COUNCIL AUTHORITY FOR CONTRACT AWARDS
SINGLE SOURCE AWARD

Project Award	Single Source award to Vector Solutions for a Fire Department Learning Management and Crew Shift Scheduling solution
Recommendation	**Staff are recommending the single source award to Vector Solutions to provide a Learning Management System and Crew Shift Scheduling software solution for the total amount of $45,567 (exclusive of HST) for 2025** **Staff are also requesting the delegated authority to renew this contract on an annual basis, for 4 years beyond the additional term, (to a maximum of 5 cumulative years), in the estimated total amount of $206,219 (exclusive of HST).**
Purpose of Report	As per Section 10.1 of Purchasing By-law No. 061-2018, Council approval is required.
Background information	Milton Fire & Rescue Services (MFRS) staff are required to take regular training and certification courses in order to ensure they maintain the proper level of knowledge and skills to perform their day-to-day responsibilities in a safe manner, conducive to the ongoing and ever-expanding needs of the community. As part of the overall training management needs of the department, detailed records must be kept about the state and status of all assigned courses, including ongoing certifications, course completions, as well as expiry/renewal dates related to all staff trainings. Through this training program, MFRS is responsible for ensuring both a mixture of standard/legislative and Milton-specific training is made available to staff based on the nature of their roles and associated responsibilities. To do this effectively, MFRS requires a fire department-specific Learning Management System (LMS) to efficiently and effectively deliver required trainings, track the necessary staff participation/completion metrics and ultimately ensure overall operational readiness to respond to the needs of the community. MFRS began utilizing Vector Solutions LMS in January of 2022 in a 2-year pilot project through a non-competitive, low value procurement contract under section 6.1 of the Town's Purchasing Bylaw (061-2018). The Vector Solutions LMS is an online fire service training and operational platform that provides access to purpose-built training, designed specifically for fire departments. It provides over 450 hours of online firefighter training and operational solutions designed to keep 24/7 emergency services running efficiently and effectively. This LMS module is extremely robust, user friendly and intuitive, having contributed to improved training outcomes and overall operational readiness over its pilot period. The LMS has demonstrated proven value and effectiveness beyond what was expected in terms of delivering

training and activities, capturing critical data, staff performance and detailed reports. As a direct result of the training process efficiencies and pre-built training this solution provides, MFRS staff estimate they have saved hundreds hours of time over the past 2 years compared to previous training methods that were employed. This LMS system is used by neighbouring Fire Departments, allowing MFRS to collaboratively share/receive developed training content with/from participating agencies and drastically lower the time required to create and maintain specific content which can be natively uploaded into the platform. To date, the LMS system has proved invaluable to the ongoing operations of MFRS. Training division staff have become proficient in the day-to-day management and administration of the system and the remainder of the department have spent a significant amount of time getting accustomed to the form and function of assigned trainings and are pleased with this product.

With the growth of human resources within MFRS who require the LMS module and annual inflation, the costing now exceeds the non-competitive procurement award, to the amount of $28,714 (exclusive of HST) for the 2025 budget year. Given the proven value and success of the system, a single source award is a critical investment in MFRS' continued operations. Building on the success of the Vector Solutions LMS module, this solution can be expanded to include operational scheduling functionality.

In 2021 MFRS implemented an electronic scheduling solution within its existing fire department management software platform, aimed at improving scheduling efficiency and human resource management across the department. Proper staff/shift/equipment scheduling is a critical component in ensuring operational readiness of MFRS in being able to quickly and efficiently mobilize emergency resources to respond to the needs of the community. Since implementation, MFRS' current scheduling solution has been unable to meet the operational scheduling needs of the fire department, which are highly complex and require conformity to unique shift/station/equipment requirements in addition to aligning to various collective agreements pertaining to personnel and overtime eligibility. Current scheduling processes commit approximately 8-10 hours per week of additional staff time resolving identified deficiencies within the current software platform, despite 2 years of continuous enhancement and development efforts aimed at improving the reliability and accuracy of the system. MFRS maintains a paper-based process as a redundancy and regularly relies on the paper-based process over the current scheduling solution; while functional, it presents operational challenges and risks as the department continues to grow. MFRS has investigated alternate scheduling options already in use within the organization, however, due to the complex nature of fire department scheduling,

existing solutions would only be able to partially meet operational needs and require significant development and re-configuration.

MFRS requires a replacement scheduling platform that is purpose-built to address the unique needs of a 24/7 fire department. High level market scans have identified a small list of fire department-specific scheduling platforms that could potentially address the operational needs of MFRS. One viable solution is the Crew Shift Scheduling software product provided by Vector Solutions. This product empowers fire departments to monitor scheduling gaps and surpluses, satisfy overtime regulations driven by collective agreements, expedite callbacks and ensure qualified personnel fill open shifts, while allowing organizational-based automation across multiple stations and crews. Vector Solutions' scheduling platform provides native integration capabilities to interface directly with the Town's existing payroll system, allowing future streamlining with payroll-related processes in addition to the anticipated efficiencies related to shift scheduling. Based on the Town's ongoing success and familiarity with the Vector Solutions LMS product, it is recommended that the organization implement the Crew Shift Scheduling component of the platform. A competitive request for proposal process is not recommended as the time commitment and duration of such an effort, estimated to take multiple weeks from development to issue to final award, will exceed the annual commitment of the product provided by Vector Solutions. This estimation takes into consideration the effort required to fully implement a new scheduling solution and train all MFRS staff to work within this new platform. Additionally, further delays in procuring a replacement scheduling solution will continue to add a minimum of 8-10hrs of additional staff time per week addressing deficiencies in current scheduling processes. Town staff recommend Vector Solutions as the single source provider for Crew Shift Scheduling in the amount of $16,853 (exclusive of HST) for the 2025 budget year.

Approving Vector Solutions as the single source provider for both the LMS and Crew Shift Scheduling functionality is a strategic decision that aligns with MFRS' operational needs and long-term goals. The total value of the software product for 2025 will be $45,567 (exclusive of HST). The Town anticipates inflationary increases through the contract term, and a 5-year total commitment is estimated to be $251,786 (exclusive of HST).

Financial Planning Section: Budget Impact (Note 1)

Account Number(s)	2216-3445
Account Description	Technology Service Programs - Software Annual Maintenance
Project Total Budget	N/A

Contract Budget	$ 47,000
Actual (Net of HST Rebate) (Note 2)	$ 46,369
Variance (Note 2)	$ 631 (F)
Funding Source	Operating Budget

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

Note 2: This contract commits the Town to an initial annual operational expense of $45,567 (exclusive of HST) that will increase thereafter each year with consideration for inflation. Spending relative to the approved budgets will be reviewed with Financial Planning and any variances reported through the variance process. The annual increases will be considered in the development of the future budget.