

**COUNCIL AUTHORITY FOR CONTRACT AWARDS
SINGLE SOURCE AWARD**

Project Award	Single Source award for the purchase of a Solacom Guardian Call Handling Solution along with related hardware, software and services.
Recommendation	<p>Staff are recommending the single source award to the Halton Regional Police Service for the purchase of a Solacom Guardian Next Generation 911-capable Call Handling Solution along with related hardware, software and five years of support services in the total amount of \$550,181 (exclusive of HST)</p> <p>Staff are also recommending that delegated authority be provided to the Town's Fire Chief to approve change orders (if required) up to an aggregate value of 20% of the value of the award to the Halton Regional Police Service.</p>
Purpose of Report	As per Section 10.1 of Purchasing By-law No. 061-2018, Council approval is required.
Background information	<p>Milton Fire Rescue Service (MFRS) is undergoing significant technological modernization to enhance its communication capabilities in order to continue to support the needs of a growing municipality and ensure Next Generation 911 (NG911) compliance by March 2025 as mandated by the Canadian Radio-television and Telecommunications Commission (CRTC).</p> <p>MFRS relies on specialized telephony and call handling technology to support its emergency communications and dispatching operations. As part of a CRTC mandate to move all emergency service providers to a NG911-compliant technology system, the Town is required to implement a new NG911 call handling solution (CHS) by March 2025. This CHS is comprised of various hardware and software components and relies on a modern, fully redundant connectivity architecture between system components and the private network that facilitates emergency services call and data communications across the country (known as the ESInet).</p> <p>As the primary public safety answering point (PSAP) for Halton Region, all 911 emergency service calls in the Region route through the Halton Regional Police Service (HRPS) and are subsequently dispatched out to an appropriate secondary PSAP (ie. Fire, Ambulance) depending on the nature of the emergency service required. Halton Region (on behalf of HRPS) issued request for proposal NRFP-33-23 in August 2023 and successfully awarded a contract in February 2024 for NG911 implementation (including a CHS) to Comtech-Solacom Technologies Inc. The contract established by HRPS allows for the Town to acquire the specified goods and services under the</p>

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same terms and conditions as provided to the HRPS.

In order to be NG911 compliant, staff recommends a cohosted call handling solution with HRPS to ensure full alignment between agencies and enhance operational efficiencies. The proposed cohosted solution will provide the key benefits of improved response times, enhanced coordination and improved data integration. In order to obtain the key benefits of a regional-wide NG911 technology architecture, the Town is opting to procure a required CHS under the terms and pricing of the previously awarded HRPS contract.

Through the recommendations contained herein, the Town will proceed with procuring the necessary hardware, software, ongoing support and cyber security services required for full NG911 call taking at both its primary communications and dispatch location along with a secondary backup location. HRPS would execute a change order to its existing contract with Comtech-Solacom Technologies Inc. based on the Town's CHS requirements and the Town would subsequently be invoiced by HRPS accordingly. By leveraging a change order process to the awarded HRPS contract, the Town can take advantage of the favourable pricing provided by HRPS' previous competitive process and ensure the Town's implementation timelines progress in parallel to those of its primary PSAP for the Region.

Initial capital expenditures (including first year costs for support and cyber security monitoring services) for implementation of the CHS have been quoted at \$320,189. As part of the CHS implementation and CRTC requirements for NG911, the Town must enter into a 5 year support and cyber security monitoring contract valued at \$57,498 annually. The total contract value for the 5 year period will be \$550,181 (exclusive of HST). Annual operating costs for Year 2 (2026) onwards will be submitted as part of annual operating budgeting exercises. Although the financial impact section below presents the Town as initially funding this purchase, the Town is evaluating options for reimbursement through grant funding opportunities, similar to the previous phases of the NG911 initiative. In order to ensure sustained and efficient progress on NG911 implementation efforts in support of the March 2025 deadline, staff are also seeking requesting that authority be delegated to the Town's Fire Chief to proceed with change orders (if required) up to an aggregate value of 20% of the contract value.

Should the award to HRPS be approved as recommended herein, Town staff will return to Council with the details of the remaining hardware requirements that will be required for the NG911 transition. These items are expected to be largely available from

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	existing vendors to the Town, but may require an increase to the annual spending authority that was previously approved by Council for 2024.
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Financial Planning Section: Budget Impact (Note 1)	
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Account Number(s)	C24002723-A0410-7130
Account Description	Radio Communications
Project Total Budget	\$1,155,458
Contract Budget	\$498,965
Actual	\$325,824
Variance (Note 2)	\$173,141 (F)
Funding Source	Project Variance Account

Note 1: Financial impact includes any non-refundable portion of HST.

Note 2: Staff recommend that the favourable variance remain in the project at this time to fund future equipment requirements associated with NG911 as referenced above.

Note 3: This award will result in ongoing operating costs associated with a 5 year support and cyber security monitoring contract valued at \$57,498 annually. The total contract value for the 5 year period will be \$550,181 (exclusive of HST). Year 1 of the operating costs will be capitalized and are included in the figures above. Annual operating costs for Year 2 (2026) onwards will be submitted as part of annual operating budgeting exercises.