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: **Single Source Procurement SS-2022-071: Xalt Real-time Fire CAD**
             to RMS Interface

Date: **March 1, 2022**

Recommendation

That, on the recommendation of the Deputy City Manager, Neighbourhood and Community-Wide Services, the following actions be taken with respect to the Xalt software from Hexagon (Intergraph Canada Ltd.) to allow an interface with ICO Solutions Records Management System from the Hexagon Fire Computer Aided Dispatch (CAD):

a) the Firm Fixed Price Statement of Work submitted by Intergraph Canada Ltd. doing business as Hexagon Safety & Infrastructure division, 10921-14 Street NE, Calgary, Alberta, T3K 2L5 for the installation of the Xalt – Integration Software, at the quoted purchase value of $65,420 (HST excluded), **BE ACCEPTED;** it being noted that this is a single source contract as per the Procurement of Goods and Services Policy Section 14.4 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);

b) the Quote number 2022-84528 submitted by Intergraph Canada Ltd. doing business as Hexagon Safety & Infrastructure division, 10921-14 Street NE, Calgary, Alberta, T3K 2L5 for the purchase and annual maintenance of the Xalt – Integration Software, at the quoted purchase value of $39,663 (HST excluded), **BE ACCEPTED**; it being noted that this is a single source contract as per the Procurement of Goods and Services Policy Section 14.4 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 good and/or services being supplied under an existing contract (i.e. contract extension or renewal);

c) subject to approval of a) and b) above, the Civic Administration **BE AUTHORIZED** to undertake all the administrative acts that are necessary in connection with this contract;

d) the approval and authorization provided for in a) and b) above, **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;

e) the Mayor and City Clerk **BE AUTHORIZED** to execute any contract or other documents, if required, to give effect to the actions set out in a) to c) above; and,

f) that the funding for this procurement **BE APPROVED** as set out in the Source of Financing Report attached, hereto, as Appendix A.

Executive Summary

This report presents the next steps required to approve the initial purchasing of software, project services, licensing and maintenance of the Hexagon Xalt software to be able to create a real-time interface between the Fire CAD and the ICO Solutions Records Management System.

The purpose of this report is to seek Council's approval to award a single source contract to Hexagon as this is the only software available to link the two systems.

Linkage to the Corporate Strategic Plan

The Xalt software interface between Hexagon Fire CAD and the ICO Records Management System is aligned with the following strategic area of focus in the City of London Strategic Plan 2019 – 2023:

- Strengthening our Community – Increasing neighbourhood safety by improving emergency response through new technology.
- Leading in Public Service – Increasing efficiency and effectiveness of service delivery and increasing the use of technology to improve service delivery.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

- [Master Product and Service Agreement with Intergraph Canada Ltd Doing Business as Hexagon Safety & Infrastructure and Upgrade the Computer Aided Dispatch System](#) (May 25, 2016)
- [Upgrade the Computer Aided Dispatch (CAD) System 9.3 to 9.4 and migrate to OnCall Analytics](#) (March 2, 2021)
- [RFP 17-36 – London Fire Department Enterprise Wide Management / Administration Software](#) (April 4, 2018)

2.0 Discussion and Considerations

2.1 Background and Purpose

The London Fire Department currently is utilizing Hexagon Fire CAD 9.3 as the software to provide dispatching capabilities, but is currently undergoing an upgrade to version 9.4, which will facilitate preparedness for future applications.

Currently, the London Fire Department is in the process of migrating from the London Fire Reporting System (LFRS) which will become obsolete within the coming months, to ICO Solutions Records Management System (ICO-RMS).

When a 911 call is received in the London Fire Department Communications Centre, the information is put into the Hexagon Fire CAD, which then goes through CAD Link which sends the information to the ICO–RMS Cloud Servers. This is a bridge between the corporate environment and the cloud environment. Presently, CAD Link only sends information every 30 - 120 seconds between the CAD and ICO.

With the new ICO–RMS, there are benefits of being able to use and send real-time data / call information from the CAD directly to the fire vehicles and utilize GPS capabilities. The challenge is, that the up to two minute delay currently in place due to the CAD Link (which is becoming obsolete) is preventing critical information from being sent instantaneously to the responding fire vehicles. By installing the Xalt software, this will eliminate the delay between the CAD and ICO–RMS, providing immediate information to the responding fire crews.

3.0 Financial Impact/Considerations

The combined price of the Xalt software $30,075, and the annual maintenance fee of $9,588, and the Project Services installation $65,420 brings the total to $105,083 (HST excluded). Funding for this purchase is available in the Fire capital plan per the Source of Financing attached as Appendix A.

Conclusion

The Xalt software will be a critical element in ensuring instantaneous transfer of information between the Fire CAD and the ICO–RMS cloud based environment without any delay in transfer to the responding fire crews. As per the Corporation of the City of London Procurement Policy Section 14.4.d), a single source award to Hexagon for the acquisition of the Xalt software is being recommended.

Prepared by: **Al Hunt, Deputy Chief, Communications and Training**
Submitted by: **Lori Hamer, Fire Chief**
Recommended by: **Cheryl Smith, Deputy City Manager, Neighbourhood and Community-Wide Services**

c.   Al Davila, Manager II, Information Technology Services, Enterprise Supports
        Doug Drummond, Financial Business Administrator, Finance Supports
        Steve Mollon, Manager I, Purchasing & Supply Operations, Finance Supports