

Amendment to Legal Agreement with Motorola Solutions Canada Inc. for the provision of Radio Communications Infrastructure and Associated Services for Emergency Services

Date: November 24, 2025

To: General Government Committee

From: Fire Chief and General Manager, Toronto Fire Services,
and Chief Procurement Officer

Wards: All

SUMMARY

The purpose of this report is to request authority for the Fire Chief and General Manager, Toronto Fire Services to negotiate and execute an amendment to the legal agreement dated June 29, 2012 with Motorola Solutions Canada Inc., (“Motorola-Canada”) for the provision of Radio Communications Infrastructure, as part of the Toronto Radio Infrastructure Program (TRIP), as well as 15-years of maintenance support to 2029, (the “Agreement”). The Agreement was awarded as a result of Request for Proposal (RFP) 2105-11-3007, approved by City Council in 2012. This amendment to the Agreement would increase the maximum total contract value available by \$11,291,079 net of all applicable taxes and charges (\$11,489,802 net of HST recoveries), increasing the total contract value from \$70,492,529 net of all applicable taxes to \$81,783,608 net of all applicable taxes and charges (\$83,222,999 net of HST recoveries).

The amendment to the Agreement would increase the maximum total contract value so that additional investments can be made in the emergency services radio infrastructure to support core system upgrades and availability, implement enhanced cyber security programs, support continued interoperability between the services, and address the continued service growth demands.

RECOMMENDATIONS

The Fire Chief and General Manager, Toronto Fire Services, and the Chief Procurement Officer recommend that:

1. General Government Committee grant, in accordance with City of Toronto Municipal Code Chapter 71, Financial Control By-law, Section 71-11.1.C, Fire Chief and General Manager, Toronto Fire Services, the authority to negotiate and execute an amendment to the existing agreement between the City and Motorola Solutions Canada Inc. for the supply of TRIP products, services, support and maintenance by adding additional TRIP related products, and services; increasing the maximum total value of the agreement by \$11,291,079 net of all applicable taxes and charges (\$11,489,802 net of HST recoveries), resulting in the maximum total value of the Agreement increasing from \$70,492,529 to \$81,783,608 net of all applicable taxes and charges (\$83,222,999 net of HST recoveries); and, such associated amendments as may be required.

FINANCIAL IMPACT

The total value of the amendment to the Agreement identified in this report is \$11,291,079, net of all taxes and charges (\$11,489,802 net of HST recoveries).

Partial funding for the requested amendment is included in the 2025 Capital Budget, and the remaining funds will be requested through the 2026-2035 Capital Budget and Plan for Toronto Fire Services, as well as the 2026 and future years Operating Budgets for Toronto Fire Services, Toronto Paramedic Services, and Toronto Police Service, as summarized in Table 1 below. The operating costs are divided among the three emergency services in a manner directly proportional to the number of radio users operating on the TRIP system.

Table 1 – Financial Impact Summary (Net of Harmonized Sales Tax Recoveries)

Division	Funding Source/Cost Centre	Cost Element	Description	2026	2027	2028	2029	Total
Fire Services	2025 Capital Budget – CFR138-01	4995	Critical Connect Redundancy	\$398,135				\$398,135
			Cyber Security Upgrades	\$1,181,050				\$1,181,050
	Total Existing Capital Funding			\$1,579,185				\$1,579,185
	2026-2035 Capital Budget and	4995	Additional Consoles to support		\$1,397,315			\$1,397,315

	Plan – New Funding Request		service growth					
			System Upgrade and VPS	\$3,127,344	\$1,042,448			\$4,169,792
	Total New Capital Funding Request			\$3,127,344	\$2,439,763			\$5,567,107
Total Capital Budget Funding				\$4,706,529	\$2,439,763			\$7,146,293
Fire Services	Operating Budget - FR0011	4403	Net new subscription, maintenance, and services	\$16,275	\$119,288	\$210,863	\$218,230	\$564,656
Paramedic Services	Operating Budget - B31100	4403		\$8,763	\$64,232	\$113,542	\$117,509	\$304,046
Police Service	Operating Budget - PLR&EFZ	4659		\$100,153	\$734,080	\$1,297,618	\$1,342,956	\$3,474,807
Total Operating Budget Funding				\$125,191	\$917,600	\$1,622,022	\$1,678,695	\$4,343,509
Total Contract Increase (net of HST recoveries)				\$4,831,720	\$3,357,364	\$1,622,022	\$1,678,695	\$11,489,802

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

DECISION HISTORY

At its meeting on June 15 and 16 2022, City Council adopted AU 12.3 Auditor General's Cybersecurity Review: Toronto Fire Services Critical Systems Review Phase 2 with additional confidential recommendations to AU 10.4 to further strengthen the cybersecurity of integral systems to Toronto Fire Services operations.
<https://secure.toronto.ca/council/agenda-item.do?item=2022.AU12.3>

At its meeting on April 29 2021, Executive Committee adopted EX 23.9, authorizing an amendment to the City's agreement with Motorola Solutions Canada Ltd for the provision of radio infrastructure utilized by Toronto Fire Services, Toronto Paramedic Services and Toronto Police Service in the amount of \$6,907,913 net of all taxes and charges, increasing the total value of the contract from \$63,584,616 net of all taxes and charges, to \$70,492,529 net of all taxes and charges.
<https://secure.toronto.ca/council/agenda-item.do?item=2021.EX23.9>

At its meeting on March 15, 2015, City Council adopted EX3.4, approving the 2015 Capital and Operating Budget, including an authorization to amend the Agreement with Motorola Solutions Canada Inc., to address unexpected construction costs during implementation, increasing the maximum value of the Agreement by \$3,030,000 net of all taxes and charges from \$60,554,616 net of all taxes and charges, to \$63,584,616 net of all taxes and charges.
<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2015.EX3.4>

At its meeting on February 6, 2012, City Council adopted EX15.9 authorizing staff to negotiate and execute the Agreement with Motorola Solutions Canada Inc., with a maximum value of \$60,554,616 net of all taxes for the provision and support of a common radio program and lifecycle maintenance for a period of 15 years for the City of Toronto's emergency services resulting from competitive procurement RFP 2105-11-3007.

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

COMMENTS

The Toronto Radio Infrastructure Program (TRIP) provides voice radio communications for the City's first responders. TRIP is a critical system used by Toronto Police, Toronto Fire and Toronto Paramedic Services to ensure public safety through coordinated emergency response. In 2012, the City issued a Request for Proposal 2105-11-3007, for the supply of the necessary goods and services to establish the radio communications infrastructure for use by emergency services within the City of Toronto. In 2012, the City entered into a legal agreement with Motorola - Canada, (the "Agreement") for the provision of radio communications infrastructure, that has come to be known as the "Toronto Radio Infrastructure Program" (TRIP) including 15-years of maintenance support to 2029.

TRIP became operational in 2015 providing reliable voice radio communications to the City's emergency services. The 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.

The Agreement has, with City Council approval, been previously amended based on new system needs. The most recent amendment being authorized in 2021, with Executive Committee's adoption of EX23.9, to amend the dollar value by \$6,907,913 net of all applicable taxes and charges for critical system upgrades and enhanced capabilities.

This report requests a further amendment to increase the value of the Agreement by \$11,291,079 net of all applicable taxes and charges (\$11,489,802 net of HST recoveries), increasing the total contract value from \$70,492,529 to \$81,783,608 net of all applicable taxes and charges.

The proposed amendment to the Agreement would increase the maximum total contract value so that additional investments (including both TRIP goods and services currently contained in the Agreement; as well as additional TRIP related products, and services) may be made to the emergency services radio infrastructure as required to: support core system upgrades, and availability; implement enhanced cyber security programs; support continued interoperability between the emergency services utilizing the TRIP system; and, address continued service growth demands.

Toronto Fire Services has been made aware that an overall system upgrade is needed in 2026 to the current version of certain TRIP related goods and services previously

obtained over the last decade. This upgrade will ensure the system remains fully supported to the end of 2029. Without this upgrade, the core system will lack critical security upgrade services in the years 2028 and 2029. One of the key features of this upgrade will be transitioning technologies in the central hubs that manage communications for connected radio sites to increase high availability service levels by removing the risk of hardware failures.

Additional upgrade needs have been identified that will improve interoperability capabilities with emergency service partners. The upgrade to Motorola's operability solution will allow for increased license and talkpath capacity, as well as improved geo-redundancy of the system.

Additional procurements of software updates and other TRIP related goods and services which would be made possible by the proposed amendment, would result in vital improvements to cybersecurity. These cybersecurity improvements are being undertaken in response to recommendations of the Auditor General's Cybersecurity Review: Toronto Fire Services Critical System Review Phase 2 (AU12.3), including professional services to support risk assessments and ongoing vulnerability scanning and penetration testing through the remaining years of the contract (2026-2029).

Additional procurement of TRIP related goods and services is required to support the Backup Ambulance Communication Centre expansion project, being undertaken by Toronto Paramedic Services. The Backup Ambulance Communication Centre expansion project, intended to help address increasing service requirements and growth in service demand, will require 14 new dispatch consoles.

The proposed amendment to the Agreement will allow for an increase in the maximum value, and additional TRIP related goods and services, as to allow for the necessary procurements to implement all of the above proposed improvements to the TRIP system.

The Chief, Toronto Paramedic Services and Police Chief, Toronto Police Service have been consulted in the preparation of this report.

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SIGNATURE

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