

Report to Community and Protective Services Committee

To: Chair and Members,
Community and Protective Services Committee

From: Cheryl Smith, Deputy City Manager, Neighbourhood and
Community-Wide Services

Subject: SS-2023-239 London Fire Department Single Source
Communications Equipment for Next Generation 9-1-1

Date: October 24, 2023

Recommendation

That, on the recommendation of the Deputy City Manager, Neighbourhood and Community-Wide Services, the following actions be taken with respect to the single source procurement of communications equipment:

- a) in accordance with Section 14.4(d) of the Procurement of Goods and Services Policy, Fire Administration **BE AUTHORIZED** to enter into negotiations with Bramic Creative Business Products Ltd, 1175 Squires Beach Rd, Pickering, ON, L1W 3V3, for a one (1) year contract with one (1) option year for the procurement of Bramic U83 communications workstations for the London Fire Department at a cost of \$195,000 CAD, excluding HST;
- b) in accordance with Section 14.4(d) of the Procurement of Goods and Services Policy, Fire Administration **BE AUTHORIZED** to enter into negotiations with L3Harris Technologies Inc., 1025 W. NASA Boulevard, Melbourne, FL 32919, USA, for a one-time procurement of Symphony radio consoles for the London Fire Department at a cost of \$320,000 CAD, excluding HST;
- c) the approval of a) and b) above **BE CONDITIONAL** upon The Corporation of the City of London negotiating satisfactory prices, terms, conditions, and entering into a written contract with Bramic Creative Business Products Ltd and L3Harris Technologies Inc. to provide communications equipment to the London Fire Department; and,
- d) that Civic Administration **BE AUTHORIZED** to undertake all the administrative acts that are necessary in connection with the authorization set out in parts a), b), and c) above.

Executive Summary

This report requests authorization from Council for the immediate single source purchase of communications equipment to be compatible with the London Police Services and London Fire Department communications centres' transition from their current call-handling systems to the Next Generation 9-1-1 system.

Linkage to the Corporate Strategic Plan

The London Fire Department Single Source Communications Equipment for Next Generation 9-1-1 report is aligned with the following strategic areas of focus and outcomes from the City of London Strategic Plan 2023-2027:

- Wellbeing and Safety: London has safe, vibrant, and healthy neighbourhoods and communities; Improved emergency services response time and reporting.
- Well-Run City: Londoners experience good stewardship, exceptional and valued service.

Analysis

1.0 Background Information

1.1 Context

The London Fire Department (LFD), in coordination with the London Police Services (LPS), is in the process of transitioning its call handling system to the Next Generation 9-1-1 (NG911) system, as mandated by the Canadian Radio-television and Telecommunications Commission (CRTC). In London, the LFD serves as the Secondary Public Safety Answering Point (PSAP), with the LPS serving as the Primary PSAP. Currently, any incoming 9-1-1 calls within the London area are first answered by the Primary PSAP and then transferred to the LFD as required. Both the LFD and LPS are required to upgrade call handling services to the new NG911 architecture.

Dispatch processes and related technologies must be consistent across both PSAPs in the City. To save both time and money, LPS has agreed to purchase and maintain much of the required infrastructure, allowing the LFD to become a tenant. Part of the equipment required for the incoming technology includes specialized workstations (including light poles) and the outfitting of all workstations with L3Harris Symphony radio consoles.

1.2 Previous Reports Pertinent to this Matter

- [London Fire Department Single Source Call Handling Software \(CPSC: January 31, 2023\)](#)
- [Next Generation 9-1-1 Authority Service Agreement with Bell Canada \(CPSC: January 31, 2023\)](#)
- [Single Source 19-13: Single Source Procurement of Dispatch Consoles for One Voice Emergency Communication System \(CPSC: May 28, 2019\)](#)

2.0 Discussion and Considerations

2.1 Case for Single Source Procurement

It is important that LPS and LFD systems have identical setups for compatibility, but also for consistency of support and operations between the two PSAPs. With the LFD being tenants of LPS' infrastructure, workstations should be identical and interchangeable, if required.

In preparation for NG911, LPS purchased Bramic U83 workstations for their main communications centre as well as their backup centre. Both LPS and the LFD already use L3Harris Symphony radio consoles for consistency in the radio systems, but each workstation will require one of these consoles to accommodate for integration with NG911 technology. If the LFD backup centre is ever rendered out of service, having fully interchangeable workstations will allow the LFD Communicators to quickly transition to the LPS backup centre to continue providing reliable emergency communications services and responses to residents.

To ensure this compatibility and integration with the NG911 workstations across the city, the LFD seeks authorization for a one-time procurement of workstations from Bramic and Symphony radio consoles from L3Harris utilizing the single source procurement clause as outlined in section 14.4(d) of the Procurement of Goods and Services Policy (see below). To this end, the Deputy City Manager, Neighbourhood and Community-Wide Services, seeks authorization to have this communications equipment procured from a single source.

Section 14.4(d) of the Procurement of Goods & Services Policy

14.4 Single Source

Single Source means that there is more than one source of supply in the open market, but only one source is recommended due to predetermined and approved specifications. The procurement may be conducted using a Single Source process if

the goods and/or services are available from more than one source, but there are valid and sufficient reasons for selecting one supplier in particular, as follows:

d. There is a need for compatibility with goods and/or services previously acquired or the required goods and/or services will be additional to similar goods and/or services being supplied under an existing contract (i.e., contract extension or renewal)

2.2 Details of Purchase

The LFD intends to purchase Bramic U83 workstations and additional L3Harris Symphony radio consoles to appropriately outfit its communications centre for NG911. The total cost to purchase and install these workstations is \$195,000 CAD (excluding HST).

The total cost to purchase L3Harris Symphony radio consoles, including associated engineering services and licenses, is \$320,000 CAD (excluding HST).

3.0 Next Steps

The LFD continues to work closely with LPS as well as other City partners to ensure efficiency of emergency communications, as well as compatibility across the City's infrastructure as both PSAPs transition to NG911 technology. The workstations at the LFD backup centre will first be upgraded with the new NG911 software, and then the Communicators will move to that location for training. During this time, the main LFD communications centre will be outfitted with the NG911 compatible workstations, after which the Communicators will be able to return and be fully live with the new system. The estimated go-live dates for NG911 are January 1, 2024, for LPS, and early Q2 2024 for the LFD.

The LFD backup centre will potentially require the addition of more Bramic U83 workstations in the future; however, this is yet to be determined during the renovation process.

4.0 Financial Impact/Considerations

Funding for the workstations (\$195,000) is available in the Fire capital project FS112323 (Firefighter Equipment Replacement), and funding for the L3Harris Symphony radio consoles (\$320,000) is available in the Fire capital project FS1046 (Portable Radios). Further funding details for this purchase are outlined in the Source of Financing attached as Appendix A.

Conclusion

Authorization for single source procurement of communications equipment per Section 14.4(d) of the Procurement of Goods and Services Policy is requested to allow for compatibility with the City's transition to the Next Generation 9-1-1 call handling system.

Prepared by: Katerina Barton, Manager, Finance and Planning, Fire Services
Submitted by: Richard Hayes, Acting Fire Chief
Recommended by: Cheryl Smith, Deputy City Manager, Neighbourhood and Community-Wide Services

c: Jason Davies, Manager III, Financial Planning & Policy
Steve Mollon, Senior Manager, Procurement and Supply, Finance Supports
Vanetia R., Solicitor I, Legal Services

Appendix A: Source of Financing

Appendix "A"
REVISED

#23200

October 24, 2023
(Award Contract)

Chair and Members
Community and Protective Services Committee

RE: Capital Needs for Purchase of Next Generation 9-1-1 Communication System
(Subledger CP230016)

Capital Project FS112323 - Replace Firefighter Equipment

Capital Project FS1046 - Fire Replace Portable Radios Phase 2

Bramic Creative Business Products Ltd. - \$195,000.00 (excluding HST)

L3Harris Technologies Inc. - \$320,000.00 (excluding HST)

Finance Supports Report on the Sources of Financing:

Finance Supports confirms that the cost of this project can be accommodated within the financing available for it in the Capital Budget and that, subject to the approval of the recommendation of the Deputy City Manager, Neighbourhood and Community-Wide Services, the detailed source of financing is:

Estimated Expenditures	Approved Budget	Committed To Date	This Submission	Balance for Future Work
FS112323 - Replace Firefighter Equipment				
Vehicle and Equipment	713,600	0	198,432	515,168
FS1046 - Fire Replace Portable Radios Phase 2				
Vehicle and Equipment	1,660,028	1,203,132	325,632	131,264
Total Expenditures	\$2,373,628	\$1,203,132	\$524,064	\$646,432

Sources of Financing

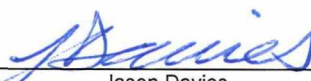
FS112323 - Replace Firefighter Equipment				
Fire Renewal Reserve Fund	713,600	0	198,432	515,168
FS1046 - Fire Replace Portable Radios Phase 2				
Debenture Quota (Note 1)	152,528	0	0	152,528
Drawdown from Fire Renewal Reserve Fund	1,507,500	1,203,132	325,632	-21,264
FS1046 - Total	1,660,028	1,203,132	325,632	131,264
Total Financing	\$2,373,628	\$1,203,132	\$524,064	\$646,432

Financial Note:

	FS112323 (Bramic)	FS1046 (L3Harris)	Total
Contract Price	\$195,000	\$320,000	\$515,000
Add: HST @13%	25,350	41,600	\$66,950
Total Contract Price Including Taxes	220,350	361,600	581,950
Less: HST Rebate	-21,918	-35,968	-57,886
Net Contract Price	\$198,432	\$325,632	\$524,064

Note 1: Note to City Clerk: Administration hereby certifies that the estimated amounts payable in respect of this project does not exceed the annual financial debt and obligation limit for the Municipality from the Ministry of Municipal Affairs in accordance with the provisions of Ontario Regulation 403/02 made under the Municipal Act, and accordingly the City Clerk is hereby requested to prepare and introduce the necessary by-laws.

An authorizing by-law should be drafted to secure debenture financing for project FS1046 - Fire Replace Portable Radios Phase 2 Corridor for the net amount to be debentured of \$152,528.



 Jason Davies
 Manager of Financial Planning & Policy

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