

Municipality of Chatham-Kent
Finance, Budget, Information Technology & Transformation
Information Technology & Transformation

To: Mayor and Members of Council
From: Sarah VandenBrand, Project Manager
Date: November 14, 2022
Subject: Hexagon iCAD solution for Next Generation 9-1-1

Recommendation(s)

It is recommended that:

1. The Hexagon iCAD licenses and hardware required for the Next Generation 9-1-1 backup site, be sole sourced to Hexagon Safety at a cost of \$142,570.
2. The total cost of \$142,570 (including HST) be funded from the NEXTGEN capital budget.
3. Annual software maintenance charges of \$13,940 (including HST) be funded from 13903.52171.NG911 existing base budget.
4. The Director of Information Technology & Transformation be authorized to negotiate and execute the final contracts and terms with Hexagon Safety, subject to the terms and conditions being acceptable to the General Manager, FBITT and Director of Legal Services.

Background

The Procurement By-law #166-2020 was adopted by Council on December 14, 2020. The Procurement Section 125 – Sole Source states the following:

A direct Award of Contract may be used to purchase Deliverables from Municipal funds if there is only one Supplier that provides the product. Sole Source purchases that meet this criteria must have prior approval authorized by:

- a. The Chief Administrative Officer up to \$100,000.
- b. Council above \$100,000.

The [NG9-1-1 Report to Council](#) was received by Council on October 3, 2022, requesting additional budget to deliver the Next Generation 9-1-1(NG9-1-1) project which was subsequently approved. Within the report, details were included pertaining to the requirement of additional Hexagon iCAD licenses and equipment that would be required at the backup site. The need for a backup/secondary location is critical to the resilience of the 9-1-1 service and has previously been agreed by Council.

Chatham-Kent Police Services (CKPS) subscribes to a Computer Aided Dispatch (CAD) solution from Hexagon Safety (Hexagon) through a contract with the Ontario Police Technology Information Co-operative (OPTIC). The CAD solution provides complete, integrated capabilities for call handling and dispatching, intelligent mapping, field communications, data reporting and analysis and application integration. iCAD enhances the quality and availability of critical information, providing a common operating picture for intelligent response.

The back up site cannot function without the Hexagon iCAD service. Emergency Call Operators (ECOs) must have the ability to track the location and progress of front-line services during an incident. There is no other alternative solution as this has to be a replication of the existing system.

Comments

The contract with Hexagon would cover all necessary hardware and software, plus professional services, to replicate the CAD environment at the secondary/back up site and allow for full Disaster Recovery services, should the primary Emergency Call Centre be inaccessible. OPTIC provides the primary hosted solution, but the backup licenses would be procured through Hexagon directly as OPTIC does not have the mechanism to invoice for licenses, only subscription services.

Areas of Strategic Focus and Critical Success Factors

The recommendations in this report support the following areas of strategic focus:

- Economic Prosperity:
Chatham-Kent is an innovative and thriving community with a diversified economy
- A Healthy and Safe Community:
Chatham-Kent is a healthy and safe community with sustainable population growth
- People and Culture:
Chatham-Kent is recognized as a culturally vibrant, dynamic, and creative community
- Environmental Sustainability:

Chatham-Kent is a community that is environmentally sustainable and promotes stewardship of our natural resources

The recommendations in this report support the following critical success factors:

- Financial Sustainability:**
The Corporation of the Municipality of Chatham-Kent is financially sustainable
- Open, Transparent and Effective Governance:**
The Corporation of the Municipality of Chatham-Kent is open, transparent and effectively governed with efficient and bold, visionary leadership
- Has the potential to support all areas of strategic focus & critical success factors
- Neutral issues (does not support negatively or positively)

Consultation

The proposed solution has been reviewed by the Inspector of Administrative Services at CKPS, as well as CKPS IT department, and confirmed to be a necessary requirement.

Financial Implications

Updated one-time expenses previously approved by Council included the Hexagon iCAD solution estimated one-time costs, and lifecycle for the hardware, software and services in included in the operating base budget:

| | 2022 (approved) | 2023 (proposed) | 2024 (proposed) | Total (estimate) |
|----------------------------------|--------------------|--------------------|--------------------|---------------------|
| One-time expense | \$1,000,000 | \$1,500,000 | \$1,464,355 | \$3,964,355 |
| Operating Base Budget Increase | \$125,000 | \$475,000 | \$228,017 | |
| Operating Base Budget Cumulative | \$125,000 | \$600,000 | \$828,017 | |

Prepared by: Sarah VandenBrand, Project Manager, NG9-1-1, Information Technology & Transformation

Reviewed by: Jason Chickowski, Inspector - Administrative Support Branch, Chatham-Kent Police Services

Consulted and confirmed the content of the consultation section of the report by:

Catherine Fitzgerald, Director, Information Technology & Transformation

Attachment(s):

None