mission critical system and ultimately have an impact service delivery. However, the TFS CAD is currently two releases behind the current Intergraph release.

Implementation of the Intergraph CAD release update maintains supportability and allows for continued vendor support. The upgrade is essential for TFS to move forward with numerous technological initiatives as outlined in the TFS Master Fire Plan 2015-2019 such as Fire Station Alerting, Dynamic staging, Mobile Responder and Traffic Signal Pre-emption with Live Interactive GPS.

City Council approval is required in accordance with Municipal Code By-Law Chapter 195-Purchasing, where the current request has exceeded the Chief Purchasing Official's authority of the cumulative five year commitment limit under Section 1 of the Purchasing By-Law and also exceeds the threshold of \$500,000, net of HST, allowed under staff authority as per the Toronto Municipal Code By-Law, Chapter 71 – Financial Control.

## **RECOMMENDATIONS**

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**The Fire Chief & General Manager, Fire Services and Director, Purchasing and Materials Management, recommend that:**

1. City Council grant authority to increase the value of Blanket Contract 47019332 issued to Intergraph Canada Ltd. by \$800,000 net of HST (\$814,080 net of HST recoveries) revising the current approved value from \$508,800 net of HST (\$517,755 net of HST recoveries) to a grand total of \$1,308,800 net of HST (\$1,331,835 net of HST recoveries).

### **Financial Impact**

Funding for the increase of \$800,000 (\$814,080 net of HST recoveries) to the Intergraph Canada Ltd. Blanket Contract 47019332 is included in Toronto Fire Services' 2015 approved capital project, Computer Aided Dispatch (CAD) Upgrade project with a total project cost of \$1.255 million and 2015 cash flow funding of \$0.703 million and 2016 cash flow funding of \$0.552 million, which is included in TFS' 2016 Capital Budget Submission.

The Computer Aided Dispatch (CAD) Upgrade project is expected to be completed and fully implemented by year end 2016.

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

### **DECISION HISTORY**

At its meeting of May 6, 2014 City Council adopted Toronto Fire Services' request to negotiate and enter into a contract with Intergraph Canada Ltd. for the provision of proprietary information and technology systems:

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2014.CD28.4>

### **ISSUE BACKGROUND**

On July 17, 2015, Purchasing and Materials Management Division (PMMD) issued blanket contract 47019332 to Intergraph Canada Ltd. for the provision of professional services and additional licences for existing CAD and Business Intelligence (BI) systems. The term of the contract will be in effect from January 5, 2015 to December 31, 2019, all in accordance with Master Purchase Agreement #2015-2033 that was executed on June 19, 2015.

The current contract target value was originally approved at \$508,800. This amount represents the maximum amount that could be absorbed within Fire Services' Operating budget and was intended to support modest enhancements of the CAD and BI systems that may be required from time to time.

When Authority was granted (May 6, 2014) to establish the existing contract, capital funding was not yet in place and costs for the upgrade were not fully identified.

TFS' 2015 Approved Capital Budget included the Computer Aided Dispatch (CAD) Upgrade project with total project cost of \$1.255 million of which \$0.8 million will fund the purchase of new or additional licenses as well as funding for Professional Services essential to a major release upgrade. As a result, an amendment to the existing contract is required to ensure the current TFS CAD system is upgraded from version 9.1 to version 9.3 and that a transition take place from an Oracle database to an SQL database format.

## **COMMENTS**

TFS has used Intergraph Computer Aided Dispatch (CAD) systems since 2000. In February of 2000, as a result of an RFP, the City executed a \$10.2M contract with Intergraph Public Safety Inc. for implementation of a turnkey CAD system. TFS has continued to leverage this investment through upgrades and enhancements over the past fifteen years.

The CAD system is critical to TFS emergency response. System adjustments and upgrades are an essential part of operating a mission critical system and ultimately have an impact on service delivery. The CAD system is used to recommend the appropriate response to an emergency based on specific criteria. Most recently, in 2010, the implementation of the BI component was approved by City Council to support quality assurance initiatives focused on emergency call processing. However, the TFS CAD is currently two releases behind due to contractual discussions.

Implementation of the current Intergraph CAD release update maintains supportability and allows for continued vendor support. The upgrade is essential for TFS to move forward with numerous technological initiatives as outlined in the TFS Master Fire Plan 2015-2019 and designed to provide effective emergency response and improved service delivery:

- Fire Station Alerting is a standardized voice dispatching system that transmits automated alerts and dispatch information directly to the fire stations. FSA systems reduce total response times by reducing call processing times.
- Dynamic staging software uses current information from CAD systems supported by historical emergency response data to determine the most strategic and efficient placement of trucks in real-time. This reduces service coverage gaps that can occur when multiple trucks are engaged in responding to emergency incidents.

- Mobile Responder and Mobile for Public Safety (MPS) will allow TFS responders to access CAD information on smartphones and tablets. Mobile Responder allows personnel to view incident details, send and receive messages, update their status, and access incident details. It provides operations staff with geospatial information for all activity in their response area, and gives dispatchers the real-time location of operations staff in the field. Outcomes of using this technology include improvements in communication, safety, and efficiency.
- Alignment with Transportation Services Traffic Signal Pre-emption initiative utilizing Live Interactive GPS to allow the normal operation of traffic lights to be pre-empted to improve emergency vehicle road response times and enhance traffic safety at intersections. TFS is currently implementing GPS signal enhancements at fire stations in order to further improve location information and automate vehicle Enroute status. The project ensures that GPS information is always available for TFS vehicles with no delays in acquiring signals when trucks leave the stations.

## CONTACT

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## SIGNATURE

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