то:	CHAIR AND MEMBERS FINFANCE AND ADMINISTRATIVE SERVICES COMMITTEE MEETING ON FEBRUARY 6, 2012
FROM:	JOHN KOBARDA FIRE CHIEF
SUBJECT:	UPGRADE TO THE COMPUTER AIDED DISPATCH SYSTEM LONDON FIRE DEPARTMENT

RECOMMENDATION

That, on the recommendation of the Fire Chief, with the concurrence of the Executive Director of Community Services, the following actions **BE TAKEN** with respect to the Upgrade of the Computer Aided Dispatch System:

- (a) The quotation submitted by Intergraph Canada Ltd, 250 770 Mississauga Road, Mississauga, ON L5N 7G2 for the upgrade of software for the upgrade of software for Computer Aided Dispatch at their proposed price of \$65,173, HST extra, **BE ACCEPTED**; it being noted that funding for this acquisition is included in the 2012 budget of the Fire Department; it being further noted that implementation of the upgrade is time sensitive.
- (b) The Civic Administration **BE AUTHORIZED** to undertake all the administrative acts that are necessary in connection with this purchase; and
- (c) The approval hereby given **BE CONDITIONAL** upon the Corporation entering into a formal contract or having a purchase order or contract record relating to the subject matter of this approval.

PREVIOUS REPORTS PERTINENT TO THIS MATTER

- Community and Neighbourhoods Committee report September 27, 2011 Business Intelligence Program
- Finance and Administration Report February 6, 2012 Master Purchase Agreement with Intergraph Canada Ltd.

BACKGROUND

The City purchased and implemented computer aided dispatch software from Intergraph Canada Ltd. in 1998. The computer hardware from that time has been acquired through the Corporation's lease agreement and with assistance from Technical Services Division is upgraded every three (3) years, as per Corporate computer hardware procurement practices. In order to ensure that the London Fire Department (LFD) maintains the most current offering of the software, the Department takes the opportunity to upgrade the software to the most current edition and aligns it with the hardware replacement. This planned program will be the fifth (5th) upgrade since the original implementation of the software. The cost to the City is \$65,173 plus GST, noting that the value of the contract will be accommodated in the 2012 Operating Budget.

The LFD has also submitted a report on the February 6, 2012 Finance Administration Committee agenda a report recommending a Master Agreement be approved by Council. If approved, that agreement will form the terms and conditions related to all Purchase Orders for all Intergraph products and services including this upgrade to the CAD system.

SUMMARY

The computer hardware housing the computer aided dispatch system used by the LFD is reaching the end of its lease term and must be replaced, as per Corporate computer hardware practices. Concurrent to the upgrade of the dispatching computer hardware, it has been the practice of the Department to upgrade the CAD software provided by Intergraph Canada Ltd. to the most current version. This incremental approach to upgrading the system minimizes disruption while at the same time avoids cost spikes. In addition, the system upgrade to version 9.1 from 8.1 provides the necessary platform on which to implement the Business Intelligence and Incident Analyst programs previously approved by Council.

FINANCIAL IMPACT

This acquisition was outlined in the Fire Department Business Plan and funding for acquisition is included in the 2012 Fire Department budget.

Acknowledgments

This report was prepared by Gwen Francis.

RECOMMENDED BY:	CONCURRED BY:
JOHN KOBARDA FIRE CHIEF	ROSS L. FAIR EXECUTIVE DIRECTOR DEPARTMENT OF COMMUNITY SERVICES

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APPENDIX A