

## Report to Corporate Services Committee

**To:** Chair and Members  
Corporate Services Committee  
**From:** Lynne Livingstone, City Manager  
**Subject:** Single Source Procurement SS21-08 Infrastructure Managed Services and Core Upgrade for Emergency Communications System  
**Date:** March 1, 2021

## Recommendation

That, on the recommendation of the City Manager, the following actions be taken, with respect to the Infrastructure Managed Services and Lifecycle Maintenance for the Emergency Communications System;

- a) the proposal submitted by L3 Harris Technologies, 5-2895 Argentia Road, Mississauga, Ontario, L5N 8G6 for the provision of an Infrastructure Managed Service Agreement BE APPROVED for the term of seven (7) years with three (3) additional one year options to renew for the annual price of \$278,625.00 (HST excluded), in accordance with sections 14.4 d. and 14.4 e. of the Procurement of Goods and Services Policy, it being noted that this operational expense has been accommodated in the 2020-2023 Multi-Year Operating budget;
- b) the proposal submitted by L3 Harris Technologies for upgrade of the City's existing VIDA Premier Core Network Switching Centre BE APPROVED for the purchase price of \$741,000.00 (HST excluded), in accordance with sections 14.4 d. and 14.4 e. of the Procurement of Goods and Services Policy;
- c) the financing for the lifecycle maintenance portion of the proposal noted in b) above, BE APPROVED as set out in the Sources of Financing Report attached hereto as Appendix "A";
- d) the approval given herein in a) and b) above, BE CONDITIONAL upon The Corporation of the City of London negotiating satisfactory terms and conditions with L3 Harris Technologies, to the satisfaction of the City Manager;
- e) the Civic Administration BE AUTHORIZED to undertake all the administrative acts that are necessary in connection with parts a) and d) above; and,
- f) the approval hereby given BE CONDITIONAL upon The Corporation of the City of London entering into a formal contract, agreement or having a purchase order relating to the subject matter of the approval set out e) above

## Linkage to the Corporate Strategic Plan

This report supports the 2019-2023 Strategic Plan in the following areas:

### Building a Sustainable City

- London's infrastructure is built, maintained, and operated to meet the long-term needs of our community

### Strengthening Our Community

- Londoners have access to the services and supports that promote well-being, health, and safety in their neighbourhoods and across the city

## Analysis

### 1.0 Background Information

The City of London operates a community wide radio system that is used by emergency and City services to communicate during emergencies and regular operations. The system, commonly known

as the “One Voice” system, is a critical communication system for London Police Service, London Fire Department, Environmental and Engineering Services (EESD) and Corporate Security and Emergency Management.

In 2010/11 the City commenced its movement from an Enhanced Digital Access Communication System (EDACS) to the P25 radio system, based on an industry standard change. The work and upgrades were carried out by Harris Canada Systems Inc. (Harris). A five-year Software FX agreement was entered into between the City of London and L3 Harris (formally Harris) in June 2016. This agreement is set to expire in May 2021. In 2018, an external consultant completed an audit of the City’s current radio communications system and recommended the city establish a 10-year lifecycle program to ensure continuity of service. Civic administration has been working with L3 Harris Technologies for several years to build an appropriate lifecycle program including an updated service and maintenance contract. Several options for a lifecycle program were reviewed and the attached proposal (Appendix B) is recommended as the best option based on current and future needs of the program. The proposed service plan includes the purchase of a core system upgrade to be completed in the 2021-2022 timeframe. The current core system will be obsolete in 2022.

### **Previous Reports Related to this Matter**

- Community and Protective Service Committee, November 17, 2015: Radio System Update One Voice 2.0
- Community and Protective Services Committee, November 13, 2018: Emergency Communications Program Update (One Voice)
- Corporate Services Committee, June 22, 2020: Microwave Backhaul Replacement: RFP20-19 Microwave Radio Backhaul Replacement and SS20-16 Single Source Procurement for Router Replacement for Microwave Radio Backhaul Project.

## **2.0 Discussion and Considerations**

The purpose of this report is to seek approval for the following in relation to an Infrastructure Managed Services plan and Lifecycle Maintenance for the Emergency Communications system:

- a) to permit the City to enter into a seven (7) year Infrastructure Managed Service Agreement, with three (3) one-year options to renew, with L3 Harris Technologies through a single-source contract procurement; it being noted that this operational expense has been accommodated in the 2020-2023 Multi-Year Operating budget; and,
- b) to permit the single source purchase from L3 Harris Technologies to provide supply, installation, and configuration of a new Location High Availability (HA) SR10A.7 VIDA Premier Core System; it being noted funding for this has been accommodated in the 2020-2023 Multi-Year Capital Budget.

### **2.1 Infrastructure Managed Services**

L3 Harris Technologies currently provides software updates, documentation updates and other services for software they have developed for the P25 radio system through the City’s current Software FX contract. On May 31, 2021, the current five (5) year Software FX contract will end, leaving the mission critical software unsupported. Expanding on the current contract, significant changes to industry standards in system management and system efficiencies have been identified and are included in the new Infrastructure Managed Services proposal, attached as “Appendix B”. L3 Harris Technologies has worked with representatives from One Voice system users to compile a customized infrastructure managed services plan that best meets the current and future needs of the City.

### **Purchasing Process – Infrastructure Managed Services**

Given the proprietary and integrated nature of the current radio system infrastructure, Civic Administration is seeking approval to single source the purchase in accordance with the Procurement of Goods and Services Policy Sections 14.4 d. and 14.4 e. which state as follows:

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 specification.

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);
- e. The required goods and/or services are to be supplied by a particular supplier(s) having special knowledge, skills, expertise or experience;”

In order to continue to support critical infrastructure associated with the mission critical P25 radio system, L3 Harris Technologies has been a trusted partner of the City for many years and is the only vendor with the required services as well as the specialized knowledge to provide infrastructure managed services in order to maintain optimal performance. The annual price of \$278,625.00 (HST excluded) over the agreed seven (7) year term plus three (3) one year options will cover the services outlined in “Appendix B” and continue to support the current and future service requirements.

## **2.2 Core Network Upgrade**

As part of the system audit completed by CIMA+ in 2018, Civic Administration, in conjunction with L3 Harris Technologies, identified that the City’s existing SR10A.2 Core NSC would be in need of upgrade in 2021. The Voice Interoperability Data Access (VIDA) Core is a single, unified platform supporting P25 voice and data applications across the emergency communications system. The proposed upgrade to the SR10A.7 platform will allow the Core NSC to continue to perform all the mission critical services required by the City and public safety agencies.

### **Purchasing Process- Core Network Upgrade**

Given the proprietary and integrated nature of the radio system, we are requesting single source approval for the upgrade of the City’s existing VIDA Premier Core NSC, as noted above, in accordance with the Procurement of Goods and Services Policy Sections 14.4 d and 14.4 e. The proposed service plan as noted in a) is contingent on the City upgrading the Core NSC from the current SR10A.2 system to the SR10A.7 system while reusing the existing L3 Harris Technologies software licences and applications.

## **2.3 Future Lifecycle Expenditures**

Based on the 2018 system audit, the City of London worked with L3 Harris Technologies to assess the City’s current system and make recommendations toward a lifecycle roadmap for the emergency communications system over the next ten (10) years. Future reports to committee will request procurement approval to address these lifecycle maintenance activities as cost estimates are confirmed and future budgets are approved. The budget for these activities is currently included in the 2020 to 2023 Multi-Year Budget ten-year capital plan.

## **3.0 Financial Impact/Considerations**

The funding to support the recommendations, both operating and capital, is available in the 2020 to 2023 Multi-Year Budget for Corporate Security and Emergency Management.

## **Conclusion**

It is proposed that L3 Harris Technologies be retained in accordance with Sections 14.4 d and 14.4 e of the Procurement of Goods and Services Policy to provide support and service regarding Infrastructure Managed Services and Core upgrade for the Emergency Communications System.

**Prepared by:** Cori Dooling, Manager Emergency Communications System

**Recommended by: David O'Brien, Director, Corporate Security and Emergency**

**Management**

**Concurred by: Lynne Livingstone, City Manager**

## Appendix "A"

#21014

March 1, 2021  
(Award Contract)

Chair and Members  
Corporate Services Committee

RE: Single Source SS21-08 - Infrastructure Managed Services and Core Upgrade for Emergency Communications System  
Capital Project GG1055 - One Voice Communications Infrastructure  
Core Network Upgrade (Subledger CP210005)  
L3 Harris Technologies - \$741,000(excluding HST)

### Finance and Corporate Services Report on the Sources of Financing:

Finance and Corporate Services 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 City Manager, the detailed source of financing for this project is:

<b>Estimated Expenditures</b>	<b>Approved Budget</b>	<b>Committed To This Date</b>	<b>This Submission</b>	<b>Balance for Future Work</b>
Consulting	127,727	127,727	0	0
Construction	311,446	311,446	0	0
Communication Costs	10,553,673	8,137,694	754,042	1,661,937
<b>Total Expenditures</b>	<b>\$10,992,846</b>	<b>\$8,576,867</b>	<b>\$754,042</b>	<b>\$1,661,937</b>
<b>Sources of Financing</b>				
Capital Levy	4,050,000	4,050,000	0	0
Debenture By-law No. W.-2032(a)-236	5,610,040	4,526,867	754,042	329,131
Drawdown from Efficiency, Effectiveness and Economy Reserve Fund	1,332,806	0	0	1,332,806
<b>Total Financing</b>	<b>\$10,992,846</b>	<b>\$8,576,867</b>	<b>\$754,042</b>	<b>\$1,661,937</b>

### Financial Note:

Contract Price	\$741,000
Add: HST @13%	96,330
Total Contract Price Including Taxes	837,330
Less: HST Rebate	-83,288
Net Contract Price	<u>\$754,042</u>

**Note 1:** Funding to support the Managed Service Agreement is available in the 2020 to 2023 Multi-Year Operating Budget for Corporate Security and Emergency Management.

Jason Davies  
Manager of Financial Planning & Policy

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# Service Descriptions

## Premium Technical Support

Continuous operation of a system providing critical communications leads customers to recognize the importance of having 24-hour-a-day, seven-day-per-week assistance. When the system malfunctions at 2 a.m., the personnel responsible for restoring operation are reassured when they have technical expertise available to assist. Premium Technical Support (PTS) provides this assurance. PTS services from L3Harris offers comprehensive support 24/7, 365 days a year. PTS subscribers have toll-free phone access to L3Harris' Technical Assistance Center (TAC) that recognizes your call as a priority. Support Engineers will endeavor to provide a response within two hours if a technician is not readily available to answer the call. For emergency system off-air calls, we guarantee a one-hour response time.

PTS is always available to support customers with answers to technical and user support questions about your operations, programming, software, maintenance and troubleshooting issues. Users also have self-service access to the L3Harris Tech-Link website that offers a wealth of technical information, technical bulletins and manuals with search engine support. Calls to TAC are logged and assigned a tracking number for more efficient handling of your specific situation and are resolutions are added to our knowledge base to quickly resolve any future issues efficiently.

PTS services provides key benefits like:

- Toll-free telephone access to TAC for year-round support
- 24/7/365 Level 1 and Level 2 helpdesk support
- 24/7/365 Level 3 and Level 4 technical support on L3Harris products
- L3Harris management of 3rd party Level 4 technical support and account maintenance
- Priority technical assistance on systems and terminal equipment
- One-hour guaranteed callback window for emergency off-air calls and guaranteed two-hour callback window for non-emergency calls
- All-access subscription to the online L3Harris Tech-Link website, a complete library of technical resources and product information
- TAC coordination with on-site service personnel when necessary.
- License and maintenance renewals of third-party software and hardware used in the L3Harris system infrastructure.

# Security Update Management Service+ (SUMS+)

With software and the threats against that software constantly evolving, organizations need an effective way to assess, deploy, and manage a constant flow of patches for the operating systems and applications used in the L3Harris system. The Service Managed support addresses this need with our Security Update Management Services+ (SUMS+) offering. SUMS+ provides periodic security updates to participating customers plus a dedicated delivery server platform that includes:

- Automatic management of patches for multiple operating systems and applications across thousands of endpoints on the system network.
- Reduction of security and compliance risks by slashing installation times from weeks to days or hours
- Greater visibility into patch compliance with flexible, real-time status monitoring and reporting
- Up-to-date visibility and control from a single management console

Each security update delivery includes Software Release Notes. These technical documents detail:

- Installation instructions
- Software and hardware compatibility information, where applicable
- Product Vulnerability Alert (PVA) resolution or mitigation information

SUMS+ releases are thoroughly tested with L3Harris System Releases to ensure the third-party software patches are compatible with the Core applications.

# Software Managed Service (SMS)

As an integral component of the L3Harris Service Managed offering, the Software Managed Service (SMS) provides new releases of system software tailored to each customer's system. These releases contain improvements and enhancements for current generation system software, as well as occasional new product capability and the ability to enable licensed features. Keeping the infrastructure software up to date is vital to maintaining the value of the initial purchases so future capabilities such as Mission Critical PTT (MCPTT) can be deployed to the system's users. Under SMS, customers will receive:

- Periodic software releases for system and programming software components
- Software release notes and features summary with each release
- A System configuration audit is performed with initial subscription
- Current release as supported by the customer hardware at enrollment
- Software installation support from the PTS service

- Software replacement services if media becomes corrupt or damaged
- Enhancements for existing features
- New features built upon earlier generations of software capability to enable new licensed features

## Biennial SMS Installation

Every second year (or even years) L3Harris technicians will manage the installation of Software Managed Service updates for improved performance. As part of this service, L3Harris will:

- Ensure that your equipment continues to function at peak performance by installing the Software Managed Service updates
- Provide an installation schedule and approximate equipment outage times (if any)
- Provide a summary report of actions

## Annual Preventive System Maintenance

Preventive maintenance includes scheduled tests, checks, and alignment on customer's equipment to ensure the equipment meets specifications. As part of this service, L3Harris will:

- Use calibrated test equipment for a consistent baseline
- Tune and align system RF base stations to optimize performance
- Verify all System Core software revision levels are installed and operating properly.
- Verify System anti-virus software is installed and operating properly.
- Perform preventive maintenance during hours that will have the least amount of impact on users and the system
- Share the preventive work hours schedule in advance of the maintenance window and shows the approximate outage times (if applicable)
- Summarize completed work in a written report



# Year Constant Firm Fixed Price

The following pricing uses a constant rate for the services plan over the 7 year term. This pricing does not include the Obsolescence Protection in year 4 and the Planned Network Upgrade in year 7. Pricing is based on the configuration of the network today and assumes that the core will be upgraded in the 2021-2022 time frame. L3Harris reserves the right to adjust pricing as the network is modified to upgrade the sites to simulcast, add additional sites, and add additional consoles to the network.

Item #	PC	Model#	Description	Qty
<b>1.00</b>	<b>Year 1 (2021)</b>		<ul style="list-style-type: none"> <li>- Premium Technical Support</li> <li>- Premium Technical Support (3rd Party Renewal) as required</li> <li>- Security Update Management Services (SUMS+)</li> <li>- Software Managed Services (SMS)</li> <li>- Standard Preventive Maintenance</li> <li>- Annual Reporting</li> </ul> <p>Note: Year 1 - 3rd Party Renewals only as necessary to bridge the gap between start of support contract and until core is refreshed</p>	Lot
<b>2.00</b>	<b>Year 2 (2022)</b>		<ul style="list-style-type: none"> <li>- Premium Technical Support</li> <li>- Premium Technical Support (3rd Party Renewal)</li> <li>- Security Update Management Services (SUMS+)</li> <li>- Software Managed Services (SMS)</li> <li>- Software Managed Services (SMS) Install</li> <li>- Standard Preventive Maintenance</li> <li>- Annual Reporting</li> </ul>	Lot
<b>3.00</b>	<b>Year 3 (2023)</b>		<ul style="list-style-type: none"> <li>- Premium Technical Support</li> <li>- Security Update Management Services (SUMS+)</li> <li>- Software Managed Services (SMS)</li> <li>- Standard Preventive Maintenance</li> <li>- Annual Reporting</li> </ul>	Lot
<b>4.00</b>	<b>Year 4 (2024)</b>		<ul style="list-style-type: none"> <li>- Premium Technical Support</li> <li>- Security Update Management Services (SUMS+)</li> <li>- Software Managed Services (SMS)</li> <li>- Software Managed Services (SMS) Install</li> <li>- Standard Preventive Maintenance</li> <li>- Annual Reporting</li> </ul>	Lot
<b>5.00</b>	<b>Year 5 (2025)</b>		<ul style="list-style-type: none"> <li>- Premium Technical Support</li> <li>- Premium Technical Support (3rd Party Renewal)</li> <li>- Security Update Management Services (SUMS+)</li> <li>- Software Managed Services (SMS)</li> <li>- Standard Preventive Maintenance</li> <li>- Annual Reporting</li> </ul>	Lot

<b>6.00</b>	<b>Year 6 (2026)</b>	<b>Lot</b>
	<ul style="list-style-type: none"><li>- Premium Technical Support</li><li>- Security Update Management Services (SUMS+)</li><li>- Software Managed Services (SMS)</li><li>- Software Managed Services (SMS) Install</li><li>- Standard Preventive Maintenance</li><li>- Annual Reporting</li></ul>	
<b>7.00</b>	<b>Year 7 (2027)</b>	<b>Lot</b>
	<ul style="list-style-type: none"><li>- Premium Technical Support</li><li>- Premium Technical Support (3rd Party Renewal)</li><li>- Security Update Management Services (SUMS+)</li><li>- Software Managed Services (SMS)</li><li>- Standard Preventive Maintenance</li><li>- Annual Reporting</li></ul>	
		<b>TOTAL \$ 1,950,376.00</b>