

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

Project Award	Single Source award to Locution Systems Inc. and to Kelcom Radio Solutions for a Fire Station Alerting System Implementation
Recommendation	<p>Staff are recommending the single source award to Locution Systems Inc. for the purchase and configuration of a Fire Station Alerting System in the estimated amount of \$369,084 (exclusive of HST).</p> <p>Staff are also recommending the single source award to proceed with a 5 year support and maintenance contract in the estimated total amount of \$160,862 (exclusive of HST) with Locution Systems Inc.</p> <p>Further, Staff are recommending the single source award to Kelcom Radio Solutions for the installation of the Locution Fire Station Alerting System in the amount of \$131,383 (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 Locution Systems Inc.</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 Kelcom Radio Solutions.</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 Services (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>As part of a comprehensive emergency fire communication program, MFRS must purchase and install a Fire Station Alerting system (FSA) into each fire station location to ensure the safety and well-being of our community through efficient and rapid emergency dispatching and response.</p> <p>FSA systems are emergency communication center solutions that permit automated, multiple-unit simultaneous dispatch capabilities, comply with National Fire Protection Association (NFPA)</p>

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guidelines by adding radio redundancies and eliminate caller hold times through IP network alerting, resulting in significantly improved call processing times.

Locution Systems Inc. of Golden, Colorado, is currently the only manufacturer, distributor, retailer and provider of an automated voice dispatching system that provides a digitally recorded and complete word and phrase-based human voice automated dispatch message. This functionality is required for Fire and EMS emergency dispatching and has been developed by Locution specifically for alerting and dispatching these personnel. Benefits of this technology, shared by no other station alerting system currently in the market, are:

1. The system does not require a multi-second hearing adaptation period to reach understanding of a full dispatch announcement. This is because it is word and phrase-based human voice.
2. The system is the only such system that provides full dispatch announcement understandability to the high level required by Fire/EMS departments. This is also due to it being word and phrase based human voice.
3. The system is the only system that provides allowance for 99.99% accuracy. Each street name, incident, and unit name are specifically run through a record/review process at Locution operations with a final review process at the department. Each element can be matched precisely to the required way it needs to be said, including special pronunciations.

All three points above: minimal interpretation lag, very high understandability, and high announcement accuracy are required for EMS and Public Safety Operations in order to prevent the potential for an unacceptable number of location deployments, while still providing very quick turnaround times. No other station alerting system provides all three of the above, a requirement for acceptable automated Fire and EMS dispatch operation.

Furthermore, the alerting system from Locution includes advanced safety features such as automated voice alerts, zoned alerting, and remote monitoring capabilities. These features significantly enhance situational awareness and response coordination, ultimately improving the safety of both the firefighters responding to a scene and the public.

Halton Fire Services (Burlington, Oakville and Halton Hills) currently use Locution FSA to support their emergency dispatch operations. It is advantageous for MFRS to maintain uniformity

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	<p>and interagency operability in order to be adaptive and responsive to future opportunities within the Region.</p> <p>Staff have worked with Locution and their authorized installation partner, Kelcom Radio Solutions, to source and design a solution that is fully compatible with and scalable to the Town’s current and future planned emergency operations facilities, infrastructure and technology standards. Staff are confident the pricing provided by Locution and Kelcom are appropriately reflective of the overall design and value the Town is receiving with this solution.</p> <p>Capital account C24002720 was previously approved to support the procurement and implementation efforts associated with a FSA solution within the Town. Staff are recommending a single source award to Locution Systems Inc. in the estimated amount of \$369,084 CAD (subject to \$USD to \$CAD conversion) for the procurement and configuration of the required hardware as well as an award to Kelcom Radio Solutions in the amount of \$131,383 CAD for the installation of the FSA solution.</p> <p>Following the installation of the FSA system and after the 1 year warranty period, an annual support and maintenance contract will be established with the vendor, in the estimated amount of \$32,172 CAD per year. This annual commitment will vary based on USD exchange rates and annual inflationary increases.</p>
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Financial Planning Section: Budget Impact (Note 1)

Account Number(s)	C24002720-A0410-7130
Account Description	Radio Communications
Project Total Budget	\$ 1,049,233
Contract Budget	\$ 819,616
Actual (Net of HST Rebate) (Note 2)	\$ 509,275
Variance (Note 3)	\$ 310,341 (F)
Funding Source	Project Variance Account

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

Note 2: Contract actuals are an estimate and will vary based on USD exchange rates and final design of solution including hardware components required as well as physical install and electrical work necessary within Fire Stations. The final contract value will be monitored by program area staff. Any variances will be reported through the variance process.

Note 3: 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 4: This award will result in ongoing operating costs associated with a 5 year support and maintenance contract in the estimated total of \$32,172 annually. Annual operating costs will be submitted as part of the annual operating budgeting exercise within the IT Programs – Service Agreements area starting 2026.

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Note 5: The Town will initially fund this purchase but will be applying for reimbursement through grant funding opportunities, similar to the previous phases of the NG911 initiative.