

Amendment to Contract 47016848 issued to Motorola Solutions Canada Inc. for the provision of Radio Infrastructure and Associated Services

Date: April 15, 2021

To: Executive Committee

From: Fire Chief/General Manager, Fire Services Division

Paramedics Chief/General Manager, Paramedic Services Division

Police Chief, Toronto Police Services and Chief Procurement Officer

Wards: All

SUMMARY

The purpose of this report is to request authority to amend Contract No. 47016848 awarded to Motorola Solutions Canada Inc., as a result of the Request for Proposal (RFP) 2105-11-3007, for the provision of a common radio platform, Toronto Radio Infrastructure Project (TRIP) as well as 15-years of lifecycle support extending to 2029, for the City of Toronto's Fire Services, Paramedic Services, and Police Service. This report requests an amendment to increase the contract value by \$6,907,913 net of all applicable taxes and charges (\$7,029,492 net of HST recoveries), increasing the total Contract value from \$63,584,616 to \$70,492,529 net of all applicable taxes and charges.

The amendment is required to address the City's three emergency services' need for additional investment in TRIP related requirements focussed on enhanced resiliency, regulatory compliance, and improved security measures that were not available during implementation.

RECOMMENDATIONS

The Fire Chief/General Manager, Toronto Fire Services, the Acting Chief/General Manager, Toronto Paramedic Services, the Acting Police Chief, Toronto Police Service, and the Chief Procurement Officer recommend that:

1. The Executive Committee, In accordance with Section 71-11.1.C of the City of Toronto Municipal Code Chapter 71 (Financial Control By-law), grant authority to amend Contract No. 47016848 issued to Motorola Solutions Canada Inc. for the supply of TRIP products, services, support and maintenance by an additional amount of \$6,907,913 net of all applicable taxes and charges (\$7,029,492 net of HST recoveries), increasing the

contract value from \$63,584,616 to \$70,492,529 net of all applicable taxes and charges (\$71,733,198 net of HST recoveries).

FINANCIAL IMPACT

The requested amendment to Contract 47016848 is \$6,907,913, net of all taxes and charges (\$7,029,492 net of HST recoveries). This will increase the contract value from \$63,584,616 net of all taxes and charges (\$64,703,705 net of HST recoveries), to \$70,492,529 net of all taxes and charges (\$71,733,198 net of HST recoveries).

Funding for the requested amendment was included in Toronto Fire Services' 2021 Approved Capital Budget (account CFR138) and the 2021 Approved Operating Budgets for Toronto Fire Services, Toronto Paramedic Services, and Toronto Police Service in various cost centres and cost elements.

Funding is included in the 2021 Approved Capital Budget of Toronto Fire Services, and 2021 Approved Operating Budgets for Toronto Fire Services, Toronto Paramedic Services, and Toronto Police Service. Additional funding will be included in their 2022-2029 Operating Budget Submissions as detailed below and/or in Attachment 1.

Annual life cycle support costs are divided among the three emergency services in a manner directly proportional to the number of radio users operating on the TRIP system. A breakdown of expenditures for the requested amendment increase follows in Table 1.

Table 1 - Contract Amendment Details

Funding Source	Description	Amount	Amount net of HST Recoveries
Capital CFR138-01	Enhanced Resiliency/Security	\$876,275	\$891,697
	Microwave Re-Alignment	\$273,504	\$278,318
	Regulatory Compliance	\$356,805	\$363,084
	Additional Dispatch Consoles	\$2,204,275	\$2,243,070
	Total Capital	\$3,710,859	\$3,776,169
Operating Budgets of Emergency Services (see details in Attachment 1)	Total Operating Impact over the remaining term (June 2029)	\$3,197,055	\$3,253,323
	Total Value (Capital + Operating) of Purchase Order Amendment to Blanket Contract 47016848	\$6,907,914	\$7,029,492

The Chief Financial Officer and Treasurer has reviewed this report and agrees with information included in the Financial Impact section.

DECISION HISTORY

On February 6 2012, City Council authorized the execution of a contract with Motorola Solutions Canada Inc. resulting from competitive procurement RFP 2105-11-3007.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2012.EX15.9>

On March 15 2015, as part of the adoption of the 2015 Capital and Operating budget, City Council authorized the first blanket contract amendment and additional funding (EX3.4 - 53) to address unexpected construction costs during implementation increasing the contract value by \$3,030,000 from \$60,554,616 to \$63,584,616(\$64,703,705 net of HST recoveries):

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2015.EX3.4>

On February 19 2020, City Council approved Toronto Fire Services 2020 Capital Budget (EX13.2 - 212) and 2021-2029 Capital Plan (EX13.2 - 213) which includes \$8.5M Capital project for TRIP.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2020.EX13.2>

COMMENTS

The Toronto Radio Infrastructure Program (TRIP) provides voice radio communications for the City's first responders and is a critical system used by Toronto Police, Toronto Fire and Toronto Paramedic Services to ensure public safety through co-ordinated emergency response. The program began implementation in 2012 and has been operational since 2015 providing reliable voice radio communications to the City's emergency services. Radio infrastructure is covered by a comprehensive lifecycle support contract with the vendor until June 2029. The program is managed collaboratively by the three emergency services using consensus methodology.

Capital budget was approved in 2020 to address critical requirements identified by the emergency services. TRIP requirements related to this purchase order amendment focus on enhanced resiliency, growth in service delivery, regulatory compliance, and improved security measures that were not available during implementation.

Additional dispatch consoles are needed to support increasing call volumes while enhanced resiliency measures will improve the number of ways for the system to manage failures without impacting service delivery.

An improved security posture is also supported by this request. The complexity of TRIP systems requires a reliance on vendor-certified solutions to mitigate any unanticipated negative impacts in the administration and implementation of appropriate security

measures. The vendor has developed their security options providing products and services that were not available until recently. This amendment will ensure the appropriate security stance is undertaken to protect this essential asset.

TRIP operates from a number of radio tower sites throughout the City that were developed to ensure effective radio communications for our first responders. These radio sites form a cohesive network that is established through the use of a complex architecture of microwave telecommunications links. The nature of microwave communications links requires unobstructed line of sight between any two points in the network. A recent real estate development has created an obstruction in this line of sight and this amendment is required to re-align the impacted link.

The regulatory compliance component of this amendment will ensure recent changes to Health Canada's Safety Code 6 radio frequency exposure limits are strictly adhered to. Compliance verification requires a comprehensive site by site engineering review that includes the potential for onsite energy level measurements. The requested amendment will also address required changes to TRIP audio logging systems resultant from CRTC Next Generation 911 directives to ensure recording systems which record both radio and telephone audio can process the new format.

The requested amendment is required to facilitate the aforementioned project related expenditures with Motorola Solutions Canada Inc.

CONTACT

Frank Pappone, Division Chief, and Toronto Fire Services Telephone: 416-338-9500,
Email: Frank.Pappone@toronto.ca

Elena Caruso, Manager, Goods and Services, Purchasing and Materials Management, 416-392-7316, Elena.Caruso@toronto.ca

SIGNATURE

Jim Jessop
Acting Fire Chief
Toronto Fire Services

Gord McEachen
Chief & General Manager of
Toronto Paramedic Services

James Ramer
Acting Police Chief

Mike Pacholok
Chief Procurement Officer

ATTACHMENTS

Attachment 1: Financial Impact Summary