

## **Amendment to Agreement with Motorola Solutions Canada Inc. for Two-Way Radio Products and Services for Radio Replacement Lifecycle Project for the Toronto Paramedic Services**

**Date:** October 7, 2025

**To:** General Government Committee

**From:** Chief, Toronto Paramedic Services and Chief Procurement Officer

**Wards:** All

### **SUMMARY**

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The purpose of this report is to seek authority from City Council to amend the agreement with Motorola Solutions Canada Inc. governing Contract 47021740 for the supply and delivery of two-way radio products and services for Radio Replacement Lifecycle Project for Toronto Paramedic Services, by increasing the value by \$1,500,000 net of Harmonized Sales Tax (\$1,526,400 net of Harmonized Sales Tax Recoveries). This amendment will increase the agreed value from \$5,168,000.00 to \$6,668,000 net of Harmonized Sales Tax (\$6,785,357 net of Harmonized Sales Tax Recoveries).

The amended agreement will be for the provision of replacing obsolete and unsupported equipment, procurement of additional equipment to meet ongoing operational demands, and support efficient organizational growth.

### **RECOMMENDATIONS**

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The Chief Procurement Officer and Chief, Toronto Paramedic Services recommend that:

1. General Government Committee grant authority, in accordance Section 71-11.1.C of the City of Toronto Municipal Code Chapter 71 (Financial Control By-Law), to amend agreement with Motorola Solutions Canada Inc. governing Contract 47021740 for the supply and delivery of two-way radio products and services for Radio Replacement Lifecycle Project, by increasing the total value by \$1,500,000 net of Harmonized Sales Tax (\$1,526,400 net of Harmonized Sales Tax Recoveries). This amendment will increase the current value from

\$5,168,000.00 to \$6,668,000 net of Harmonized Sales Tax (\$6,785,357 net of Harmonized Sales Tax Recoveries).

## FINANCIAL IMPACT

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The total value of the amendment identified in this report is \$1,500,000.00 net of all applicable taxes and charges (\$1,526,400 net of HST recoveries). This will increase the value from \$5,168,000.00 to \$6,668,000 net of Harmonized Sales Tax (\$6,785,357 net of Harmonized Sales Tax Recoveries).

Should the City choose to amend the existing agreement, the appropriate additional funding, will be requested in the 2025-2027 annual Capital and Operating Budget Submissions for Toronto Paramedic Services, as part of the annual Capital budget review process. For 2025 to 2027, the funds have been submitted with the Capital budget submission using WBS Element account code CAM067-01/GL3020; in addition to available funds in CAM069-09/GL3130.

Funding details are provided in the tables below.

Table 1: Financial Impact Summary, Net of Harmonized Sales Tax Recoveries

<b>Toronto Paramedic Services</b>	<b>CAM067-01/3020</b>	<b>CAM069-09/3130</b>	<b>Total Amendment Value (Net of Harmonized Sales Tax Recoveries)</b>
October 01, 2025 to December 31, 2025	\$100,000	\$90,800	\$190,800
January 01, 2026 to December 31, 2026	\$763,200		\$763,200
January 01, 2027 to September 30, 2027	\$572,400		\$572,400
<b>Total</b>	<b>\$1435,600</b>	<b>\$90,800</b>	<b>\$1,526,400</b>

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

## DECISION HISTORY

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

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

On May 22, 2018, City Council authorized the Fire Chief and General Manager of Toronto Fire Services, the Chief and General Manager of Toronto Paramedic Services, and the General Manager of Toronto Water to each negotiate and enter into separate agreements with Motorola Solutions Canada Inc. for the supply and delivery of mobile and portable radios, related parts, hardware, configuration, testing, and professional services over a ten-year period, with agreement terms satisfactory to the respective General Managers and in a form approved by the City Solicitor. The authorized contract amounts were \$13,750,000 (net of HST recoveries) for Toronto Fire Services, \$5,168,000 for Toronto Paramedic Services, and \$554,000 (net of HST recoveries) for Toronto Water. Additionally, City Council amended the 2018-2027 Capital Budget and Plan for Toronto Paramedic Services by increasing the total project costs for Ambulance Radio Replacement projects by \$1,610,000, with debt-funded cash flow commitments of \$450,000 in 2019, \$550,000 in 2020, and \$610,000 in 2027. The City Council decision can be found at <https://secure.toronto.ca/council/agenda-item.do?item=2018.CD28.2>

## COMMENTS

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The City of Toronto's Radio Infrastructure Project, completed in 2015, established a critical communications backbone (such as radio towers, radio repeaters, back end network devices) that supports the operational voice communications needs of Toronto Fire Services, the Toronto Police Service, and Toronto Paramedic Services. This shared infrastructure plays a pivotal role in ensuring real-time coordination during emergency responses and maintaining public safety across the city.

Given the urgency of replacing aging radio equipment and the scale of their operational requirements, Toronto Police Services led the procurement process following project completion. Toronto Police Services issued Request for Proposal Number 1202732-17 on June 30, 2017, which closed on August 30, 2017. Despite initial interest from fifteen vendors, Motorola Solutions Canada Inc. was the sole respondent. The contract was awarded on September 28, 2018 for a period of 10 years.

In accordance with Toronto Municipal Code, Chapter 195-6.6—**Procurement of Same Goods and Services as a Public Body**—the City leveraged the Toronto Police Services contract to streamline procurement for other emergency services. Toronto Fire Services, Toronto Paramedic Services, and Toronto Water reviewed Motorola's deliverables and confirmed alignment with City requirements. This collaborative approach, validated in consultation with the Purchasing and Materials Management Division, ensured that the contract met all municipal procurement standards.

In 2024, Toronto Paramedic Services undertook a comprehensive assessment of its radio communications equipment including mobile and portable radios. This review highlighted many portable radios as no longer supported by Motorola Solutions, as well as the need for additional radio equipment to accommodate growing operational demands and prepare for organizational expansion, including support for a multi-year staffing plan approved in 2025.

To mitigate the risks of equipment failure, communication breakdowns, and service interruptions, Toronto Paramedic Services is seeking additional funds to proactively upgrade its critical radio infrastructure. The requested investment will support:

- Replacement of 211 obsolete and unsupported radio hardware items
- Procurement of additional radio equipment for the addition of response vehicles to the fleet
- Replacement of portable radio batteries for the fleet of radios
- Additions to the fleet, 42 vehicles, until the current contract expires in 2027
- Acquisition of spare units and accessories to maintain operational readiness; and Portable communication tools

With the existing contract set to expire in 2027, this is a timely and strategic opportunity to extend and enhance the Paramedic services radio equipment through the existing vendor relationship with Motorola Solutions Canada Inc. Leveraging this established framework avoids delays, ensures compatibility, and delivers cost-efficiencies. This investment will support growing operational demands, prepare for organizational expansion and strengthen the City's emergency communication network to help ensure the continued safety of residents and first responders.

## **CONTACT**

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## **SIGNATURE**

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Genevieve Sharkey  
Chief Procurement Officer

Bikram Chawla  
Chief, Toronto Paramedic Services